SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · MODEL S / X / 3 / Y
RA-TSLAEV-123456-20261027

2021 Tesla Model Y · 2021 Model Y Long Range AWD · AWD

5YJYGDEE7MF123456

ODOMETER IN	DOOR-JAMB BUILD (MM/YY)	RO #	TECHNICIAN / DATE
60,000			

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

22V-050 · Heat pump valve software can reduce defrosting (2020–2022 Model Y, 2021–2022 Model 3 / S / X)	☐ Open ☐ Done ☐ N/A
23V-838 · Autosteer · driver monitoring software	☐ Open ☐ Done ☐ N/A
22V-045 · Seat belt chime · software	☐ Open ☐ Done ☐ N/A
21V-912 · Suspension · front and rear knuckles	☐ Open ☐ Done ☐ N/A
21V-846 · Automatic emergency braking · software	☐ Open ☐ Done ☐ N/A
21V-835 · Suspension · front lateral link fasteners	☐ Open ☐ Done ☐ N/A
21V-389 · Seat belts · front shoulder belt fasteners	☐ Open ☐ Done ☐ N/A
21V-388 · Seat belts · second-row retractor fasteners	☐ Open ☐ Done ☐ N/A
21V-387 · Brakes · caliper bolts	☐ Open ☐ Done ☐ N/A
Factory battery and drive warranty · may still apply (Tesla usually 8 years or 100,000 mi). Check the in-service date before quoting high-voltage battery or drive motor work; covered repairs go to a Tesla service center.	☐ Covered ☐ Expired ☐ Unknown

B · INSPECTION POINTS, IN PLAN ORDER

1. 12V / low-voltage battery and power conversion faults

Now · Inside the range (14,000–90,000 mi, the middle half of 10 owner reports)

- Check low-voltage battery alerts ☐ OK ☐ Watch ☐ Fix
- Test the 12V battery ☐ OK ☐ Watch ☐ Fix

Parts (Model Y): Ask your parts supplier for the OE part number for this VIN.

2. High-voltage battery failure or range loss

Check now · Inside the range (50,000–93,000 mi, the middle half of 33 owner reports)

- Read battery alerts and state of health in service mode ☐ OK ☐ Watch ☐ Fix
- Check open service bulletins in the Tesla app or by VIN ☐ OK ☐ Watch ☐ Fix
- Rated range at 100%: __ mi

Parts (Model Y): Ask your parts supplier for the OE part number for this VIN.

3. Drive unit and half-shaft faults (clunk, vibration, limp mode)

Watch · Inside the range (10,000–83,000 mi, the middle half of 57 owner reports)

- Road test for clunk and vibration ☐ OK ☐ Watch ☐ Fix
- Check drive-unit alerts in service mode ☐ OK ☐ Watch ☐ Fix

Parts (Model Y): Ask your parts supplier for the OE part number for this VIN.

C · ALSO REPORTED FOR THE MODEL S / X / 3 / Y, QUICK CHECKS

- **Phantom braking / driver assistance** (5237 complaints): Most Tesla complaints are about driver-assistance and automatic braking; not part of the electric drive.
- **Suspension / control arms** (1849 complaints): Many owners report front suspension link and control-arm failures; Tesla recalled lateral link fasteners and knuckles on some 2019–2023 Model 3/Y (20V-709, 21V-835, 21V-912, 22V-895, 23V-235). Not part of the electric drive, so not listed here.
- **Touchscreen / MCU** (1017 complaints): Media control unit and screen failures; not part of the electric drive.
- **Heat pump / climate** (163 complaints): Owners report heat-pump and A/C failures on Model 3/Y; the only official item we found is recall 22V-050 (valve software, defrost), so it is not a listed weak point.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. 12V / low-voltage battery and power conversion faults

The low-voltage battery keeps the car awake and lets it connect the HV battery. At 60,000 mi it is due, unless the records show it done. Our price is $220, before tax and shop supplies.

Ask: have you noticed low-voltage battery alert, or car will not wake or unlock?

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2. High-voltage battery failure or range loss

Tesla bulletins replace whole HV batteries for build defects: wire bonds on 2023 Model 3/Y and cell modules on 2024 Model 3/Y that reduce range, and a no-start condition on some 100 kWh Model S/X packs. At 60,000 mi your car is in the mileage range where owners report it.

Ask: have you noticed range much lower than expected, or car will not charge past a low level?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.