## Transfer Upon Meeting with Customer

- 1. Using the Tesla App
  - a. Login into your Tesla account, select customer name from top right.
  - b. Select Add/Remove Products, Select Remove
  - c. Their vehicle should pop up as the only option to remove.
  - d.

1	12:19 🕇	.ul 🗢 🚧					
			🖬 Inbox		• >		
	TEXAS AUTU						
			Manag	e Products			
	Rami Albanna		bbA	Bemove			
	Product Switcher						
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	🔯 Settings						
	T Add / Remove Products						
	📜 Shop		Powerwall	2 - N. A.	and a second		
	Help						
	[→ Sign Out						
	4.9.2-1087 - b15e1f990d tesla⊜texasautovalue.co						
e.	Privacy Notice - Acknowledg						
-	12:21 🕇	ul S 🕅	12:23 🗲	II ? <b>6</b> 9	12:24 <b>-7</b>		ul 🗢 🚱
	K Remove Vehicle	e	< Remove Veh	icle	<	Transfer Vehicle	
	2020 Model Y		2020 Model V		2020 Model V		
	5YJYGDEE0LF008549	50-0	5YJYGDEE0LF008549		5YJYGDEE0LF008	549	
	Defere remeving vous vehicle						
	Collect the new owner's full name	e	Have you sold the vehicle already	v? 🚯	New Owner Info		
	Collect the new owner's email		Yes	No			
	Pay any outstanding balances     Remove your vehicle from your 1	lesla insurance					
	policy		Who did you sell your vehicle to?				
	Once this vehicle is removed:		Individual	Third Party			
	You will no longer be recognized	as the owner			Email		
	<ul> <li>This vehicle will no longer appea</li> </ul>	r in your Tesla app			Be-Enter Ema	sil	
	For security purposes, perform a fact	tory reset before					
	remóving your vehicle. Learn More						
	Get Started		Next				
<u>,</u>						Skip	
ſ.							

**g.** Answer the questions Make sure to select Individual, this is the only options that will allow you to reassign the vehicle.

### Transferring Ownership to Texas Auto Value

## 2. Transfer Ownership Screen

- a. First Name: Texas
- b. Last name: Auto Value
- c. Email tesla@texasautovalue.com
- d. Re-Enter Email <u>tesla@texasautovalue.com</u>
   i. Next
- e. Factory Reset (Next Part Takes Place in the Vehicle)
  - i. Reset Instructions
  - ii. These steps take place in your car.
    - 1. Tap Controls
    - 2. Tap Service
    - 3. Select Factory Reset
    - 4. And select Next

#### Transfer Ownership via Browser

- 3. Removing from Browser
  - a. Login into your Tesla account from any browser.
  - b. Select manage from home screen.



() Upgrades and subscriptions are now in the mobile app. Learn more.



Car Access ✓ Use the Tesla app version 4.3.1 and above to add or remove drivers

Manage Upgrades ∨ Use the Tesla app version 4.6.0 and above to manage upgrades and subscriptions Glovebox ~ Contracts and other documents

Video Guides ~ Learn more about your car

Sold your car to a third party? (j) <u>Remove Car</u>

4.

- a. Select the Remove Car option.
  - i. Transfer Ownership Screen
    - 1. First Name: Texas
    - 2. Last name: Auto Value
    - 3. Email tesla@texasautovalue.com
    - 4. Re-Enter Email <u>tesla@texasautovalue.com</u>
      - a. Next
    - 5. Factory Reset (Next Part Takes Place in the Vehicle)
      - a. Reset Instructions
      - b. These steps take place in your car.
        - i. Tap Controls
        - ii. Tap Service
        - iii. Select Factory Reset
        - iv. And select Next

# Tesla Process Change Ownership

hese steps should be performed only after a sale is ill lose access to this car from your account.	s complete. Once completed, you	Enter New O Information	Owner
and a second	Model 3	First Name	
- 8 - 8	VIN 5YJ3EIEAIKF296415	Rami	
		Last Name	
		Albanna	
		Email	
		rami@texasautovalue	com
		Re-Enter Email	
		ND	
Step 3 of 4 Remove	Car From A	Account	
Step 3 of 4 Remove	Car From A	Account	On an Completed
Step 3 of 4 Remove	Car From J	Account	Once Completed . You will not be recognized as the owner
Remove	Car From J	Account Model 3 VIN SYJJEIEAIKF296415	Once Completed • You will not be recognized as the own • This car will no longer appear under yo account or in your app
Remove	Car From A	Account Model 3 VIN SYJJEIEAIKF296415	Once Completed • You will not be recognized as the owne • This car will no longer appear under yo account or in your app • Supercharging history will remain in yo account
Step 3 of 4 Remove	Car From A	Account Model 3 VIN SYJSEIEAIKF296415	Once Completed • You will not be recognized as the owne • This car will no longer appear under yo account or in your app • Supercharging history will remain in yo eccount Transfer to
Remove	Car From A	Account Model 3 VIN SYJ3EIEAIKF296415	Once Completed • You will not be recognized as the owne • This car will no longer appear under yo account or in your app • Supercharging history will remain in yo account Transfer to Full Name
Remove	Car From A	Account Model 3 VIN SYJSEIEAIKF296415	Once Completed • You will not be recognized as the owner • This car will no longer appear under yor account or in your app • supercharging history will remain in yor account Transfer to Full Name Rami Albanna Furst
Step 3 of 4 Remove	Car From A	Account Model 3 VIN SYJSEIEAIKF296415	Once Completed • You will not be recognized as the owner • This car will no longer appear under you account or in your app • Supercharging history will remain in you account Transfer to Full Name Rami Albanna Email ramiëtexsautovalue.com
Step 3 of 4 Remove	Car From A	Account Model 3 VIN SYJSEIEAIKF296415	Once Completed • You will not be recognized as the owne • in to ronger appear under yo account or in your app • supercharging history will remain in yo account • Unanger to Hand Band Jabana Email mail

a. **b. Remove Car from Account** 

5.

#### 6. FACTORY RESET

#### a. SECTION MUST BE DONE IN THE VEHICLE

Step 2 of 4

# Factory Reset

A factory reset is no longer possible once the car is removed from your account.



Reset Instructions
These steps take place in your car
1 Tap "Controls" 🛋
2 Tap "Service"
3 Select "Factory Reset"
For more information check your owners
manual in the car.
NEXT
BACK

7.

- 8. Logging into our Tesla Account:
  - a. Username: tesla@texasautovalue.com
  - b. Password: TexasAuto1
  - c. This will get you access to supercharging at any Tesla branded station.

#### **Alternative Solution and Process**

# 9. If customer has already removed from their account choosing 3<sup>rd</sup> party.

- a. Copy of Title if available
- b. BOS
- c. Signed POA
- d. Statement of Fact
  - i. Must be sent to rami@texasautovalue.com
  - ii. 214-524-1222
- e. Once these documents have been sent, we will have to rename the vehicle based on an auto generated code from Tesla.
- f. Upon completion we will be able to add our account and remove the customers information.

g.