



Talib Omer <talib.omer@gmail.com>

Customer Support [ref:_00D506dxX._500f1rJUGw:ref]

4 messages

Customer Support Tesla <customersupport@tesla.com>
To: "talib.omer@gmail.com" <talib.omer@gmail.com>

Sat, Mar 16, 2019 at 5:48 PM

Tony Chen | Service Support

6900 Dumbarton Circle, Fremont, CA 94555

p. (877) 798-3752 | customersupport@tesla.com

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

Tue, Mar 19, 2019 at 6:17 PM

Hi,

I just wanted to follow up on the case (00D506dxX._500f1rJUGw). The enhanced autopilot is still not enabled. Could you kindly check what the status is, before we are passed the first week of ownership.

Best regards,

Talib

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Customer Support Tesla <customersupport@tesla.com>
To: "talib.omer@gmail.com" <talib.omer@gmail.com>

Fri, Mar 22, 2019 at 5:32 PM

Hi Talib,

I'm reaching out in regards to a delay you reported getting your autopilot config on the car. The car is all configured so if you haven't already turned the features on you can head to Controls>Autopilot and get those turned on. If you need anything else feel free to reach out to us through the information in my signature. Be safe and enjoy your upgraded car!

Best,

Jason G. | Advanced Tesla Support

12832 Fronrunner Blvd., Draper, UT 84020

p. (877) 798-3752 | customersupport@tesla.com

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Talib Omer <talib.omer@gmail.com>
To: Customer Support Tesla <CustomerSupport@tesla.com>

Mon, Mar 25, 2019 at 6:30 PM

Hi and thanks for your email. I don't think the software update for enhanced driving has happened yet, I am unable to find it under controls, see attached photo.

And I don't see a pending software update.
Anything else I need to do?

Best regards,

Talib

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