

**From:** collision-techinfo [mailto:[collision-techinfo@tesla.com](mailto:collision-techinfo@tesla.com)]  
**Sent:** Tuesday, April 18, 2017 10:06 AM  
**To:** collision-techinfo  
**Subject:** Tesla Body Repair Program Update

Greetings Tesla Approved Body Shops,

With our growing fleet of vehicles, we have been quite busy at Tesla, as we know you all have as well. Model 3 is just around the corner and we have been making a number of significant improvements to the Body Repair Program in preparation for the increased volumes Model 3 will bring. In order to scale, we recognize the need to simplify the process of training, and reduce the complexity and cost of tooling required to repair our cars. Our tooling objective is to minimize the additional cost, beyond what our shops, already properly equipped for mainstream vehicle repair (aluminum or steel), have invested. We are designing repair procedures and requirements with these factors in mind.

On the equipment horizon, we have already approved 8 of the most popular aluminum welders prevalent within the collision repair industry. We are exploring promising alternatives to other equipment for which we previously offered limited options. Other coming improvements will expand estimating system offerings, and reduce the time and cost of structural part replacement.

Building on the past 5 years of experience, we have been able to evaluate and dramatically simplify training, and will no longer require instructor led, onsite training. We have developed online training as a more time and cost effective way to train your technicians to be approved for Tesla repairs. Online training offers many benefits not possible solely with instructor led training, such as unlimited reviewing of procedures, more frequent class offerings and updates for the network, and less time to train our whole technician population vs cycling everyone through constrained class rooms. Cost to you is greatly reduced, as weeks of lost production and travel expenses are eliminated as well. This training is available immediately, and we will refund all paid training classes from April 1, 2017 forward. We will refund all paid training for classes in Q2 whether you have already taken classes this month, or are coming to classes in the next few weeks. Classes scheduled beyond May 12, 2017 in North America have been cancelled. Body Repair Training Coordinators will reach out to issue refunds for training.

Structural technicians will no longer have to travel to Tesla for onsite weld training and recertification. We have created an arrangement with ICAR to achieve the necessary qualification, without the expense of lost production and travel previously required. More details on this to come

We are thrilled for the opportunity to drive more work to our network shops while minimizing the increased costs. Like you, we recognize how unique and exceptional the Tesla instructor led training was within the industry, and we are also acutely aware of the massive commitment you as shop owners and your technicians have made to be part of the Program. As we continue to simplify the Tesla Approved Body Shop program, we are working on new pricing structures for parts and repair advisory that will take into account the level of engagement and investment made by our founding partners that will forever be "Factory Trained".

We will Share more exciting information in the coming weeks regarding Model 3, as well as details of other program improvements that are long overdue.

#### **TRAINING UPDATES:**

##### **Americas**

- Instructor Led Training Ends: May 12, 2017
- Online Training Available: April 14 – May 12, 2017
- Training Refunds: April 1, 2017 forward

##### **Europe, Middle East, and Africa**

- Instructor Led Training Ends: June 30, 2017
- Online Training Available: April 14 – May 12, 2017
- Training Refunds: April 1, 2017 forward

## **Asia Pacific**

- Instructor Led Training Ends: June 30, 2017
- Online Training Available: April 14 – May 12, 2017
- Training Refunds: April 1, 2017 forward

## **New Training Requirements – Effective Immediately**

### **Online Training:**

1. Course Access
  - a. Go to <https://body-teslatraining.bridgeapp.com>
    - i. Enter your login ID (registered email with Tesla Body Repair Program) and password.
    - ii. If you do not remember your password, click the “I forgot my password” link and follow the instructions to reset your password.
    - iii. If you would like access to the courses but do not have an account, contact [collision-training@tesla.com](mailto:collision-training@tesla.com) for assistance.
  - b. After you successfully login, click on the “Learning Library” to access and enroll in the courses.
2. Courses
  - a. Required
    - i. Electrical Safety
    - ii. Model S and Model X Mechanical, Electrical, and Trim
    - iii. Model S and Model X Aluminum Structural Repair
    - iv. Aluminum Structural Welding
  - b. Optional
    - i. Tesla Tooling
3. Translation
  - a. All courses are currently in English, however they will be translated in to the appropriate languages in the coming months.

## **Body Repair Program | Collision-techinfo**

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