# TESLA PARTS, BODY & PAINT REPAIR LIMITED WARRANTY

EFFECTIVE DATE: 2025/12/01

# Contents

General Terms and Conditions.....2

Limitations and Disclaimers.....6

Dispute Resolution.....7

This Tesla Parts, Body & Paint Repair Limited Warranty applies to the parts set forth below, for which you provide proof of purchase if requested by Tesla:

- Tesla branded and manufactured parts purchased directly from Tesla over-the-counter or online or purchased from Tesla or Tesla Body Shops or Tesla-Approved Collision Centers ("Parts"); and
- Tesla branded and manufactured Roadster parts that have been previously used in another Tesla vehicle, which are purchased directly from Tesla for use as a used part ("Used Parts").

This Tesla Parts, Body & Paint Repair Limited Warranty applies to Tesla branded and manufactured parts purchased directly from Tesla over-the-counter or online, or from Tesla or Tesla-Approved Collision Centers or Tesla Body Shops, and for which you provide proof of purchase if requested by Tesla ("Parts").

Subject to the exclusions and limitations described below, this Tesla Parts, Body & Paint Repair Limited Warranty covers the repair or replacement necessary to remedy a "Failure" of a Part or Used Part that is determined by Tesla to have occurred under normal use. "Failure" means the complete failure or inability of the applicable Part or Used Part to perform the function(s) for which it was designed due to defects in material or workmanship of the Part or Used Part, subject to the Warranty Limitations listed below. Failure does not include a gradual loss in operating performance due to normal wear and tear, or a cosmetic difference or change.

At Tesla's discretion, a Part may be repaired or replaced by a new or remanufactured part; and a Used Part may be repaired or replaced by a new or remanufactured part, or the purchase price for the Used Part may be refunded. Any Part or Used Part replaced under this Limited Warranty becomes the property of Tesla (subject to the customer's inspection, upon request made prior to the repair).

Any Part or Used Part repaired or replaced under this Parts, Body & Paint Repair Limited Warranty will be covered only until the end of the applicable warranty period in this this Parts, Body & Paint Repair Limited Warranty, or as otherwise required by law. Any part repaired or replace under any other Tesla limited warranty or service plan is covered for the duration of that applicable limited warranty or plan, and this Tesla Parts, Body & Paint Repair Limited Warranty does not extend the coverage beyond that duration. Tesla will not provide a duplicate remedy for an issue covered by both this and Tesla Parts, Body & Paint Repair Limited Warranty and another Tesla limited warranty or service plan.

Tesla owns certain service centers ("Tesla Service Centers"), whereas Tesla-Approved Body Shops ("TABS") and Tesla-Approved Collision Centers (TACC") are independently-owned and operated. Information on Tesla Service Centers, TABS, and TACCs, is available here: https://www.tesla.com/support/collision-support.

This Tesla Parts, Body & Paint Repair Limited Warranty covers Parts and Used Parts that were installed by TABS, TACCs, and other third parties, to the extent provided herein; but does not cover installation work by any third party (including TABS and TACCs).

"Failure" means the complete failure or inability of a covered Part or Used Part to perform the function(s) for which it was designed due to defects in material or workmanship of the Part or Used Part manufactured or supplied by Tesla that occur under normal use and is subject to the Warranty Limitations listed below. Failure does not include the gradual loss in operating performance due to normal wear and tear or a cosmetic difference or change in a Part or Used Part.

## Coverage Period - Parts

This Tesla Parts, Body & Paint Repair Limited Warranty begins on the purchase date of the Part, and provides coverage for the period of 12 months or 20,000 km,whichever comes first, except to the extent that a particular Part has a longer warranty coverage period as set forth in the table below

| | |
|---|---|
| Sheet Metal | Limited Lifetime |
| Drive Unit* | 4 years or 80,000 km, whichever comes first |
| Vehicle High Voltage Battery* | 4 years or 80,000 km, whichever comes first |
| Wall Connector | 4 years |
| Touchscreen and Media Control Unit | 2 years or 40,000 km, whichever comes first |
| Clear Protection Film** | 10 years |
| Color Paint Film** | 5 years |

**Excludes the Tesla Roadster which has a warranty of 2 years or 25,000 miles (40,000 km), whichever comes first.*

*** Only available in the United States: Excludes defects in workmanship (installation), which has a warranty of 12 months or 12,500 miles (20,000 km), whichever comes first.*

## Coverage Period - Roadster Used Parts

This Tesla Parts, Body & Paint Repair Limited Warranty begins on the date the Used Part is purchased and provides coverage for the period of 6 months or 6,000 miles (10,000 km), whichever comes first.

## Labor Coverage

Only if the Part or Used Part was installed by Tesla, this Tesla Parts, Body & Paint Repair Limited Warranty also covers the cost of Tesla's labor to repair or replace the covered Part or Used Part.

Tesla will not cover any labor charges or costs associated with work performed by any third-party, including TABS, TACCs, and Powerwall installers and certified technicians.

## Body and Paint Repair

This Tesla Parts, Body & Paint Repair Limited Warranty provides a limited lifetime coverage on body and paint repairs performed by Tesla. The limited lifetime body repair warranty includes repairs for cracking, flaking, pitting, and deterioration of body Parts, but excludes damage caused by rust. The limited lifetime paint repair warranty includes repairs for peeling and cracking of paint or topcoat, and loss of gloss caused by hazing. However, no warranty is provided as to body repairs performed as “goodwill” or otherwise performed by Tesla free of charge. To the fullest extent permitted by law, such goodwill or free repairs are provided as-is with no warranty.

The coverage of body and paint repairs is subject to the exclusions and limitations in this Parts,Body & Paint Repair Limited Warranty.

## Clear Protection or Color Paint Films (U.S. only)

This Tesla Parts, Body & Paint Repair Limited Warranty covers defects in material for Clear Protection Films and Color Paint Films purchased directly from Tesla; and defects in installation provided that the installation was performed by Tesla. Examples of defects in material include discoloration, yellowing, and blistering and examples of defects in installation include peeling, lifting or bubbling. To be covered, any such defects in material or installation must occur under normal use.

The coverage of clear Protection Films and Color Paint Films is subject to the exclusions and limitations in this Parts,Body & Paint Repair Limited Warranty.

## Parts Included with Initial Vehicle Purchase

Certain items,such as a Tesla mobile connector and adapters, that were included as standard equipment with the purchase of a new or used Tesla vehicle are covered under the applicable New Vehicle Limited Warranty or Used Vehicle Limited Warranty, in accordance with its terms.

## Repaired or Replaced Parts

If a Part or Used Part is repaired or replaced under this Tesla Parts, Body & Paint Repair Limited Warranty, the new Part or Used Part will continue to be covered by the applicable original warranty period for the applicable repaired or replaced Part or Used Parts (set forth above in "Coverage Period"), or for a period of 90 days, whichever is longer.

## Customer Obligation

Tesla may require that you provide proof of purchase of the applicable Part or Used Part,or body or paint repair, prior to receiving benefits under this Tesla Parts, Body & Paint Repair Limited Warranty.

## Transferability

With the exception of body and paint repairs, this Tesla Parts, Body & Paint Repair Limited Warranty can be transferred to a subsequent owner(s), subject to such subsequent owner providing proof of purchase of the applicable Part or Used Part upon Tesla's request. Coverage for body and paint repairs does not transfer to subsequent owner(s).

## Warranty Limitations and Exclusions

This Tesla Parts, Body & Paint Limited Warranty does not cover:

- Parts not purchased directly from Tesla;
- Parts that are not defined above as Parts or Used Parts, including tires (except for China, for which tires are covered as set forth above);
- Parts or Used Parts installed in vehicles for racing, competition or commercial use; and
- Charging equipment used for commercial purposes.

Tesla does not require that you have non-warranty maintenance, service or repairs performed by Tesla or by a TABS or TACC. However, please be aware that this Tesla Parts, Body and Paint Limited Warranty will not cover issues caused by lack of or improper maintenance, installation, service or repairs.

This Tesla Parts, Body & Paint Limited Warranty does not cover any damage or malfunction directly or indirectly caused by, due to, or resulting from, normal wear or deterioration, abuse, misuse, modifications, other defective parts, negligence, accident, collision, impact, or lack of or improper use, installation, maintenance, repair, storage or transport, including, but not limited to, any of the following:

- Failure to follow the instructions, maintenance and warnings published in the applicable documentation supplied by Tesla or the installer of the Part or Used Part;
- External factors, including but not limited to, physical impact force, faulty or damaged electrical wiring, junction boxes, circuit breakers, receptacles or power outlets, the environment, or an act of God, including, but not limited to, fire, earthquake, water, lightning and other natural or environmental conditions;
- Surface or cosmetic corrosion causing perforation in body panels or the chassis from the outside in, such as stone chips or scratches;
- Corrosion and paint defects caused by, due to, or resulting from accidents, paint matching, abuse,neglect, improper maintenance or operation of the vehicle, installation of an accessory, non-Tesla manufactured or supplied materials or workmanship causing perforation (holes) in body panels or the chassis from the inside out, exposure to chemical substances, or damages resulting from an act of God (as described above) or improper storage;
- Failure to contact Tesla upon discovery of a defect covered by this Tesla Parts, Body & Paint Repair Limited Warranty;
- Any repair, alteration or modification to a Part or Used Part, or the installation or use of any Part or Used Part by a person or facility not authorized or certified to do so;
- The use of non-Tesla accessories or parts;
- Coverage under any other warranty or insurance; and
- Damage from off-road or marine use.

## Your Rights Under Local Laws

This Tesla Parts, Body & Paint Repair Limited Warranty gives you specific contractual rights. These rights do not substitute or affect any *mandatory*statutory rights under your local laws. This could mean that you may have additional rights arising from your local laws including, but not limited to, any *mandatory* statutory warranty rights.

THIS TESLA PARTS, BODY & PAINT REPAIR LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MADE IN CONNECTION WITH YOUR TESLA PARTS, USED PARTS, AND BODY AND/OR PAINT REPAIRS. All other implied or express warranties or conditions are disclaimed to the fullest extent permissible under the law in your Warranty Region (set forth below), including but not limited to, implied warranties and conditions of merchantability, fitness for a particular purpose, durability, or those arising out of a course of dealing or usage of trade. Some Warranty Regions do not allow limitations on implied warranties or conditions and/or how long and implied warranty or condition lasts, so the above may not apply to you. To the fullest extent permissible under your local law, a refund for the Part or Used Part (Australia only), the performance of necessary repairs and/or replacement of new, reconditioned, or remanufactured Part or Used Part by Tesla for the covered defect is the exclusive remedy under this Tesla Parts, Body & Paint Repair Limited Warranty or any implied warranties. To the maximum extent permissible under your local law, liability is limited to the reasonable price for repair or replacement of the applicable Part or Used Part, not to exceed the manufacturer's suggested retail price; and associated charges for labor, installation, removal, or towing (if applicable and not subject to exclusion). Replacement may be made with parts of like kind and quality, including non-original manufacturer's parts, or reconditioned or remanufactured parts, as necessary and/or appropriate. Subject to local laws and regulations, the decision of whether to repair or replace a Part or Used Part or to use a new, reconditioned or remanufactured part will be made by Tesla, in its sole discretion. Please see Dispute Resolution on page 7 for information on applicable laws in your Warranty Region.

Tesla shall not be liable for any defects under this Tesla Parts, Body & Paint Repair Limited Warranty that exceed the fair market value of the applicable Part or Used Part at the time immediately preceding the discovery of the defect. In addition, the sum of all benefits payable under this Tesla Parts, Body & Paint Repair Limited Warranty shall not exceed the price you paid for the applicable Part or Used Part.

Tesla does not authorize any person or entity to create for it any other obligations or liability in connection with this Tesla Parts, Body & Paint Repair Limited Warranty.

Subject to local laws and regulations, and to the maximum extent permissible under local law, Tesla hereby disclaims any and all indirect, incidental, special and consequential damages arising out of, or relating to, the Tesla Part, Body & Paint Repair Limited Warranty, including, but not limited to, transportation to and from a Tesla Service Center, loss of the Part or Used Part, including any connector or adapter, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses.

Subject to local laws and regulations, and to the maximum extent permissible under local law, the above limitations and exclusions shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise), or otherwise at law or in equity, even if Tesla is advised of the possibility of such damages or such damages are reasonably foreseeable.

To obtain warranty service, you must notify Tesla within the applicable warranty period, and deliver thevehicle, at your expense (except where Tesla is obligated to undertake towing), during regular business hours to a Tesla Service Center in your warranty region. The location of the nearest Tesla Service Center may be obtained by visiting Tesla's website for your region. The location of Tesla Service Centers is subject to change at any time. The updated list of Tesla Service Centers is and will remain published on Tesla's website for your region.

Some jurisdictions and/or local governments may require that tax be collected on warranty repairs. Where applicable law allows, you are responsible for payment of these taxes.

Nothing in this Tesla Parts, Body & Paint Repair Limited Warranty shall exclude, or in any way limit, Tesla's liability for death or personal injury solely and directly caused by Tesla's negligence, or that of its employees, fraud or fraudulent misrepresentation, or any other liability to the extent the same is proven in a court of competent jurisdiction in a final non-appealable judgment and may not be excluded or limited as a matter of local law.

To the fullest extent permissible under the law of your jurisdiction, Tesla requires that you first provide written notification of any dispute related to this Tesla Parts, Body & Paint Repair Limited Warranty within a reasonable time, and within the applicable coverage period specified in this Tesla Parts, Body & Paint Repair Limited Warranty, and allow Tesla an opportunity to make any needed repairs before pursuing the dispute further. Please send written notification seeking dispute resolution to the address for your region as shown below:

| Warranty Region | Contact Information |
|---|---|
| Europe<br>*Includes United Kingdom* | Tesla Motors Netherlands B.V.<br>Burgemeester Stramanweg 122, 1101 EN<br>Amsterdam, Netherlands<br>Phone: 020 365 00 08 |

Please include the following information:

- Vehicle Identification Number (VIN) of your Tesla vehicle;
- Tesla part (including connector or adapter) invoice date;
- Your name and contact information;
- Name and location of the Tesla Store and/or Tesla Service Center nearest to you or preferred by you;
- Description of the issue, concern, or dispute; and,
- History of the attempts you have made with Tesla to resolve the concern, or of any repairs or services that were not performed by Tesla.

TESLA