TESLA LEASE-END GUIDE



Image courtesy of Tesla, Inc.

Thank you.

Time flies and your Tesla lease will soon reach its maturity date. We would like to take this opportunity to thank you for being part of the Santander Consumer USA family. And know that, as a member of our family, our commitment to your leasing experience is stronger than ever. You will soon make decisions regarding your current vehicle and we are here to assist along the way. We value your business and look forward to fulfilling your future auto finance needs.

Santander Consumer USA®

A STRESS-FREE lease-end experience

As you continue your journey with Santander Consumer USA, planning is key to a stress-free lease-end experience. Over the next few weeks and months, you will have options to explore and decisions to make. But don't worry – it's as easy as 1-2-3. Or rather, 90 days, 60 days and 30 days from your maturity date.

90 DAYS Research

The perfect time to start considering your options is approximately 90 days prior to the end of your lease. If you have questions, the Lease Servicing Team is available to help.

60 DAYS Inspect

Schedule a free prereturn inspection to help eliminate surprises when you return your vehicle. If needed, visit a Tesla-certified body shop for any necessary repairs.

30 DAYS Choose

Upgrade your current vehicle or choose something completely different. Check out the latest lineup of Tesla vehicles at Tesla.com.

As you begin, it's important that you know the Lease Servicing Team is available to assist with all of your lease-end needs along the way. Whether you have a question about your current account, the options available to you or anything else, call **888-222-4227** for the answers you need.

We hope that, whether you choose to purchase or lease a new vehicle, or purchase your current vehicle, we continue to be your first choice for all your auto financing needs.

Stay in the family and take advantage of exclusive loyalty rewards.

When you re-lease with Santander Consumer USA, you may be eligible for:

» Exclusive incentives
» Returning Lessee Bonus Cash
» Up to $500 in waived wear and tear fees

END-OF-LEASE checklist

If you want to turn in your vehicle:

- ☐ Schedule a prereturn inspection online through our certified vendor, Openlane Inspections, by going to **AutoVINLive.com/Login/Report**. Make sure you have the last eight digits of the VIN, and your Santander Consumer USA account number or the phone number listed on the account handy.
- ☐ In the Tesla app, select **Financing** > **Manage Lease** > **Start Lease Return**.
- ☐ Complete the Odometer Statement in the Tesla app.
- ☐ Return all keys and fobs, manuals and any other accessories that came with your leased vehicle.
- ☐ If necessary, update, remove or cancel your toll tag.
- ☐ Where applicable, cancel or remove your license plates.
- ☐ Remove all of your personal items.
- ☐ Delete all stored information and connected devices such as cell phones and garage door controls.

Important notes

If your account is set up with Auto Pay - It is important to contact the Lease Servicing Team prior to your last scheduled payment due date to discuss lease-end payment options.

Please note: Auto Pay will automatically cancel after your last scheduled payment is drafted. However, if there is a change in your account status, your last scheduled payment will NOT be drafted, and you will be responsible for making your payment by the due date.

Any additional amounts still due and/or that may come due, which are not a part of your regular scheduled payment, will not be drafted by Auto Pay and will be reflected on your Lease-End Final Bill. Taxes and/or fees that may come due after your Lease-End Final Bill is sent will be reflected in a subsequent bill.

Property tax - Please be advised that some jurisdictions bill for property tax once per year. Potential property taxes could be billed at a later time (even after vehicle turn-in), and closed accounts may be reopened due to property tax assessments.

Account closure - Whether the lease is terminated early or upon its scheduled expiration, you are required to return the vehicle to the location specified by Santander Consumer USA.

MILEAGE AND WEAR 101

It's important to know what to look for regarding mileage and wear before you turn in your vehicle. As stated in your Santander Consumer USA Lease Agreement, mileage, the condition of your vehicle and its maintenance are your responsibility.

Excessive mileage and wear will result in additional charges. Confirm your mileage allowance and any per-mile overage charge by reviewing your Santander Consumer USA Lease Agreement. Then, utilize the **Tesla Excess Wear and Use Guide** to assist in distinguishing between "normal" and "excess" wear.†

After your leased vehicle has been returned, you will receive a vehicle return invoice outlining any remaining amounts due (if applicable), such as a disposition fee, unpaid payments, excess miles, excess wear, late charges, taxes or other fees. Contact the Lease Final Bill team at **855-383-0558** with any questions.

†This is not a comprehensive list of all excess wear guidelines and is intended as general information only. Please refer to the terms of your lease agreement for a description of your rights and obligations at lease end.



Image courtesy of Tesla, Inc.

Prereturn inspection - avoid the unexpected

Prereturn inspections help you avoid the unexpected by eliminating surprises on your final vehicle return invoice. To help you determine wear and use on your vehicle, we will cover the cost of a prereturn inspection completed with our certified vendor, Openlane Inspections.

To be completed between 10 and 90 days before the end of your lease contract, you can schedule your own prereturn inspection at **AutoVINLive.com/Login/Report**. Openlane Inspections works around your schedule to provide a free and easy assessment of your leased vehicle's wear.

Benefits of a prereturn inspection

- The inspection is free of charge to you, the customer
- Flexible self-scheduling option at your convenience and location of choice
- Comprehensive assessment of your vehicle's wear, helping you understand any outstanding wear and tear obligations, if applicable
- The opportunity to visit a Tesla-certified body shop to have repairs completed prior to turning in your leased vehicle
- Avoid the hassle of unexpected damages that could occur post turn-in (example: transport or dealership lot damage)
- The vendor provides an on-the-spot copy of the inspection report, plus you can request additional copies later



STAY in the driver's seat

Lease or purchase a new vehicle

Upgrade to the latest model of your current vehicle or switch to something different. The choice is yours. Start by researching vehicles to determine which best suits your lifestyle and needs, and then make an appointment for a test drive.

Don't forget, when you re-lease through us, you may be eligible for additional loyalty rewards.

Purchase your current vehicle

Who says all good things must end? If you've grown attached to your current vehicle and prefer to make it your own, contact the Lease Servicing Team to begin the purchase process.



FREQUENTLY ASKED QUESTIONS

When should I expect to receive my vehicle return invoice?

You should expect to receive your vehicle return invoice approximately 30 days after your vehicle is returned.

What could be included on my vehicle return invoice?

Items that are most frequently included on a vehicle return invoice can include, but are not limited to: excess wear and tear, mileage overages, the disposition/vehicle return fee (if applicable), unpaid payments, fees, property tax owed, etc. Please see your lease agreement for more information. If additional charges become due after the vehicle return invoice has been issued, another invoice will be mailed to you.

Do I get credit or will I receive a refund for any unused miles?

No, we do not apply credits or refund for unused miles. At the initiation of your lease, your residual balance and payments were determined based on the number of miles you planned to drive.

How long do I have to pay my vehicle return invoice?

Your vehicle return invoice is due upon receipt.

Can I pay my vehicle return invoice by credit card?

No, we do not accept credit cards. However, we accept payments from checking or savings bank accounts or physical checks with no additional fee. We also accept payments by debit card, digital wallet options including Apple Pay, Google Pay, PayPal and Venmo, or through third-party payment processing companies, such as PayNearMe, CheckFreePay, MoneyGram and Western Union.

Please note that Santander Consumer USA's third-party payment processing partner charges a fee to process payments made by debit card and digital wallet. Fees may also apply for other third-party payment options. Santander Consumer USA retains no part of these fees. To make a payment and/or inquire about free payment options or the third-party fees associated with other payment options, please contact the Lease Final Bill team at **855-383-0558**.

Santander Consumer USA®

©2026 Santander Consumer USA Inc. All rights reserved. ***Serviced by Santander Bank, N.A.** SB-1864850-Tesla-CUST_031126