



Pre-Owned Roadster Vehicle Certification Documents

Classification:	Information Bulletin	Section/Group:	95 - After Sales Systems	Country/Region:	Global
Year:	All	Model:	Roadster	Version:	All

Bulletin Classification: *This bulletin is released for informational purposes only. It is issued to assist in the correct operation and proper diagnosis & repair of Tesla vehicles. Topics include customer satisfaction issues, warranty, vendor, and general product information.*

NOTE: This Service Bulletin supersedes SB-12-95-005 dated 18-Apr-2012. This Revision 2 introduces more specific standards, expanded criteria for some Exterior and Interior checks, and a new style format. This revision also includes the sales Certified Pre-Owned (CPO) Spec Sales Sheet SID-12-0029. Changes are identified by double lines on each side.

Examples include:

- Specify Ideal Estimated Standard Range Mileage
- Specify Ideal Estimated Max Range Mileage
- Added Retail Price to both Summary and Inspection check sheets
- Eliminated percentage calculations and added specific mm/in standards
- Expanded Exterior standards, example; Body Door Panel - *Reasonably free of major scratches , chips, other damage over 1.0"/ 26 mm. No structural damage acceptable.*
- Expanded Interior standards, example; Seat Condition - *Light scratches and wear marks are acceptable. No structural cracks, holes, or cuts in outer material. Inner liner must not be visible. No other damage over 1.0"/26mm.*

The referenced CPO documents are used during the final multi-point vehicle inspection. Refer to these check sheets when a Tesla Certified Pre-Owned Roadster vehicle is sold to a customer.

The completed Roadster Pre-Owned Certification Report (SID-12-0004) is reviewed with the customer to detail the results of the vehicle inspection during the sales transaction (Figure 1).

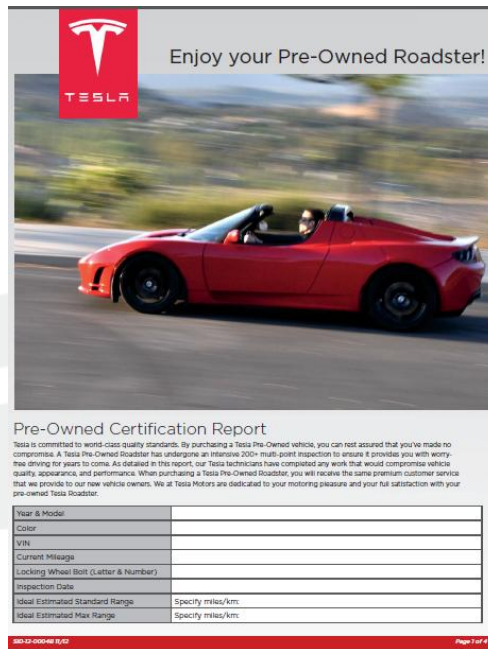


Figure 1

The Roadster Pre-Owned Vehicle Evaluation - Standards & Guidelines (SID-12-0005) (Figure 2) are used as a reference when evaluating the a Roadster vehicle and completing the Roadster Pre-Owned Certification Report.

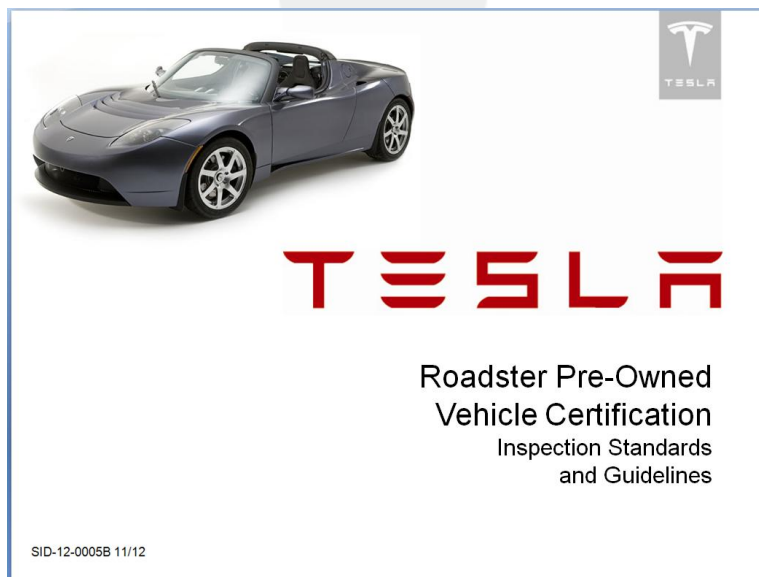


Figure 2

NOTE: These checks are in addition to the previous Roadster Vehicle Evaluation – Inspection SID-12-0002. Refer to Service Bulletin SB-12-95-003 for information regarding these multi-point inspection checks.

NOTE: All related Service Information Documents (SID) are available in the Internal website Service Documents section.

The Certified Pre-Owned (CPO) Sales Spec Sheet SID-12-0029 is completed by the Sales Center. This document can be used as a vehicle quick reference for sales purposes. Review with sales customers. Details include the stock number, VIN, and specific vehicle highlights. Photos can be embedded by clicking on the icon in the middle of each photo placeholder (Figure 3).

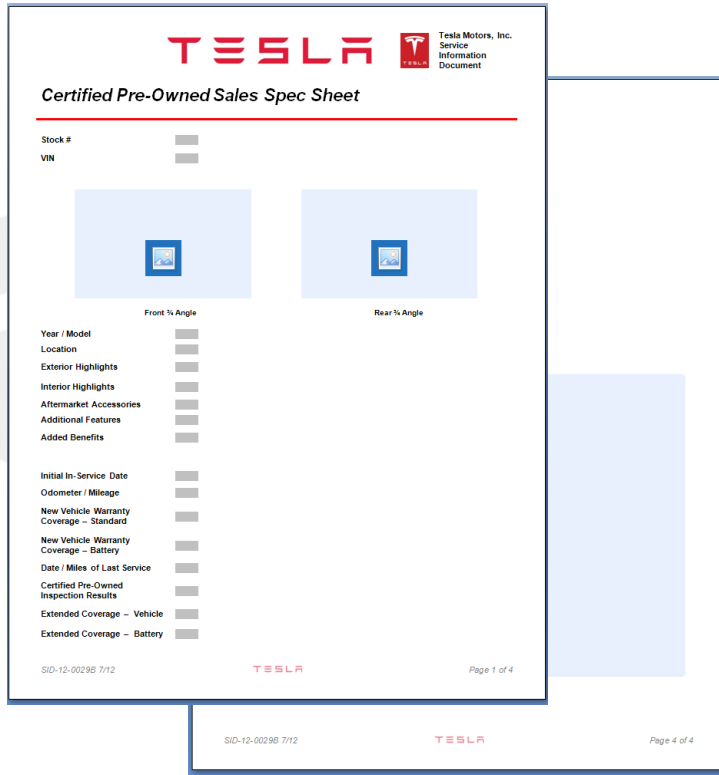


Figure 3

Other Related Service Information Documents:

SID-12-0001 – End of Lease, Roadster Vehicle Evaluation – Inspection Summary

SID-12-0002 – End of Lease, Roadster Vehicle Evaluation – Inspection

SID-12-0003 – End of Lease, Roadster Vehicle Evaluation – Inspection Standards & Guidelines

Warranty/DMS Coding:

Description	Complaint	Cause	Correction
Pre-Owned Certification Report - Inspection	A091	B053	S011295005
Pre-Owned Certification Report - Maintenance Services	A000	B000	S021295005