



Talib Omer <talib.omer@gmail.com>

Tesla Delivery

7 messages

Roberto Solis Prieto <rsolisprieto@tesla.com>
To: "talib.omer@gmail.com" <talib.omer@gmail.com>

Sat, Mar 9, 2019 at 5:30 PM

Hello Talib !

Congratulations on your Tesla order! My name is Roberto and I will be your dedicated Delivery Advisor for your Tesla. As your Delivery Advisor, it is my goal to assist and guide you in completing all tasks to get you prepared for the pickup of your Tesla. I would like to set up a quick call when you have time to review your order details. What date and time works best? (I am out of the office on Mondays).

When you have time this week/ weekend, prior to our call **please log into your [My Tesla](#) and complete the tasks**

- 1) Upload current insurance (for any car you have, with an active date)
- 2) Select payment method cash, lease or loan. If you are financing, you may submit your credit application now.

We have availability for delivery as early as tomorrow afternoon, please let me know what date time you are available to have your Model 3 delivered.

If you have any questions please call the delivery office at 310 526 8539 ext 73904
Thank you, and I look forward to working with you!

Roberto Solis

Roberto Solis | Senior Customer Experience Specialist
Marina Del Rey | 4755 Alla Rd. [Marina Del Rey, CA 90292](#)
Direct: 310-526-8539 op.73904 | Email: rsolisprieto@tesla.com



Talib Omer <talib.omer@gmail.com>
To: Roberto Solis Prieto <rsolisprieto@tesla.com>

Sat, Mar 9, 2019 at 5:57 PM

Hi Roberto,
Thanks for your email. I just talked to my significant other, she really liked those white seats. Although not happy but I told her that we would get the advanced autopilot included, and that was enough of a redemption for her, so she agreed.

- Attached is my most recent insurance card.
- As for the trade in, I also attached you my car's title, with the VIN which I had trouble with putting in online (you can also find the number on the insurance card PDF document).
- payment method will be loan, I will likely be able to fill it out later today
- Regarding the delivery: Either Tuesday afternoon or Thursday late morning or afternoon.

Best,

Talib

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2 attachments



Car Title.jpg
722K



Insurance ID Card - 2019-01-06.pdf
77K

Roberto Solis Prieto <rsolisprieto@tesla.com>
To: Talib Omer <talib.omer@gmail.com>

Sun, Mar 10, 2019 at 6:12 PM

Hello Talib,
Thank you for the update.
I can apply the trade in for you I just need some additional information.

What is the Odometer on your 2011 Kia Optima?

I recommend to schedule for Thursday to allow time to get you a trade offer.
My trade team is out until Tuesday morning. If we can get your trade offer squared away by Tuesday morning, it would be possible to deliver on Tuesday afternoon.

In the meantime, I'll update our schedule to reflect to Thursday. I'm also back in the Office on Tuesday. I'll touch base with you Tuesday morning.

Thank You!

From: Talib Omer <talib.omer@gmail.com>
Sent: Saturday, March 9, 2019 5:57 PM
To: Roberto Solis Prieto
Subject: Re: Tesla Delivery

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Talib Omer <talib.omer@gmail.com>
To: Roberto Solis Prieto <rsolisprieto@tesla.com>

Sun, Mar 10, 2019 at 6:37 PM

Hi Roberto,

Thanks for confirming the details.

The odometer is 96076 miles.

I put in the trade-in info but used a different VIN, if you don't mind editing the VIN I would appreciate it.

Best,

Talib

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Roberto Solis Prieto <rsolisprieto@tesla.com>
To: Talib Omer <talib.omer@gmail.com>

Sun, Mar 10, 2019 at 6:48 PM

Thank You!

I've adjusted the trade to reflect the proper VIN.

Like I said, the trade still needs to go through my trade in team on Tuesday for a trade offer.

If its okay with you, what time are you available on Thursday for a delivery?

Thanks!

Roberto Solis

From: Talib Omer <talib.omer@gmail.com>

Sent: Sunday, March 10, 2019 6:37 PM

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Talib Omer <talib.omer@gmail.com>
To: Roberto Solis Prieto <rsolisprieto@tesla.com>

Sun, Mar 10, 2019 at 7:21 PM

Great. I should be available from late morning until the evening on Thursday.

Also as for the trade in, I know you mentioned over the phone to that the value is determined by mileage of the car, but in case the trade in team takes this into account, the motor only has 16k miles, and I have a receipt of the replaced engine from about a year ago. Also you mentioned to ignore the online Tesla details for now as you adjusted the price and with the free upgrades. Just making sure the final price tag amount will be adjusted to account for this.

Thanks,

Talib

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TESLA Outlook-Inline ima.png
3K

Talib Omer <talib.omer@gmail.com>
To: customersupport@tesla.com

Sat, Mar 16, 2019 at 5:51 PM

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