**BTS NDRC – ANGLAIS (LV1)**

**SUJET 0**

Partir 2 : Mise en situation

[](https://www.tesla.com/sites/default/files/images/presskit/model_3_red.jpg)**Model 3**

[Model 3](https://www.tesla.com/fr_FR/model3) is a small, simple and affordable electric car. Designed and built as the world’s first mass-market electric vehicle, it is a critical step in Tesla’s mission to accelerate the world’s transition to sustainable energy. Like every Tesla vehicle, Model 3 combines range, performance, safety and technology. Model 3 is currently in production. Deliveries begin Mid 2019

**STANDARD EQUIPMENT Base Price - $35,000**

**Standard Battery**

* Range: 220 miles (EPA estimated)
* Supercharging rate: 130 miles of range per 30 minutes
* Home charging rate: 30 miles of range per hour (240V outlet, 32A)

**Performance**

* 0-60 mph: 5.6 seconds
* Top speed: 130 mph

**Interior**

* 15” touchscreen display
* Dual zone climate control system
* Front center console with open storage and

two USB ports

**Convenience**

* Maps and navigation with real-time traffic-based routing
* Wi-Fi and cellular internet capability

**Safety**

* Eight cameras, forward radar and twelve ultrasonic sensors enabling active safety technologies including collision avoidance and automatic emergency braking
* Child safety locks
* Anti-theft alarm system

**Warranty**

* Vehicle: 4 year/ 50,000 miles warranty
* Battery warranty: 8 year, 100,000 mile (120,000 mile with Long Range Battery)

**OPTIONS**

Model 3 can be customized with various options and packages, and is available in a number of different configurations, including Dual-Motor All-Wheel Drive for superior performance and traction in any weather and Model 3 Performance for best-in-class acceleration. Please visit our Design Studio to see all currently available options and specifications for [Model 3.](https://3.tesla.com/model3/design#battery) https://www.tesla.com/fr\_FR/presskit#model3

SITUATION:

You work as a sales advisor at Tesla and have a meeting with a potential customer who is hesitating to buy your Model 3. Prepare your arguments to reassure and convince him/her and satisfy his/her needs. He/she is worried about:

* + Its autonomy and the battery charging rate
  + The delivery time /availability
  + The after sales service / maintenance
  + The price of options