



Quick Guide for Ownership Experience in Non-core or Gray Markets, and with Gray Vehicles

This quick guide explains what you may expect from Tesla if you live outside of the countries where Tesla does business or if you move a Tesla vehicle outside of the country for which it was homologated.

Definitions

Core market: a country (excluding its Outermost regions (ORs), Overseas Countries and Territories (OCTs)) that recognizes Tesla vehicles as homologated and has a Tesla Sales and Service presence.

Non-core market: a country that recognizes the homologation of Tesla vehicles or has homologation reciprocity with another core market country, but does not have a Tesla Sales and Service presence. Certain features may not be available in non-core markets, such as Connectivity, Infotainment, and/or Driver's Assistance features (e.g. Autopilot). Tesla does not service vehicles in non-core markets.

Gray market: a country that does not recognize any Tesla vehicles as homologated, nor is there a Tesla Sales and Service presence. Certain features are not available at all, such as Connectivity, Infotainment, and Driver's Assistance features (e.g. Autopilot). Tesla does not service vehicles in gray markets.

Gray vehicle: when a Tesla vehicle is outside of its homologation market it is considered a "gray vehicle" (e.g. a US Tesla Vehicle in Europe). Connectivity, Infotainment, and/or Driver's Assistance features (e.g. Autopilot) may be impaired or inaccessible. Tesla does not service gray vehicles in gray markets where Tesla has no service presence. At Tesla's sole discretion, Tesla may service gray vehicles in core markets with some limitations.

How to determine if a market is non-core or gray: go to <https://www.tesla.com/findus>. The country is non-core or gray if it does not have a store, gallery, or service center.

Services and Features Comparison

	Core Market	Non-core Market	Gray Market	Gray Vehicle in Core Market
Example	Netherlands	Poland – our vehicles are homologated for EU, including Poland, but no local Sales or Service presence	India – our vehicles are not homologated for India and no sales or service presence	US vehicle in Europe
Connectivity	Yes	Not guaranteed	Not guaranteed	Not guaranteed
Infotainment	Yes	Not guaranteed	Not guaranteed	Not guaranteed
Driver's Assistance Features (e.g. Autopilot)	Yes	Not guaranteed	Not guaranteed	Not guaranteed



Importing assistance	N/A - vehicles imported and sold by Tesla in market	No	No	No
Vehicle servicing	Yes	No. Customer is responsible for making the vehicle available for repair in a core market.	No. Customer is responsible for making the vehicle available for repair in a core market.	Not guaranteed. At a minimum, the customer is responsible for making the vehicle available for repair in a core market. The repair will be performed if operationally feasible.
Applicable warranty repairs	Yes	No	No	No
Applicable Extended Service Agreement (ESA)	Yes	No	No	No
Safety Recall	Yes	Not guaranteed. Customer remains responsible for bringing the vehicle to a core market where recall repairs will be performed if operationally feasible.	Not guaranteed. Customer remains responsible for bringing the vehicle to a core market where recall repairs will be performed if operationally feasible.	Not guaranteed. At a minimum, the customer is responsible for making the vehicle available for repair in a core market. The repair will be performed free of charge if operationally feasible.
Mobile Service	May be available	No	No	No
Roadside Assistance	Yes	Not guaranteed	Not guaranteed	Not guaranteed
OTA Firmware Updates	Yes	Not guaranteed	Not guaranteed	Not guaranteed
Parts	Yes	Not Guaranteed	Not guaranteed	Not guaranteed



Additional Notes

Vehicle Servicing in Non-Core and Gray Markets

Where applicable, customer is responsible for ensuring proper customs clearance in making her vehicle available for repair in a core market. Tesla will not assume liability for payment of customs duties, import VAT or other applicable fees and taxes, and will not act as importer or exporter of record for importing any non-core or gray markets vehicles. A vehicle that arrives at Tesla Service Center without proper customs documentation will be turned away. Tesla has the sole discretion to determine the location of the service center where the vehicle would be serviced.

Vehicle Servicing for Gray Vehicles in Core Markets

Although Tesla has service presence in core markets, Tesla cannot guarantee servicing gray vehicles in a core market because a Tesla Service Center may not be equipped to service certain components of a vehicle from a different region. The repair will be performed if operationally feasible. In such cases, the customer is responsible for making the gray vehicle available for repair in a core market.

Warranty Repairs

Tesla cannot provide repairs in non-core or gray markets with no service presence. Tesla will provide warranty repairs in accordance with the terms and conditions of the new vehicle limited warranty provided at the time of the original sale or lease of the vehicle. Please refer to the "Obtaining Warranty Service" section of the new vehicle limited warranty document for more details.

Safety Recalls

Recalls will always be honored when a car is brought to a Service Center in its original warranty coverage region. For cars outside of its original warranty region, Tesla will perform all recall repairs free of charge to the extent that the repairs are possible and are safe for our technicians to perform. However, operational limitations may delay or prevent performing recall repairs on cars outside of its original warranty coverage region. For example, certain repairs may not be available to gray vehicles because a Tesla Service Center may not be equipped to service certain components of a vehicle from a different region. The customer is responsible for presenting the vehicle in a condition safe for our technicians to perform the recall repair.

Roadside Assistance

The vehicle must be covered by the New or Pre-Owned Vehicle Limited Warranty, sold and located in the designated warranty region (or Tesla Roadside Assistance Region where applicable) at the time Roadside Assistance is required. Please refer to [Tesla Roadside Assistance Policy](#) for more details.

Parts

Non-core market customers can purchase non-restricted service parts from Tesla Service Centers. These are local EXW sales and Tesla will be required by law to apply local VAT. Alternatively, Tesla may be able to ship to non-core market from Tilburg Parts Distribution Center, subject to local customs and other relevant regulations. These sales are shipped by Tesla and therefore, zero VAT can be applied where appropriate.

For gray market customers, Tesla will ship non-restricted service parts at Tesla's sole discretion only if it is operationally feasible. This depends on the local regulations and any other factors that may impact Tesla's operations. Customers will need to bear all cost and responsibility for importing the parts. Tesla cannot guarantee parts shipped comply with local regulations. Tesla might not be able to provide any certification that might be required for import customs clearance.

Certain parts for gray vehicles may take up to 16 weeks to become available or may not be available at all due to local regulations.