





TESLA RANGER SERVICE PROGRAM OVERVIEW



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Tesla Ranger Service

Tesla Rangers are service technicians who make house calls. For an additional fee (payable at the time of service), they can come to your home or office to perform most maintenance service and warranty repairs.

After a careful evaluation and diagnosis of the required service, Tesla will decide whether a Ranger is sent to conduct the repair or maintenance on-site, or a valet is sent to pick up your vehicle and bring it back to a Service Center. All vehicles that are within 50 miles (80 km) of a Service Center will be picked up by a valet.

If the vehicle needs to be transported to a Service Center, Tesla will provide a Model S service loaner upon request, subject to availability. If a Model S service loaner is not available, Tesla will provide a rental car upon request.

Tesla no longer offers “Anywhere” Service Plans that include unlimited pre-paid Ranger service.

What is Included in the Ranger Service Fee?

- Ranger travel within countries where Tesla has a service facility
- Timely service, prioritized by the urgency of the work requested
- Ranger work on the vehicle, if the problem is covered by:
 - ◆ Warranty
 - ◆ Service plan
- Transportation of the vehicle to the nearest Service Center if determined to be necessary by Tesla and the problem is covered by:
 - ◆ Warranty
 - ◆ Service plan

NOTE: Some services cannot be performed during a Ranger visit. If necessary, the vehicle will be transported to the nearest Service Center, repaired, and returned to your location.

What is Not Included?

- Ranger work on the vehicle, if the problem is not covered by:
 - ◆ Warranty
 - ◆ Service plan
- Transportation of the vehicle to a non-Tesla Service Center (e.g., a third party tire service center)
- Transportation of the vehicle to a Service Center, if the problem is not covered by:
 - ◆ Warranty
 - ◆ Service plan
- Transportation of the vehicle to a Service Center which is not the closest one to where the service can be performed

Tesla Rangers can perform most warranty repairs, but the cost of their visit is not covered under the New Vehicle Limited Warranty. Ranger service may not be immediately available in all areas. Ranger service is not available where prohibited by law.

Ranger service pricing is based on a per visit, per vehicle basis. Availability, duration, and pricing are subject to change. Contact Tesla for current pricing.