



## Tesla Mobile Service | CANADA 2019

# What's the World Saying About Mobile Service?

Tesla Mobile Service came to us to replace a door handle 2 days after I called to report. He even detailed and vacuumed out the whole car, checked tire pressure, and filled wiper fluid when he was done!



20 11 Comments

Like Comment

Yesterday at 10:21 AM · 🌐

I just had the most amazing customer service experience in my entire life. One of the little lights over my license plate was out, so Tesla sent out a mobile service guy to replace it (3-minute job). I asked how much to do a wheel rotation while he was there. No cost. New wipers. No cost. Inspect a few other little things. No cost. While there, they noticed a bug was trapped inside a taillight lens. Ordered replacements for both taillight assemblies. No cost to replace on next trip out to me. All other car services I've had, the dealer has tried to upsell everything they could. Thanks Brandon & Jessica for a great experience and top-rate service!



Like Comment

You and 404 others

Write a comment...

John VanderMyde @obxwahoo

@elonmusk I love that Tesla is sending out Teslas to service our Teslas!


#teslamobileservice



5/30/18, 10:43 AM

Oskar Pineño @opineno

One thing I never expected from @Tesla is the amazing quality of their service. From their assistance on the phone to their mobile service... impeccable.



teslamotorsclub · Follow

teslamotorsclub Tesla Mobile Service people, we love you.

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# Mobile Service: Mission

**Tesla**

**Mission:** Accelerate the world's transition to sustainable energy

**Service**

**Mission:** Fast, Seamless & Scalable, Revolutionary

**1. Virtual Service**

**2. Mobile Service**

**3. Service Centers**

*Appointment readiness*

*Deliver an unchallenged experience by providing innovative and convenient service that sets the bar while pushing the boundaries of automotive standards.*

*Fast, Seamless & Scalable, Revolutionary*

# ONE Customer

**ONE  
Customer**



**Service Center**



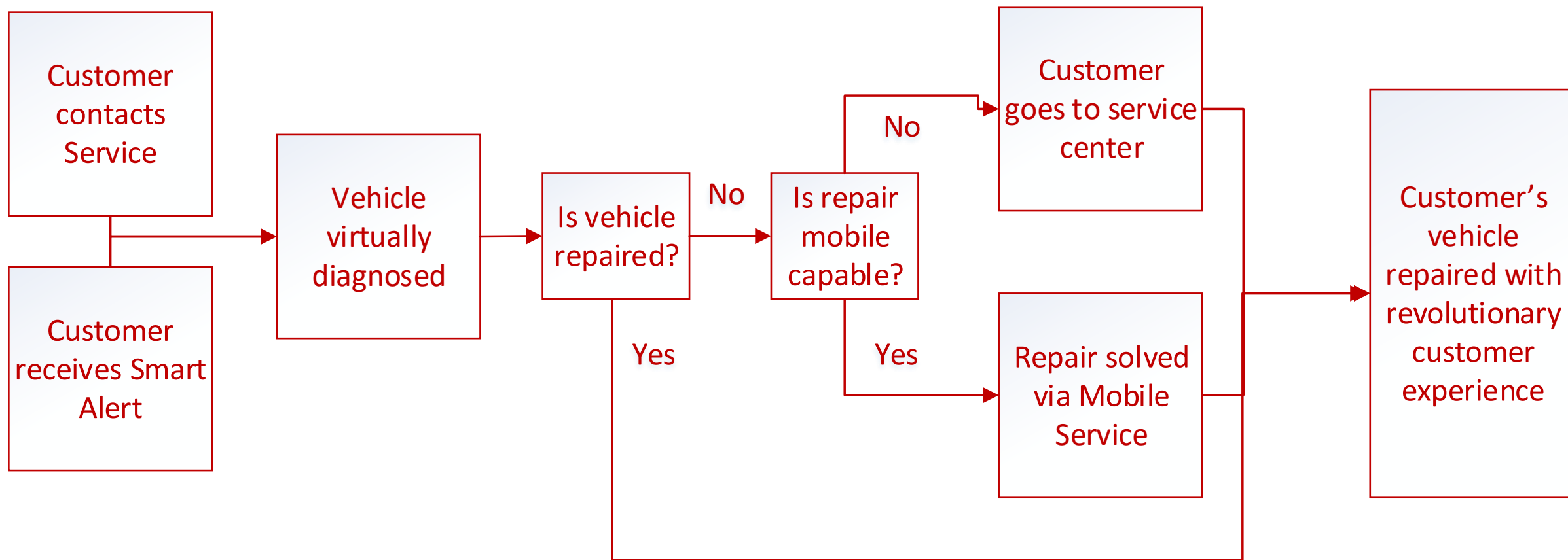
**ONE Service Team**



**Mobile Service**



# Customer Journey





# Van

- Provides standard service on customer vehicles at the customer's location.
- Currently in the field in the US and Canada



\*on average





# Model S

- Custom designed and upfitted Model S
- This vehicle can provide the same services as the Level 1 Van
- Currently in the field servicing customers in the US, Canada, and EMEA



# But.... WINTER

Technicians look for indoor areas to work due to risk of winds, precipitation or sub-zero temperatures.

Best practice is 4ft of clearance in the area being worked on.

Think creatively of back up locations in the area – technicians can often valet in the case of emergency to complete the appointment (if time permits).



# Future of Mobile Service

- Scaling across the country with remote technicians to better service remote regions
- Creating additional urban hubs to offer faster service in population dense areas
- Destination service and pop-up events
- Increasing types of repairs done in the field
- Self-Scheduling Mobile



# How do you reach Mobile Service?

## 1. Call Service Support and ask for a Mobile Service appointment

- **877-79-TESLA (877-798-3752)**
  - Mobile Service Ontario
  - Mobile Service Ottawa
  - Mobile Service Atlantic
  - Mobile Service Quebec
  - Mobile Service Manitoba/Saskatchewan
  - Mobile Service Vancouver
  - Mobile Service Edmonton

## 2. For follow up on an open concern

- Email: **MobileService\_CanadaEast@tesla.com**
- Call Us Directly (Ontario):
  - Prinon: 514-908-3827, extension 71687
  - Hitesh: 905-678-1000, extension 77414

## 2. Self-Scheduling (Coming Soon in 2019)