

# Tesla was so swamped with complaints about driving ranges that it created a secret team to cancel owners' service appointments, source says

Tesla exaggerated the driving range of its EVs for years, an investigation from Reuters has found.

The report, which cited a source familiar with an early design of Tesla software, said the EV maker rigged the range-estimating software on the cars' dashboards. Instead of displaying the true driving range, the software provided a "rosy" projection of how far cars could drive before needing to be recharged, the report said.

The distance EVs can travel before needing to be recharged is one of the main disadvantages the cars face in comparison with gas vehicles.

The order to inflate the driving range displayed on the cars was given by Tesla's CEO Elon Musk around 10 years ago, according to Reuters. The news agency said it couldn't determine if the algorithms were still in use.

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## **Source:**

<https://www.businessinsider.com/secret-tesla-team-canceled-appointments-ev-range-complaints-2023-7>

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