

October 7, 2010

<Name>
<Address>
<City, State, ZIP>

<VIN>

NHTSA Recall Code: 10V-458

Important Safety Recall Notice regarding your Roadster

Dear Roadster Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

## **REASON FOR THIS RECALL**

Tesla Motors has determined that a defect which relates to motor vehicle safety exists in certain 2010 Model Year Roadsters. Specifically, the 12V auxiliary cable for the low voltage back up power system may be improperly routed. If the wire is improperly routed, and trapped against the wheel well cover, the wire may abrade against the edge of the carbon fiber armature and, over time, expose the wire. Contact between the bare wire and carbon fiber may cause a short-circuit leading to possible electrical arching. If the problem is not addressed promptly, it is possible that the short circuit and electrical arcing could lead to a fire in the right front headlamp area. This issue is limited to the 12V auxiliary cable and does not involve the main battery pack or main power system.

## WHAT TESLA MOTORS WILL DO:

Tesla Motors will check the routing of the 12V auxiliary cable and install a protective sleeve over the wire at no charge to you. This will prevent misrouting and pinching by the wheel well cover.

## WHAT YOU SHOULD DO

Please contact the Tesla Store Service Department nearest to you as soon as possible to arrange a service date for the repair at no charge to you. The labor time necessary to perform this work is approximately 1 hour. Please ask your Tesla Store Service Manager if you wish to know whether additional time is necessary to process your vehicle.

Alternatively, if there is no Tesla Store Service Department near you or at your request, Tesla Motors will coordinate with you to perform the repair work onsite at your place of business or residence at no charge to you. If you wish to arrange such a service visit, please contact Tesla

Motors to schedule that appointment. You may reach Tesla Customer Service to schedule an appointment at 877 88-TESLA [83752].

If you believe that Tesla Motors has failed or is unable to remedy this defect without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <a href="http://www.safercar.gov">http://www.safercar.gov</a>.

## **TESLA CUSTOMER SERVICE**

Should you have questions regarding the above Recall action, please contact Tesla Customer Service at 877 88-TESLA [83752] / <a href="mailto:customer@teslamotors.com">customer@teslamotors.com</a>.

Tesla Motors cares about its customers. We are here to answer any of your questions. Tesla Motors regrets any inconvenience associated with this recall, but we want to assure that your vehicle provides the highest possible level of safety.

Tesla Motors, Inc.