

JUL 02 2018

CL-10915728-2103

US Dept. of Transportation  
National Highway Traffic Safety Administration  
Office of Defect Investigation NVS 210  
1200 New Jersey Ave. SE  
West Building  
Washington, DC 20590

Complaint # 10915728

From:

[REDACTED]

Littleton, CO

[REDACTED]

(cell phone)  
(landline)

AM  
7-12-18  
WD

RZ

June 12, 2018

To Whom It May Concern:

My name is [REDACTED]. I am a retired elementary teacher. I am writing this letter because my 2012 Honda CRV has been compromised (hacked) by a cyber-stalker/hacker for over 2 years now.

My 2012 Honda CRV has been compromised in the following ways:

- Daily repeated compass calibrations  
(My compass calibrates when it has been shut off and it is supposed to calibrate when moving-only)
- My compass is in Zone 8 & should be in Zone 5  
(The stalker lives in Zone 8 - I live in Colorado Zone 5)
- The hacker runs the range up & down everyday!
- He locks & unlocks the car doors.
- He messes with the acceleration (Very Dangerous!)
- He changes the radio station when I am driving
- \* → Latest - June 8, 2018 - 95° - After lunch I went to my car & discovered the Air Conditioner, all air flow and the radio were completely shut down. The radio & air flow buttons did not respond at all. My clock was in military time.

I have repeatedly contacted Honda Dealers, written letters and collected information to prove what is happening to my car. This is extreme criminal activity and Honda has done nothing to help me. My nephew who is an electrical engineer has told me that the hacker can also control my brakes & steering!

According to the SPY Car Act of 2015, "Every American has the right to drive cars that are safe and secure." Tesla and Chrysler are even giving rewards for any security vulnerabilities that are found in their vehicles.

Something need to be done about Honda. It is not only endangering my life, but also causing me extreme anxiety and allowing this horrific crime to continue.

I am including much of the information I have given to Honda Please read over it carefully and do something to help me.

[REDACTED]  
Littleton, CO  
\* [REDACTED] (cell phone)  
[REDACTED] (landline)

PS I truly believe the American people need to be made aware of how easy it is to hack a car. (I may be the 1st person to experience a crime of this magnitude)

## How My Life Is Affected - everyday

My 2012 Honda CRV

I don't like getting in my car (very stressful)

I don't feel safe & am worried that the hacker will control the brakes or steering

I can't buy a new car - he'll hack that)

(New cars have more computerized parts

No one wants to ride in my car.

I can't talk freely in my car. The hacker is listening to my conversations.

I am quite sure the hacker is tracking everywhere

I go (I think he has a GPS connected to his intermediary device - because he turns off the calibration if I slow down & enter a parking lot & then after I shut off the car & turn it back on it calibrates again immediately

### other problems

- My router has been unplugged for over a year

- No ability to use emails

- People stopped texting, emailing & communicating with me.

I can't use Amazon or order anything on line

I go to the library to use the Internet

NO SUPPORT

\* I have been treated very poorly by some Honda dealers employees. They try to deny everything I say & don't even look at my information.

They don't respond to my letters.

They could care less about my safety or privacy.

They refuse to contact Law Enforcement.

I am treated like I AM THE CRIMINAL!!!

June 10, 2018

To: Aaron Wallace (Ralph Schomp Owner)

My name is [REDACTED] I am a retired teacher. I have owned Honda cars since 1981. Three of my last Hondas were purchased from Ralph Schomp.

Unfortunately I have been victimized by a skilled cyber-stalker for over the last 5 years. He has compromised my MacBook computer, my iPads, my iPhone, my landline, my Honda CRV (2012) and lately the electronics in my home. This is a very BIZARRE, COMPLEZ story, but I assure you it is TRUE.

My 2012 Honda CRV has been compromised in the following ways:

- Daily repeated compass calibrations
- My compass is in Zone 8 & should be in Zone 5 (The stalker/hacker lives in Zone 8)
- The hacker runs the range up & down everyday.
- He locks & unlocks the car doors
- He messes with the acceleration (Very dangerous!)
- \*Latest - June 8, 2018 - After lunch I went to my car & discovered the Air Conditioner, all air flow, and the radio were completely shut down.. My clock was in military time.

It was 95° & I drove from Southglenn Mall to Ralph Schomp Honda with the windows rolled down. As you can imagine → how upset I was!!!

When I arrived at Ralph Schomp Honda I quickly asked Will who came to my car to verify that my air conditioner, air flow, and radio weren't working. I did this because the hacker listens to my conversations in the car & alters what he is doing - so people think nothing is happening. Will did verify what I asked & the air conditioner came back on within about 5 min. but the radio remained completely off.

Julien Lagoutte came on the scene. I asked him to call the sheriff's office. He refused, so I did! I knew that I had to keep the car running because if I turn it off - the hacker changes things so that things work right when the car is turned back on. I kept it running until the Deputy Michael Duffy came & saw the radio wasn't working.

Julien Lagoutte was incredibly rude to me. He showed no empathy for my situation, made me feel like I was a criminal instead of a victim, and tried to interfere when I was talking to the deputy. I also believe that he prompted Will to tell the deputy that he was only a porter. I think Will was more than capable of verifying whether the air conditioner & radio were working.

As I have said & written to Ralph Schomp many times - I am in a very dangerous position. My nephew, who is a petroleum engineer, has warned

me that if he is in my system, he is able to control the brakes & the steering. (The articles I am including also confirm this.)

I can't buy a new car because he will hack it. You can imagine - with all the new technology - what a disaster that would be for me.

Law Enforcement in Douglas County is being greatly affected by the response of Ralph Schomp. This is extremely unfair to me because this car hacking has been continuing for 2 full years. It has been very devastating to me and I have been overwhelmed by the lack of compassion.

Hopefully you will try to help me. Selling cars that can be dangerous to human life needs to be acknowledged. I realize that I may be the first person in the US to experience such a hideous crime.

Cyber-crime is extremely difficult to work with. Transparency and collaboration are essential. Please help me!

[REDACTED]  
Littleton, CO

[REDACTED] - cell)

June 10, 2018

To: Takahiro Hachigo  
Honda Motor Co.

To: Toshiaki Mikoshiba  
American Honda

My name is [REDACTED] I am a retired teacher from Littleton Colorado. I have been continually harassed and victimized by a very skilled cyber stalker/hacker who has been hacking my 2012 Honda CRV for over 2 years now.

I will start with what happened today - June 8, 2018. After eating lunch with a friend, I went out to my car. When I started it, I discovered that my air conditioner, all air flow and my radio were all not working. Also my clock was on military time.

I went immediately to Ralph Schomp. I drove on a Will - a young porter came to my car. I got out of the car and asked him to verify that the air conditioner, air flow and radio were not working - which he did. (I asked Julien Lagoutte - service manager to call the sheriff - which he refused to do - so I called them.

I left my car running because if I shut it off - the hacker can fix what he is controlling. While Julien Lagoutte was watching me outside of the service area, Will was called out there. I moved up to hear what was being said, but of course Julien didn't want me to hear. I believe he was prompting Will about how to deny what he saw.

Mysteriously, the air conditioner & air flow came back on - the hacker tries to cover up what he is doing if I try to get somebody to help me. However, the radio

Letters to  
Honda  
ISAC  
↓  
Auto Alliance

(No Reply)

Littleton, CO

wasn't working - which the deputy saw and when I turned off the car & turned it back on - mysteriously the radio came back on. The deputy witnessed this. I also asked Julien Lagoutte to hook my compass back up to check the Zone. My car is always in Zone 8 and therefore the compass calibrates. The hacker lives in Cape Coral, Florida (Zone 8) and I live in Colorado (Zone 5.) I have plenty of pictures and verification from 6 dealers that my car is in Zone 8 or the service guys weren't even able to get into the menu. (See packet) Many of the service managers & advisors said they couldn't help me because they might lose their job if they told the truth: Julien Lagoutte from Ralph Schomp is completely trying to cover up this hacking - which is devastating to me. Is this what your company tells managers to do? My nephew (who is a petroleum engineer) has expressed to me that he <sup>(the hacker)</sup> would be able to control my brakes and my steering also. He has controlled my acceleration also. (This is extremely dangerous) (Read the packets)

I am in complete disbelief - that you refuse to acknowledge this malicious, harassing crime and the public are not being made aware of how easily cars can be hacked & possibly used as weapons.

Please look over all the included information to see what I have been experiencing, for the last 2 years. Something needs to be done!!

Aug. 10, 2017

To Steven Center (Secretary of Auto ISAC)

On August 5, 2017 about 4 PM in Golden Colorado, I was attempting to park my car at a friends. I decided to pull around the corner because a space on the street seemed a little hard to get into.

When I started to park the car, it surged forward about 4-6 ft. I realized I didn't have control and screamed. Because it happened so quickly I am not sure if it just involved the acceleration of if the "hacker" was now controlling the brakes. I slammed on the brakes

If I hadn't gone around the corner to park, I would have hit a car that was in front of me or worse I could have hit a person.

\* Right now I am driving a rental car because I am worried about causing damage to my car or another car and possibly injuring myself or others.

\* I have also sent information from 5 dealerships showing my <sup>compass</sup> car was in the wrong zone and most of the technicians had problems accessing my compass and the zone. When they were finally able to access the zone, it was in Zone 8. Colorado is in Zone 5! (It should arrive from Fed Ex today!)

July 23, 2017

To: Steven Center (ISAC-Auto - Secretary)

Please read the enclosed letter to Faye Francy (which I sent to her, but it came back)

I need someone to acknowledge this hideous crime I have been trying to deal with for the last year, I am not sure why Honda is trying to cover<sup>up</sup> this stalking/hacking situation, but I was told by a service advisor that they were not allowed to use the word "hack".

Yesterday (July 22, 2017) the "hacker" was controlling my acceleration in the car. So I put cruise control on for the first time in months and he immediately ran up the speed (10-15 miles per hour - before I stepped on the brakes.) This is getting Extremely Dangerous. I need Honda to do something about this.

I am not going to stop this quest for justice until someone does something to help me.

[REDACTED]  
Littleton CO [REDACTED]  
[REDACTED]

Vin # for 2012 Honda CRV  
JHLRM 4H59CC [REDACTED]

July 30, 2017

To Honda Dealers: Frontier Honda, Fisher Honda, Kuni Honda, Planet Honda, Auto Nation Honda

I have been to all of the above dealerships on the 27<sup>th</sup> & 28<sup>th</sup> of July 2017. It was the first time for Frontier, Fisher & Auto Nation. I have been to Planet Honda and Kuni Honda before and provided them with much information about this hideous stalking/hacking crime that I have had to endure for over a year.

What I found out:

At Frontier:

My car continued to calibrate (the compass). It is not following what the manual says about calibration. My car only calibrates after it has been shut off - It should calibrate only when moving. My compass was in Zone 8 (I took pictures) Colorado is in Zone 5 (See your map)

At Fisher:

The service manager was unable to even get into the compass (because it was being hacked) I had him document that. (He also told me my car couldn't be hacked REALLY?)

Planet Honda: Thanks to Tim Cordova - I found out that he was unable to get into the compass because it was calibrating again. He drove the car in 2-3 circles & shut off compass calibration. He then found out the car was in Zone 8 & set it back to Zone 5.

## Kuni Honda:

Cheers for John Norton. He test drove my car and witnessed the calibration issues & the inability to get into the compass. He also reset the compass to Zone 5 (It was in Zone 8 again - after it had been reset at Planet Honda).

## Points to Consider:

1. The hacker told me in a game chat that he lived in Fort Myers Florida (which is in Zone 8)
2. I need you to contact Douglas County Sheriff, (Tony Sparlock, Jim Jensen, Detective Daniel Seaman) SOMETHING NEED TO BE DONE!
3. \*Upon leaving Kuni Honda - the hacker messed with the acceleration again. It is a good thing I wasn't close to the car ahead of me. This is a DANGEROUS SITUATION for me.

DO THE RIGHT THING!!!

Sent in April 2017

From [REDACTED]

To Ralph Schomp (TJ Joyce)  
Kuni Honda (Dustin Fordyce)  
Planet Honda (Levi McClinton)

Enclosed is a copy of the pictures I took on April 18<sup>th</sup> & March 21<sup>st</sup>. I picked April 18<sup>th</sup> because I used my car a lot that day. (But this happens on a daily basis - 90% of the time)  
Please look carefully at the pictures and the notations. I am showing the calibration pictures and the pictures after the calibration has been shut off. I either shut it off by driving in 2 circles or just turning east. The "hacker" also shuts it off at will. Sometimes the hacker prevents me from shutting it off at ~~will~~<sup>all</sup>.  
Also notice how he makes the range go up & down and most of the time the average fuel doesn't change or changes by .1. Notice on March 21<sup>st</sup> when the average fuel went to 39.2.  
**(NOT POSSIBLE)**

I have received no information from Honda on my safety. My nephew (who is a petroleum engineer) said it is possible to control the steering and the brakes once he is in my system.

I have contacted law enforcement many times. When is someone at Honda going to contact law enforcement to support me or come up with a plan to stop this stalking/hacking HIDEOUS crime? Does anyone at Honda have a conscience or a moral compass?

PS. Keep in mind this crime is not just related to my car. My Apple devices - my laptop, my iPhone, my iPads and my landline are also involved. This is an extremely BIZARRE case.

Walk a mile in my shoes!

On March 17 he changed my radio station about 10 times before I shut off my radio.

Reminder: I can tell by the things he does that the hacker is listening to my conversations in the car. I have NO PRIVACY and it is very spooky!

Feb. 13, 2017

Levi McClinton

This is from [REDACTED] I brought my 2012 Honda CRV to have a factory reset on the electrical system on Dec. 15. I showed you pictures of the inaccuracies that I have been experiencing since June of 2016.

I am now including 3 days of pictures (2 in January and 1 in February) to show the bizarre inaccuracies on my data screen.

I expressed that I have had extreme difficulty with a "hacker" who has also hacked my Apple devices. Now I believe he is hacking my car. I can tell by things that I say in my car that the "hacker" can hear what I am saying in the car. I also talked about this to Chase McDaniel and Daniel (a technician) on an earlier day in December. Daniel said my car was in the wrong zone and they both witnessed the car calibrating after he changed the zone back and said that should fix the problem. My nephew (who is a Petroleum Engineer) said that the "hacker" could control the brakes and steering in my car. I also have articles from the Washington Post and the Fortune 500 Magazine suggesting that my safety is in question.

Please address this problem as soon as possible. I believe this is a criminal problem and something needs to be done. I am concerned about my safety.

[REDACTED]

PS. Please look very carefully at the photos I have taken to see how "crazy" this situation I am dealing with is. (I am being stalked on a daily basis)

Ralph Schomp (Honda)

Oct. 10, 2016

[REDACTED] (2012 CRV owner - purchased from Ralph Schomp)

I have been to Ralph Schomp 4 times about the fact that my car is being compromised/hacked.

On 10-7-16 I went again & talked to the General Manager.

The car was diagnosed as not having any problems.

Three deputies from Douglas County came over. I

have a huge amount of pictures on my phone from

June - October 2016 that shows there is a huge problem.

I don't feel that any of them really looked at my evidence and are trying to portray me as "crazy."

\*New Dangerous Happening\* - about 3:30 on my way to church (10-8-16)

I turned left from Rampart Range to Waterton Canyon Road. A little way from the corner my gas pedal went down by itself (much like it does with Cruise Control) and the car surged forward. This lasted for just a few seconds. This has never happened before and I had not set my Cruise Control!

This has been the most frustrating/disheartening experience of my life. For the last 4 years I have endured my privacy being invaded - from my Macbook Air, my iPad, my iPhone 6+, my landline, to now my car. None of the companies that could have helped me - have supported me. That has been as "hurtful" as the crime itself.

I am going to try to contact some private automotive businesses to verify that my car is being compromised. I will proceed from there.

\* All the information from the pictures can be verified on my iPhone. It is evidence.

October 26, 2016

To Ralph Schomp Honda  
American Honda

This weeks sheets show 51 of the pictures I took with my cell phone when the car is calibrating. The calibrating always starts when I first start the car. Most of the time it starts in my garage or near a place that has free WiFi. It has started in my niccés driveway or in front of a friend's house. I unplugged my router (an Airport Extreme) in June because of my car's calibrating in the garage. That temporarily stopped it calibrating in the garage until the new neighbors moved in next door. Comcast came to our door asking permission to come in our yard to hook up the cable. A few hours later, the car was calibrating in the garage again. The house is about 12 feet from ours.

Calibrating and running my range up and down continue on a daily basis. I know the hacker can hear what I am saying [eg. Sunday we went to the Texas Roadhouse. The car started calibrating after I shut off the car and restarted it. I drove the car in circles and shut the calibrating off. I turned the car back off and restarted it the second time. I said to my husband, "Oh good I can take 2 pictures in a row." The calibrating stopped immediately. The hacker has the ability to shut the calibrating off if the car is running. This is too SPOOKY!!!

Monday my Apple ID was compromised for the 1st time, I reported it yesterday. Apple should act on this evidence, I am now very concerned about my own safety. If the hacker is going

to do something to get my devices or harm me, it will possibly happen in the near future. I have many pictures on my devices that prove there is a problem. I need cooperation from you to help in this dangerous criminal activity. Does anyone at Ralph Schomp and American Honda have a conscience?

PS. I still have no information from you about what he can do to compromise my car and most importantly my safety.

April 2018

To: Bob Troyer (U.S. Attorney)

My name is [REDACTED] and I am a retired elementary teacher. I have been victimized by a cyber stalker/hacker for over five years. I am not going to repeat information that is included in the enclosed letters and packets, but I would like to reinforce the fact that I have been ignored unheard and marginalized by the Douglas County Sheriff's office over and over again. They have gone so far as to accuse me of being mentally ill - just so they could get out of doing anything to help me. I am just another example of how women are still being treated very unfairly and basically ignored & made to feel as if they have no rights.

I would also like to point out that the companies I have tried to work with (Honda, Comcast, Apple, and now Verizon) have expressed to me that they cannot help me with information about the hacking because they are afraid of losing their jobs. I was told by one Honda employee that they were not allowed to use the word "hack."

I was extremely upset when the service manager at Frontier Honda (who knew very well that my car was being hacked) - lied when a deputy contacted him.

Cybercrime is extremely difficult to deal with. As Robert Mueller has pointed out - TRANSPARENCY and COLLABERATION are essential in trying to solve cyber crime - none of which I have received from the Douglas County Sheriff's office!

Since this is such a BIZARRE and COMPLICATED case, I am hopeful that I will be allowed to come down to your office to clarify the complexities of this story. I have suffered greatly because no one has helped me with this horrific crime - a crime that has the potential to greatly harm or endanger my life.

Thank you for reviewing my case. Please do not ignore my request. Someone has to help me.

[REDACTED]  
Littleton, CO  
(Cell: [REDACTED])

August 14, 2017

Littleton, CO

To: Jeff Massimilla (Chief Product Cybersecurity officer)  
Vice Chairman of Auto ISAC

I have been reading about the Auto ISAC.  
I am sending information to you as Vice  
Chairman of the Board of Directors (Please share  
with Tom Stricker and Faye Francy)

Over the past year I have sent information,  
many photos, and made many phone calls to  
try to get Honda to do something about the  
"hacking" of my car and the extreme stalking  
of me. This is a very BIZARRE case and  
unbelievable But I assure you, it is TRUE!


I am including photos that show the hacking of the  
information screen, eg of calibrations, Letters  
to Steve Center and information from the Honda  
dealers I have been to. I have contacted  
law enforcement many times, but they do nothing  
because Honda is not acknowledging this crime.

Since I may be the 1st American to experience  
this extreme "hacking" problem, and legislation  
has not kept up with the possibility of this  
occurring, I am not getting any help from Honda

Now my problems have escalated and the  
accelerator is involved. Consequently, I am  
now driving a rental car for \$733 dollars a  
month at my expense.

I am hopeful that the Auto ISAC will help me to get a solution to this problem and encourage Honda to get involved. I am experiencing an unreasonable risk to my safety and unbelievable stress because of this problem. I am a retired teacher and I do not want to spend \$733 dollars out of retirement income each month.

I would like to be considered for becoming a consumer member for the ISAC and I am willing to come and testify on my behalf



Sept. 13, 2017

To: Mitch Bainwol  
Alliance of Automobile Inc. (Manufacturers)

My name is [REDACTED]. I am a retired elementary teacher from Littleton, Colorado. I am writing this letter to share a BIZARRE and almost unbelievable story in hopes that I will get the help I need to be able to drive a safe car that should be a fundamental right of all Americans.

I have been victimized by a stalker/hacker for over 5 years. It started with a game and continued to extend to all my Apple devices (iPads, iPhone, MacBook), my email accounts, my landline and for the last year my 2012 Honda CRV. I am including with this letter: the letters I have sent to the Auto ISAC & American Honda, the information I have obtained from 6 Honda dealerships that verifies my compass in my car is always in the wrong zone, pictures of how the stalker is tracking me everywhere I go in my car and calibrating the compass along with running the range up and down as I am driving. (Sometimes he changes the average fuel information also) The hacker has also locked and unlocked my car doors, changed the radio stations, and is now messing with the acceleration in my car - which is the most dangerous thing I have experienced.

I have even tried driving a rental car, but that also has been hacked. (I have a video that shows that.)

I am also including my best example of how I know the stalker/hacker is listening to my

conversations in the car which is a total invasion of my privacy.

I have contacted six Honda dealers in the Denver Metro Area. (You can see the ones with the information from the technicians + managers that verify my car compass is always in the wrong zone and calibrates daily (up to 15 times a day). I have sent much information to Ralph Schomp (where I bought the car, to Planet Honda, and Kuni Honda. (See the list of names from each dealership.) Comments have been made to me by technicians like:

1. "We aren't allowed to use the word "Hack."
2. "My boss won't allow me to give out information to law enforcement."
3. "I am concerned about my job security."
4. "I won't be able to help you. You understand why."

So nothing gets done about this problem. Honda employees (at the dealers tell me to go to law enforcement). Law enforcement (whom I have been to multiple times) tell me to deal with Honda. American Honda just has "James" contact me to say they aren't going to do anything. This is just a big run around. **NO ONE** is concerned about my safety or my privacy. Hopefully it won't take my dead body before something is done or something comes out in the news.


I may well be the first person in the U.S. to experience a car hacking of this nature. I can't buy a new car because no one has acknowledged the hacking of my 2012 CRV

and I know new cars have even more computerized parts. **SOMEONE HAS TO HELP ME!** Hopefully you will do more than just contact Honda and let this matter go. I believe all Americans should have the right to safety and privacy in their cars,

I am quite sure that if a Law Enforcement or a Honda executive experienced the problem I am encountering, something would have been done a long time ago. My fundamental rights are being grossly ignored. This is totally unfair and I do not want to spend my retirement money for lawsuits against people who have no morals or values. Greed is taking over America and the top executives are the most guilty. This has been an extremely disillusioning experience!

Please do the best you can to help bring a close to this nightmare. Hopefully someone at Alliance will realize that transparency and collaboration are necessary to solve cybercrime. The American people deserve cooperation from all car manufacturers to address the vulnerabilities in their cars and keep their customers safe. (I am willing to fly to Washington DC to speak on my behalf.)

Please give this your utmost consideration!



Aug. 9, 2017

To: Tom Stricker (Chairman of ISAC Board)

Toyota (Product Regulatory Affairs)

To: Jeff Massimilla (V. Chairman)

Chief product Cybersecurity Officer

I am sending the information that I sent to Steven Center. (Secretary of Auto ISAC for Honda) It shows examples of how my 2012 Honda CRV is being hacked and I am being stalked on a daily basis. I am in a very disturbing and unjust situation and Steven Center and American Honda are doing nothing to help me. I can't believe Steven is an officer for the Auto ISAC and he has shown no concern for my welfare!

I am including a letter I wrote to Faye Francy that I hope you will see that she gets. I sent it to her, but I guess the address wasn't correct.

I am now driving a rental car because the hacking has gotten more dangerous and it seems that the hacker is either trying to kill me or injure me. Transparency and collaboration are key to cyber attack prevention. Companies need to come forward to law enforcement.

(I have read about what steps GM is taking towards improving cyber security) I need help in ways to deal with my problems.

I would like to come to an ISAC meeting to speak to the board about my situation.



**H HONDA**  
**FRONTIER HONDA**

710 SOUTH MAIN STREET • LONGMONT, COLORADO 80501  
 PHONE: (303) 772-2900 • METRO (303) 665-2900  
 E-MAIL US @ service@frontierhonda.com

*We Appreciate Your Business*

*He said I could have law enforcement call him  
 He didn't tell the deputy the truth CELL: [REDACTED]*

CUSTOMER NO. [REDACTED]	ADVISOR <b>DERRICK O'BRIEN</b>	TAG NO. 398	INVOICE DATE 10/04/17
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR BLUE/
[REDACTED]	YEAR / MAKE / MODEL 12/HONDA/CR-V/5DR 4WD EX	MILEAGE 87,201	DELIVERY DATE
LITTLETON, CO [REDACTED]	VEHICLE I.D. NO. J H L R M 4 H 5 9 C C [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. [REDACTED]	R.O. DATE 10/04/17
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

LABOR # 1 52H0Z TRIM ELECTRICAL TECH(S):398 0.00  
 CUSTOMER RETURNING TO CHECK COMPASS ZONE AND POSSIBLE COMPASS UNIT REPLACEMENT.  
 AT LAST VISIT COMPASS WAS UNPLUGGED FOR CUSTOMER TO MONITER TO SEE IF ANY OTHER SYSTEMS CHARACTERISTICS WOULD CHANGE. OTHERS SYSTEMS STILL HAVING SAME ISSUES.  
 TODAY WE PLUGGED THE COMPASS BACK IN THEN CALIBRATED THE COMPASS TO ZONE 5 AND RECALIBRATED. 10:30AM. TEST DROVE CAR FOR 3 MILES STOPPING AND TURNING CAR ON AND OFF COMPASS WAS ACTING NORMALLY. DIFFERENT FROM WHEN CAR WAS HERE LAST FOR DIAGNOSIS. AFTER TEST DRIVES AT 10:50 AM TURNED CAR BACK ON AND COMPASS WENT BACK TO CAL. MODE AND WAS BACK IN ZONE 8. WE UNPLUGGED COMPASS AGAIN AND LEFT IT UNPLUGGED

ASK HIM HOW IT WAS DIFFERENT!

JOB# 1 TOTALS  
 JOB# 1 JOURNAL PREFIX H0CS JOB# 1 TOTAL 0.00

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.  
 Frontier Honda warrants our labor for 12 months or 12,000 miles, whichever comes first. Manufacturer's parts are warranted for 12 months or 12,000 miles, whichever comes first.

**NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED**

**REPAIR ORDER NOTICE**  
 Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien, which may result in the vehicle being sold pursuant to court order.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

\*\*\*\*\*  
 POST YOUR REVIEWS ABOUT US ON DEALERRATER.COM/RATEUS  
 \*\*\*\*\*

CHARGE CHECK # CASH  
 HONDA WILL BE SENDING A FEW OF YOU AN E-MAIL SURVEY IN A FEW DAYS. WE WOULD BE VERY GRATEFUL IF YOU WOULD TAKE THE TIME TO COMPLETE IT FOR US.

WE STRIVE TO PROVIDE YOU WITH EXCELLENT SERVICE EVERYTIME. IF YOU FEEL WE HAVE NOT, PLEASE ASK TO TALK TO OUR SERVICE MANAGER OR TO HAVE SOMEONE FROM CUSTOMER SERVICE CALL YOU.

CUSTOMER SIGNATURE

*He knows my compass is being hacked!  
 Other things I told him:  
 • Hacker changed radio station while I was driving  
 • Locked & unlocked car doors  
 • Range going up & down - very inaccurate!*

**THANK YOU**  
 FOR BRINGING  
 YOUR VEHICLE  
 TO US  
 FOR SERVICE

## Verification

I went to 6 dealerships  
Some couldn't even  
get into my menu.  
If they did get in my  
compass was in Zone 8  
It should be in Zone 5



# FRONTIER HONDA

710 SOUTH MAIN STREET • LONGMONT, COLORADO 80501

PHONE: (303) 772-2900 • METRO (303) 665-2900

E-MAIL US @ service@frontierhonda.com

*We Appreciate Your Business*

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MICHAEL N HAMMONTR 304	TAG NO. [REDACTED]	INVOICE DATE 09/26/17
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 86,670
[REDACTED]	YEAR / MAKE / MODEL 12/HONDA/CR-V/5DR 4WD EX	COLOR BLUE/	STOCK NO. [REDACTED]
LITTLETON, CO	VEHICLE I.D. NO. JHLRM4H59CC [REDACTED]	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	BUSINESS PHONE	COMMENTS	R.I.D. DATE 09/26/17

MO: [REDACTED]

JOB# 1 CHARGES

LABOR  
 JOB# 1 51HOZ BODY ELECTRICAL TECH(S):420 INTERNAL

CANT ACCESS COMPASS CALIBRATION  
 TODAY CAL LIGHT ON AND DIRECTION BLINKING  
 TECH ACCESSED COMPASS MENU SCREEN AND FOUND IT WAS SET TO  
 ZONE 8. CHANGED TO ZONE 5 AND TEST DROVE CAR.  
 ALL GOOD UNTIL CAR WAS TURNED OFF THEN BACK ON. COMPASS  
 CAL. SCREEN STARTED FLASHING AGAIN AND ZONE WAS BACK AT  
 ZONE 8. CONFIRMED POWER AND GROUND GOOD TO UNIT.  
 AT COMPASS UNIT TECH TESTED POWER AND GROUND GOOD.  
 NEEDS COMPASS UNIT REPLACED. \$492 PARTS AND LABOR  
 FOR NOW TECH HAS LEFT COMPASS UNPLUGGED AND THIS  
 MAKES THE IMID NOT SHOW COMPASS AT ALL.  
 WE CAN RE ATTACH CONNECTOR IF CUSTOMER WOULD LIKE

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 0.00

LABOR  
 JOB# 2 51HOZZ BODY ELECT CONCERN TECH(S):420 0.00

FUEL RANGE GOES UP AND DOWN AND AVG FUEL DOESNT CHANGE  
 RADIO STATION CHNAGES WHILE DRIVING  
 RADIO STATIONS DID NOT CHANGE DURING OUR DIAGNOSIS  
 TODAY  
 AVERAGE FUEL ECON: Shows the estimated average fuel economy  
 of each trip meter in mpg (U.S.) or l/100  
 km (Canada). The display is updated at set intervals. When a  
 trip meter is reset, the  
 average fuel economy is also reset.  
 RANGE Shows the estimated distance you can travel on the  
 remaining fuel. This distance is estimated from the fuel  
 economy of your trips in the past.  
 NOTHING ABNORMAL SEEN TODAY

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX HOCS JOB# 2 TOTAL 0.00

LABOR  
 JOB# 3 51HOZ09 POWER LOCKS TECH(S):420 0.00

SOMETIMES WONT LOCK ALSO DOORS WILL LOCK AND UNLOCK  
 WHILE OUT OF CAR AND ONE TIME COULDNT LOCK CAR  
 DOOR WILL LOCK WHEN CAR REACHES 9 MPH IF ANY DOORS  
 ARE UNLOCKED WHEN VEHICLE REACHES THAT SPEED  
 ALL LOCKS WORKING NORMALLY TODAY

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX HOCS JOB# 3 TOTAL 0.00

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

Frontier Honda warrants our labor for 12 months or 12,000 miles, whichever comes first. Manufacturers parts are warranted for 12 months or 12,000 miles, whichever comes first.

**NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED**

**REPAIR ORDER NOTICE**

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

THIS AUTO REPAIR FACILITY USES THE TIME ALLOTTED HOURS PUBLISHED IN OUR FLAT RATE GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIRED FOR PERFORMANCE OF A SPECIFIC REPAIR AND MAY THEREFORE BE MORE OR LESS TIME THAN THE ACTUAL TIME EXPENDED FOR THE REPAIR. IF YOU HAVE ANY QUESTIONS FEEL FREE TO CONTACT OUR SERVICE MANAGER.

## THANK YOU

FOR BRINGING  
 YOUR VEHICLE  
 TO US  
 FOR SERVICE

The Reynolds and Reynolds Company, ERWARTING, C0874908.D, (09/07)



# FRONTIER HONDA

710 SOUTH MAIN STREET • LONGMONT, COLORADO 80501

PHONE: (303) 772-2900 • METRO (303) 665-2900

E-MAIL US @ service@frontierhonda.com

*We Appreciate Your Business*

CELL: [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR MICHAEL N HAMMONTR 304	TAX [REDACTED]	INVOICE DATE 09/26/17	STOCK NO. [REDACTED]
LITTLETON, CO	LABOR RATE	LICENSE NO.	MILEAGE 88,070	COLOR BLUE/
	YEAR / MAKE / MODEL 12/HONDA/CR-V/5DR 4WD EX		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. JHLRM4H59CC		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/26/17	
	BUSINESS PHONE	COMMENTS		MO: [REDACTED]

TOTALS-----

\*\*\*\*\*  
POST YOUR REVIEWS ABOUT US  
ON DEALERRATER.COM/RATEUS  
\*\*\*\*\*

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CHARGE CHECK # CASH

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CUSTOMER SIGNATURE \_\_\_\_\_

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

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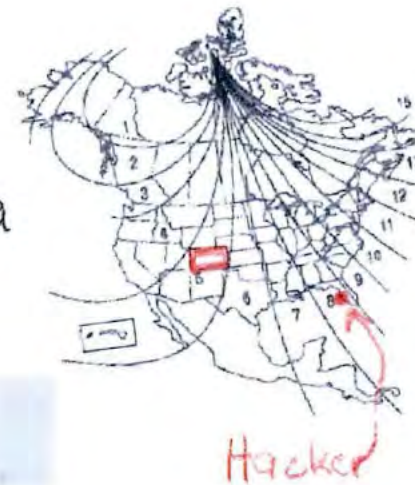
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**THANK YOU**  
FOR BRINGING  
YOUR VEHICLE  
TO US  
FOR SERVICE

A Planet Honda



At Kuni Honda



Planet Honda put the car back in Zone 5 (Colorado) So did Kuni Honda. Then when you restart the car, it defaults back to Zone 8 - where the hacker lives. (Fort Myers + Cape Coral Florida)

# HONDA FRONTIER HONDA

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 PHONE: (303) 772-2900 • METRO (303) 665-2900  
 E-MAIL US @ service@frontierhonda.com

*We Appreciate Your Business*

*He said I could have law enforcement call him  
 He didn't tell the deputy the truth CELL: [REDACTED]*

CUSTOMER NO. [REDACTED]	ADVISOR <b>DERRICK O'BRIEN</b>	398	TAG NO.	INVOICE DATE 10/04/17	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 87,201	COLOR BLUE/	STOCK NO.
LITTLETON, CO [REDACTED]	YEAR / MAKE / MODEL 12/HONDA/CR-V/5DR 4WD EX			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. JHLRM4H59CC [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.L. NO.	R.O. DATE 10/04/17		
[REDACTED]	BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR  
 # 1 5240Z TRIM ELECTRICAL TECH(S):398 0.00  
 CUSTOMER RETURNING TO CHECK COMPASS ZONE AND POSSIBLE COMPASS UNIT REPLACEMENT.  
 AT LAST VISIT COMPASS WAS UNPLUGGED FOR CUSTOMER TO MONITOR TO SEE IF ANY OTHER SYSTEMS CHARACTERISTICS WOULD CHANGE. OTHERS SYSTEMS STILL HAVING SAME ISSUES.  
 TODAY WE PLUGGED THE COMPASS BACK IN THEN CALIBRATED THE COMPASS TO ZONE 5 AND RECALIBRATED. 10:30AM. TEST DROVE CAR FOR 3 MILES STOPPING AND TURNING CAR ON AND OFF COMPASS WAS ACTING NORMALLY. DIFFERENT FROM WHEN CAR WAS HERE LAST FOR DIAGNOSIS. AFTER TEST DRIVES AT 10:50 AM TURNED CAR BACK ON AND COMPASS WENT BACK TO CAL. MODE AND WAS BACK IN ZONE 8. WE UNPLUGGED COMPASS AGAIN AND LEFT IT UNPLUGGED

*Ask him how it was different!*

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JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HOCS JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
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CUSTOMER SIGNATURE

*He knows my compass is being hacked!  
 Other things I told him:*

- Hacker changed radio station while I was driving
- Locked & unlocked car doors
- Range going up & down - very inaccurate!

**THANK YOU**  
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 TO US  
 FOR SERVICE



Direct: 303-532-3773  
Fax: 303-772-3979  
derrick.obrien@frontierhonda.com  
710 S. Main Street, Longmont, CO 80501



www.FrontierHonda.com • 303-772-2900

### Electrical Compass Zone Selection and Calibration - Procedure

#### ELECTRICAL COMPASS ZONE SELECTION AND CALIBRATION

#### 1. ELECTRICAL COMPASS ZONE SELECTION AND CALIBRATION

**NOTE:**

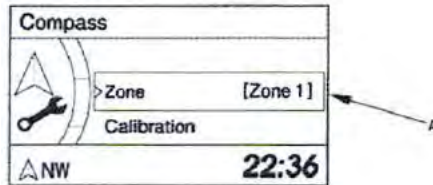
- You should do this procedure any time the electrical compass unit is self-calibrating.
- You should do this procedure in an open area away from buildings and other strong magnetic fields.
- If you see "—" and the CAL indicator is shown in the audio display, the electrical compass unit is self-calibrating.
- In most areas, there is a variation between magnetic north and true north. The compass zone needs to be set to your geographic zone to compensate for this variation.
- The electrical compass unit may need to be manually calibrated after exposure to a strong magnetic field. If the electrical compass unit seems to be continually showing the wrong direction, and is not self-calibrating, do the following.

#### Zone Selection

1. Turn the ignition switch to ON (II).
2. Press and hold the SETUP button until you hear a beep (about 5 seconds). The display shows the electrical compass setting menu items.

9-21-17

4:40 PM



Went to the Car and Calibration (cal.) was blinking. I could not access the Compass menu by pushing and holding the setup button. when Drove around in 2 circles Cal. blinking stops still no menu access. then turned car off and back on Drove in 3 circle both directions never stopped blinking. Appt Set Tues 26th @ 2:00 PM

August 31, 2017 - Ralph Schomp (Terry Lockey)

Electrical Compass Zone Selection and Calibration

Procedure

Procedure

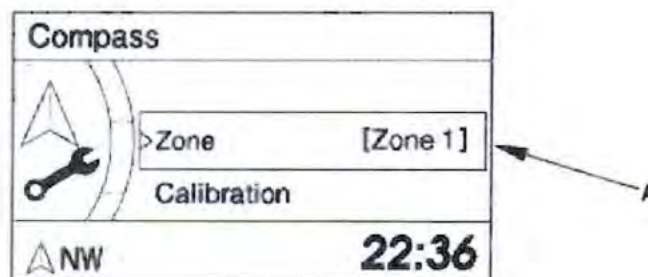
1. ELECTRICAL COMPASS ZONE SELECTION AND CALIBRATION

NOTE:

- You should do this procedure any time the electrical compass unit is replaced.
- You should do this procedure in an open area away from buildings, power lines, other vehicles, and any other strong magnetic fields.
- If you see " - - " and the CAL indicator is shown in the audio display, the electrical compass unit is self-calibrating.
- In most areas, there is a variation between magnetic north and true north. The compass zone needs to be set to geographic zone to compensate for this variation.
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Zone Selection

1. Turn the ignition switch to ON (II).
2. Press and hold the SETUP button until you hear a beep (about 5 seconds). The display shows the electrical compass menu items.



was on zone 8

set to zone 5

recalibrated TERRY

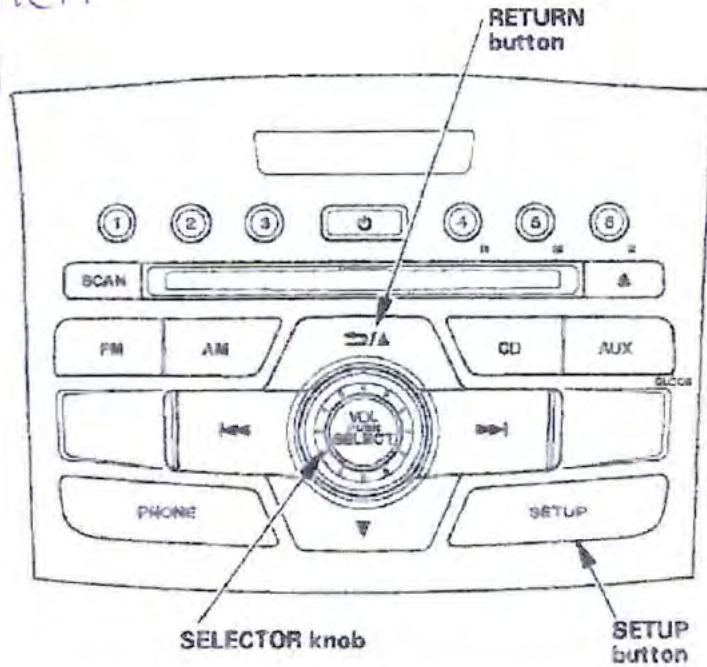
I took the car to Ralph Schomp - talked to Terry Lockey. He rode in the car with me. At first he couldn't get into Compass screen at all. I drove the car in 3 circles to shut off calibration. Then he got into Compass. It was in Zone 8 again. He reset it to Zone 5. Then we put it in Zone 6 and went in 3 circles. Compass was back in Zone 8.

Honda National  
1-800-999-1009

Frontier Honda

Derek O'Brien

July 27, 2017



3. Rotate the SELECTOR knob to select the Zone (A) and press the SELECTOR knob to enter the selection.

NOTE: If necessary, press the RETURN button to return to the previous display. Pressing the SETUP button cancels the electrical compass setting mode.

My car was in Zone 8 - It supposed to be in Zone 5

4. The display shows the currently selected zone number between from 1 to 15. Find the zone for your area on the zone map. the correct zone is not shown, turn the selector knob to cycle the zone lists up or down.



The hacker I have had  
problems with texted he lived  
in Fort Meyers, Florida  
Zone 8

**FRONTIER HONDA**

DERRICK OBRIEN  
SERVICE MANAGER

Direct: 303-532-3773  
Fax: 303-772-3979  
derrick.obrien@frontierhonda.com  
710 S. Main Street, Longmont, CO 80501



July 27, 2017

Harry Snyder



1. went into lot and did 2 circles.  
direction indicator still flashing

2. was unable to set into menu. (He couldn't get into compass)

Need to schedule to have it looked at [REDACTED]

Aug 14  
8:45

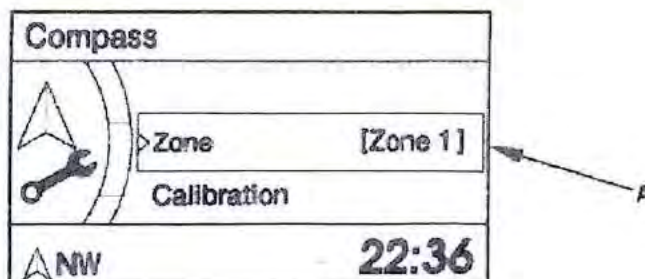
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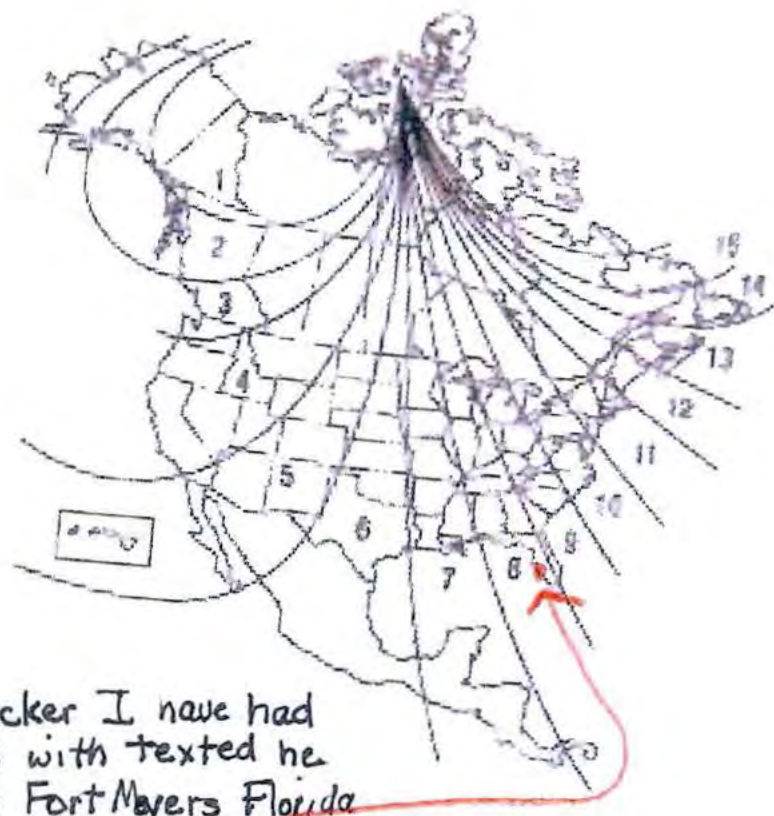
HONDA



HYUNDAI

15601 W. Colfax Ave (Golden, CO 80401)  
303.215.4200  
303.215.4256  
303.215.4209  
www.planethonda.com  
www.planethyundai.com  
tcordova@planethonda.com

I was unable to access the compass zone screen because it was calibrating. After calibration I was able to access the zone screen. It showed the vehicle was in zone 8. After shutting off vehicle and restarting, the vehicle was calibrating the antenna again.



The hacker I have had problems with texted he lived in Fort Meyers Florida

Zone 8

July 28, 2017

**John Norton**

Fixed Ops Director

303-708-2000

Direct: 303-708-2219

john.norton@kuni-honda.com

Calibration

Procedure

AND CALIBRATION

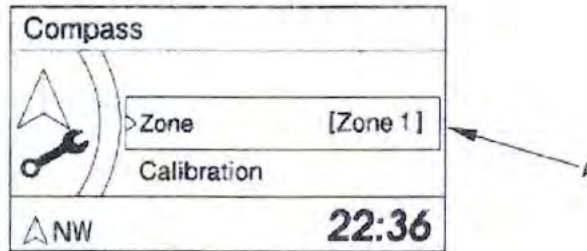
10750 E. Arapahoe Rd., Centennial, CO 80112 :: www.kuni-honda.com

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**Zone Selection**

1. Turn the ignition switch to ON (II).
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RESET COMPASS TO ZONE 5  
TEST DRIVE. STAY IN 5 WAS IN ZONE 8  
WHEN I FIRST LOOK AT IT.





Justin Montgomery  
Express Service Consultant  
justinm@autotree.net



2777 S. Havana St  
Denver, CO 80014  
milehighhonda.com

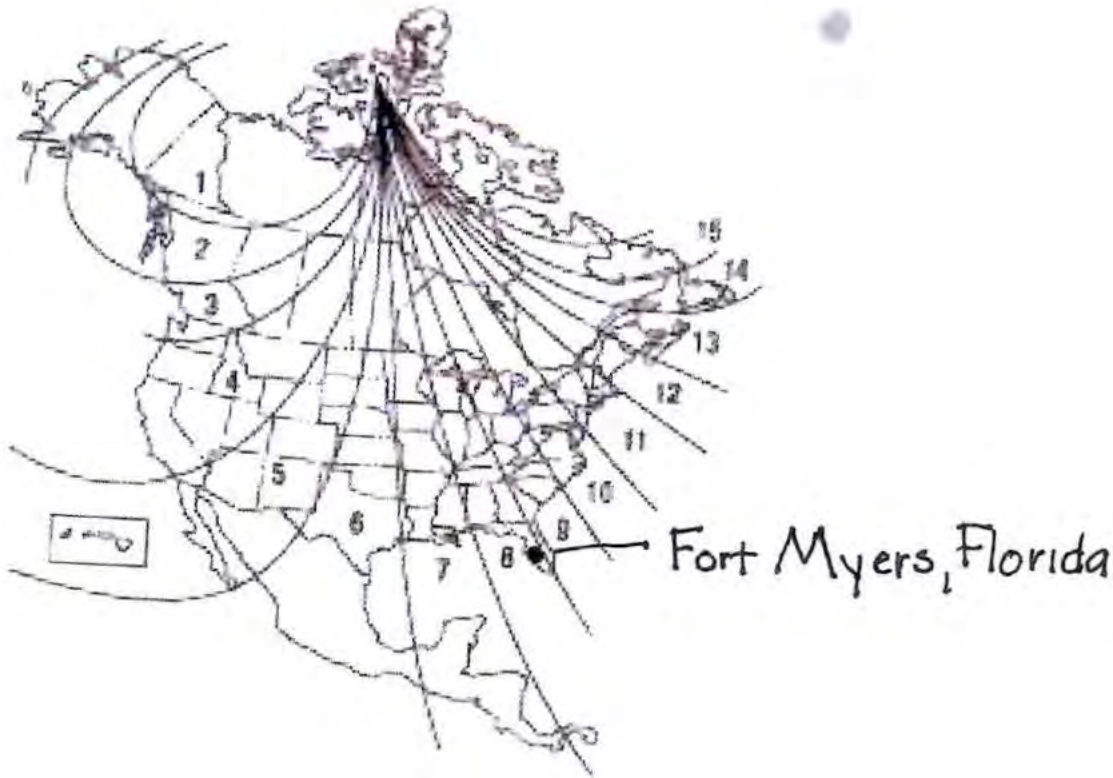


Steve Fisher  
Service Consultant  
Email: sfisher@autotree.net



Main: 303-369-7800  
Direct: 303-743-5215  
Fax: 303-743-5243

2777 S. Havana St.  
Denver, CO 80014  
milehighhonda.com



Aug. 2, 2017

Can't get into Compass To change Zone, Can't Get into  
Compass At All To change. ~~Can't~~ Drove in circle  
Twice To Recalibrate System Can't Get into To Reset.



Justin, Steve & a sales manager were unable to get into the  
compass. My car continues to calibrate up to 12 times a day and the  
range goes up & down while I am driving. No one explains why.

# FRONTIER HONDA

DERRICK OBRIEN  
SERVICE MANAGER

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Derrick knows my car is being hacked. He drove the car - witnessed the calibration & saw the hacker was messing with the zone. (He disconnected the compass.)

He is an honest man.  
I don't want him to lose his job



John Norton

Fixed Ops Director

303-708-2000

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I don't know if he will tell the truth!

John knows very well that my car is being hacked!!! He drove the car & witnessed the calibration & car being in the wrong zone.

He said he would like to help me but didn't think he could <sup>Job security?</sup>



Tim Cordova  
Honda Service Advisor

15601 W. Colfax Ave | Golden, CO 80401

303.215.4200

303.215.4256

303.215.4205

www.planethonda.com

www.planethyundai.com

tcordova@planethonda.com



Tim drove the car & witnessed the calibration. He saw that the car was in the wrong zone!



Tori was the 1st one to witness the calibration. She didn't about the zone at that time. (I'm not sure she is still there)

She hid from me when I went back. I think she was following the boss's orders

Please see the papers from the 6 dealers I took the car to and the notations I had them make

June 26, 2017 , 1:54 pm

A similar [SPY Car Act of 2015](#) introduced by Sen. Edward Markey (D-MA) was much more prescriptive of the NHTSA in securing electronic controls and driving data collected by vehicle systems.

This week's bill calls for the NHTSA to study the issue alongside the Federal Trade Commission, NIST and other stakeholders. They have a year to produce a preliminary report, and another six months beyond that to draft a final report that includes dates for adoption and recommendations that would be included in legislation.

"Every American has a right to drive cars that are safe and secure. Cars don't necessarily come to mind when most of us think about cybersecurity. But the Internet of Things (IoT) is bringing technology and connectivity into every part of our lives—including our motor vehicles," Lieu said. "Without good cyber hygiene, a hacker could easily turn a car into a weapon."

Yoni Heilbronn, an executive with Argus Cyber Security, a company specializing in automotive cybersecurity, said he had mixed feelings about the bipartisan bill. He acknowledged that while the proposal could bring some positives to the conversation, he wonders whether legislators believe the automotive industry is moving too slowly toward progress. He recalled a panel he attended last year with Sen. Gary Peters, a Michigan Democrat who urged industry to be more responsive and proactive.

"I heard him pleading with the industry to do things on its own, and not wait for the U.S. government to regulate," Heilbronn said. "If regulation comes, it could be even more strict than what industry would do to itself."

The current bill asks NHTSA to identify a number of critical areas that could be exploited by hackers; researchers [Charlie Miller and Chris Valasek](#), as well as researchers from the [University of California at San Diego](#), have already demonstrated a number of high-profile hacks exploiting vulnerabilities in electronic communications systems in a number of vehicles.

Specifically, the SPY Car Study Act of 2017 asks officials to examine how to best isolate critical software from other code running inside a motor vehicle, and identify measures to detect vulnerabilities and code anomalies associated with malicious behavior. They're also tasked with identifying how to best implement on-demand risk assessments and continuous penetration-testing of critical systems. Finally, they are asked to determine best practices to secure driving data as it's collected and stored on board, in transit, and stored off-board.

Heilbronn said some in industry are more vigilant about cybersecurity than others; Jeep, for example, quickly patched vulnerabilities in its UConnect entertainment systems exploited by Miller and Valasek, and instituted an unprecedented vehicle recall.

"If you ask Senators Markey and Peters, industry is not moving quickly," Heilbronn said. "Theirs was a clear message to industry to start doing things, don't wait."

Last March, the FBI and NHTSA teamed up on a formal warning to the auto industry about vulnerabilities that leave cars exposed to internet-based attacks. The FBI warned that vulnerabilities in features such as UConnect and aftermarket devices pose an "unreasonable risk to safety."

"I've never seen such a statement before," Heilbronn said. "It's unheard of. It also gives you a good idea of the way of thinking inside the U.S. government, that these risks need to be addressed. If there is regulation some day, there will be enforcement. The question is, how long does industry wait before it does something."

Important  
Articles on  
Car Hacking



It seems like something out of an action flick—a hacker taking control of a car remotely, steering it, stopping it, and even stealing it. Not anymore. Modern vehicles are becoming increasingly connected, and more reliant on automated systems. The scenarios we once saw play out on screen have turned into a risky reality. With increasingly connected cars, manufacturers are breaking into a new frontier—but do they have the knowledge and tools to keep their vehicles secure?

In early August, two suspects were arrested in Houston on suspicion of using a laptop to hijack 100 Dodge and Jeep cars, both brands under Fiat Chrysler Automobiles. The video surveillance footage showed how easy it was for the men to take control and get into the vehicle. Security researchers have also been experimenting with connected vehicles for years, showing just how vulnerable they are. Experiments have shown that the cars can be compromised with different methods, through remote or physical access, or in some cases, through the vehicle's supporting app.

In an experiment with *Wired* last year, security experts Charlie Miller and Chris Valasek wirelessly hacked into a Jeep Cherokee and demonstrated how they managed to take control of the vehicle's entertainment system, air conditioning, steering, and brakes—all with someone in the car. Their research prompted Jeep to issue a recall of 1.4 million vehicles to fix the bug.

This year, at the 2016 Black Hat conference, Miller and Valasek presented a new technique for hacking into the Jeep Cherokee. Car manufacturer Chrysler patched the previously exposed vulnerabilities, but the two researchers found a way into the vehicle's Controller Area Network (CAN bus) which handles communication between the different car systems. This hack allowed them to exert even more control than they previously had, allowing them to accelerate the car, turn the steering wheel, and engage the brakes. But, unlike last year, this was not a remote hack. The researchers' laptop needed to be physically plugged into the Jeep's CAN bus for it to work.

The Nissan Leaf is a case of car connectivity outpacing security. A flaw in the companion app was easily exploited, which allowed hackers to access the car. The app only needed the car's Vehicle Identity Number to take control—a number which is printed on the windows of all the cars. Through this vulnerability an attacker could control heating, air-conditioning, and even drain the electric car's batteries remotely. They could also access trip data, which is something the owner might want to keep private.

The Leaf exploit wasn't the first time a car with a companion smartphone application had security issues. Škoda Auto had almost the same problem with its Fabio III car and their SmartGate System. In the case of Nissan, the company disabled the app once the vulnerability was publically revealed and released a more secure version in early 2016.

Other car manufacturers were not so quick to act when faced with their vehicle's security failings. In 2010 a team of researchers disclosed to

General Motors (GM) that vehicles with the Generation 8 OnStar computer were vulnerable—hackers could use a simple audio attack as a pivot to gain access to the vehicle's network of computers, allowing them to control everything from the brakes to the windshield wipers. It took the company five years to fully fix the issue.

Premium electric vehicle manufacturer Tesla Motors focuses more on cybersecurity than other manufacturers, and their cars have a reputation for being hard to hack—but hard doesn't mean impossible. In 2015, two researchers were able to exploit vulnerabilities in the Tesla Model S and gain control of the car. They unlocked the doors, started the vehicle, and drove away. Although the researchers managed this much, it was a herculean feat. They had to disassemble the Model S and needed constant physical access to the car to pull off the hack. The method they used was largely impractical for most hackers, and shows how effective Tesla's security measures are. Still, the company immediately addressed the vulnerabilities, cutting off even that small avenue of attack.

### What is being done?

In light of these proven vulnerabilities and widespread issues, governments and car manufacturers are starting to take this problem seriously. In the United States, legislation has been proposed to set new standards for car cybersecurity. The Security and Privacy in Your Car Act of 2015 mandates that the entire vehicle should be safeguarded against hacking, and that owners be made aware of what data is being collected, transmitted and shared. There is also strict punishment proposed for anyone who infiltrates a vehicle's electronic systems, including penalties as harsh as life imprisonment.

*Life Imprisonment*

Meanwhile, car manufacturers are also beginning to overhaul their enterprise structure by adding cybersecurity experts in the mix. GM now has a global team of around 80 people dedicated to cybersecurity, enabling them to address security flaws much faster than in 2010. GM has also

established a vulnerability submission program that allows researchers to submit security discoveries directly to the company.

Tesla and Chrysler are offering a similar deal, but with the added bonus of compensation for the research. The two companies are offering bug bounties—a reward for any security vulnerabilities found in their vehicles. Chrysler is offering \$150 to \$1,500 per bug, depending on the severity of the flaws, while Tesla is offering up to \$10,000.

Rewards

### A strategy for the future

The smart car market is projected to continually grow. According to studies by industry experts, an estimated 36 million new cars with embedded telematics will be shipped globally by 2018. Autonomous vehicles are also becoming a popular trend. Google has been working on their self-driving cars since 2009 and aim to have their technology fully optimized by 2020. Large manufacturers like Nissan, Ford, and Toyota are also exploring this track.

Tesla is already ahead of the curve. The company unveiled their Autopilot system in 2015, and while it only features basic self-driving functions, many are enthusiastic about its capabilities. However, as quickly as technology develops, vulnerabilities are also exposed, adding more road risks if cybersecurity does not become a bigger priority.

Manufacturers have always been guarded about their research and development, but because of this issue players in the industry are sharing resources and collaborating on better cybersecurity practices. They have established the Auto Information Sharing and Analysis Center (Auto-ISAC), and outlined guidelines that will help manufacturers and suppliers be more prepared for cybersecurity issues. The Auto-ISAC board includes representatives from the largest car manufacturers in the world, with a board of officers that includes executives from Toyota, GM, Honda, and Ford.

The best practices outlined by Auto-ISAC include:

- Risk assessment and management
- Security by design
- Threat detection and protection
- Incident response and recovery
- Training and awareness
- Collaboration and engagement with appropriate third parties

This provides a strong framework that will allow automakers to share information, as well as analyze and develop solutions. It is a crucial step forward and a solid strategy in the fight against automotive cybercrime.

Posted in Internet of Things, Hacking, Vulnerabilities, Smart Devices

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## FORTUNE

# Security Experts Say That Hacking Cars Is Easy

By JONATHAN VANIAN January 26, 2016

Automobiles may be getting more advanced, but that doesn't mean they are immune to hacks.

The latest cars, stuffed with technology that collects driving data and makes keys obsolete, are far "smarter" than older vehicles. However, all those features come at a cost when it comes to how easily hackers can infiltrate car computer systems.

Security researchers from the University of Washington and the University of California, San Diego took to the stage at a conference on Tuesday to describe how they were able to remotely break into vehicle electronics through an array of security holes. Speaking at the Enigma Security Conference in San Francisco, they discussed how cars have evolved over the years into computers on wheels that crafty hackers can penetrate under the right circumstances.

*Get Data Sheet, Fortune's technology newsletter.*

One particularly sensitive entry point for hacking is the legally required OBD II port, which is basically "the Ethernet jack for your car," said Stefan Savage, a University of California, San Diego professor of computer science and engineering. It is typically located below the dashboard on the driver's side.

This port acts as the car's command center that connects to all of the different computers systems, said Savage. Mechanics often plug directly into this port to retrieve diagnostics for the car's emissions, mileage, and engine errors.

However, hackers who directly connect their laptops to the port through an intermediary device can basically plug into car's control system and "have access to

everything,” said Savage. “Once you get inside this network, all bets are off,” he said.

With cars containing multiple computers coupled together through a maze of networks, it’s also possible to break into the car’s command center without having to physically plug something into the port. Hackers just have to find a hole somewhere within one of the networks to sneak in.

These holes are often created from software conflicts that emerge when code from one device like a CD player communicates with code from another device like a car’s on-boarding system. There’s so much code in a typical car from so many different vendors that it can be virtually impossible for auto makers to know all the software inside their vehicles, he explained.

In 2010, Savage and his and his research team demonstrated how they were able to wirelessly hack into the command centers of a 2009 Chevy Impala through the OBD-II port. They were able to manipulate the car’s braking system so that the vehicle suddenly stopped or failed to function at all.

*Wired* reported that it took General Motors (GM, +0.21%) five years to completely fix the bug and ensure that future models wouldn’t have the same vulnerabilities.

Savage stressed that the hacking incident on GM and similar research-led hackings into car models like the Toyota Prius and Ford (F, +0.54%) Escape don’t show that any one company’s cars are more vulnerable than the next. Instead, it’s an industry wide problem. It used to be that manufacturers didn’t typically have cyber security response teams or other means to effectively deal with the issues, he explained.

Indeed, at the time of the Chevy Impala hack, GM “didn’t have anyone to deal with cyber security” and regulators didn’t know how to address the problem, said Savage. However, his team worked closely with GM to fix the problem and the company has since installed a chief security officer in charge of product and now has a 100-person strong cyber security team. The company also changed its overall development progress and is trying to patch possible bugs in its systems before they become public, he explained.

“I’m not going to tell you there aren’t vulnerabilities in GM’s cars, but they are in a much better position than what we started in 2010,” said Savage.

*For more on GM watch our video:*

It’s worth noting that the researchers were able to pull off their hacks in staged projects in the lab. Just because they discovered them “doesn’t mean [the problems] will necessarily manifest in the real world,” said University of Washington professor of computer science and engineering Tadayoshi Kohno.

The researchers argued that security experts must continue to make bugs public if the auto industry fails to address its loose security standards. Hopefully, they said, it will prevent disasters before they happen on the road.



'Any nation with the ability to launch a cyber-strike could kill millions of civilians by hacking cars'

CAROLINE MORTIMER

@cjmortimer

Tuesday 21 November 2017 01:44 GMT

Modern cars are an "open door" to hackers from hostile states wanting to use them as a weapon, leading cyber security experts have warned.

It is currently possible to hack into the computer system of any car built since 2005 and hackers could already be causing accidents without the authorities knowing, according to Justin Cappos, a computer scientist at New York University.

He told *The Times* that the issue could become an "urgent" national security issue in the current geopolitical climate.

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## Future autonomous cars may have reclining seats and handheld devices

He said: "If there was a war or escalation with a country with strong cyber-capability, I would be very afraid of hacking of vehicles.

"Many of our enemies are nuclear powers but any nation with the ability to launch a cyber-strike could kill millions of civilians by hacking cars. It's daunting.

"Once in, hackers can send messages to the brakes and shut off the power steering and lock people in the car and do other things that you wouldn't want to happen."

He has called on governments to make software updates for cars mandatory.

Meanwhile Stephen Morrow, of SQS Group which advises business on cybersecurity, said manufacturers needed to take greater responsibility for the security of the products they sell as "lives are at stake".

"Manufacturers must be accountable. A lot only want to do the minimum – security can be expensive and too many see it only as a tickbox exercise", he warned.

There are currently around nine million cars on the UK's roads which are wifi-connected. This allows the user to do a range of tasks such as using the inbuilt GPS system but it also makes the electronic and automatic functions of the car vulnerable to sabotage.

Cars typically have between 50 and 100

the locking system to the power steering and even the brakes.

In 2015, the makers of the Jeep Cherokee were forced to recall 1.4 million vehicles after US researchers demonstrated they could remotely hijack the car's system over the internet.

In the experiment, detailed in Wired magazine, the car was travelling 70mph through a suburb in St Louis, Missouri when the researchers were able to interfere with the air conditioning, the radio and the windscreen wipers.

They then cut the transmission so the accelerator failed and the car slowed to a stop when it was doing 64mph on the motorway.

***The Independent's bitcoin group on Facebook is the best place to follow the latest discussions and developments in cryptocurrency. Join here for the latest on how people are making money – and how they're losing it.***

More about: | [computer hacking](#) | [Cars](#)

## INDY/LIFE NEWSLETTER

or register with your social account

Already have an account? [Log in](#)

Before compass  
was disconnected.  
It was in Zone 8  
& calibrating all the  
time

Proof of Hacking Problems  
CI have many more pictures  
going back to June 2016.

This page shows how the range is compromised by going up + down.

I have a 15.3 gallon tank in my CRV  
 The math shows that my tank would have to be:

- 17.544
- 17.93
- 18.74
- 16.97
- 15.6
- 17.19

Please explain why this data shows such inaccuracy??



(more to come)



$$28.1 \overline{) 493} \quad 17.544$$



12 minutes later

$$29.0 \overline{) 520} \quad 17.93$$



print It can be verified on my phone.

8 minutes later

$$29.5 \overline{) 553} \quad 18.74$$



$$28.4 \overline{) 482} \quad 16.97$$



$$28.8 \overline{) 450} \quad 15.6$$



$$29.2 \overline{) 502} \quad 17.19$$

Calibration showing also

My clock in the car is 7 minutes slow. - All pictures taken on Aug 6, 2016

Aug. 31, 2017

This goes on everyday in my car.



Car calibrating  
(Going to Lunch)



Hacker shut it off.  
(5 min. later)



After lunch car  
Compass calibrating  
after I started the  
car.



Hacker shuts it off  
2 minutes later

Totally Inaccurate Info



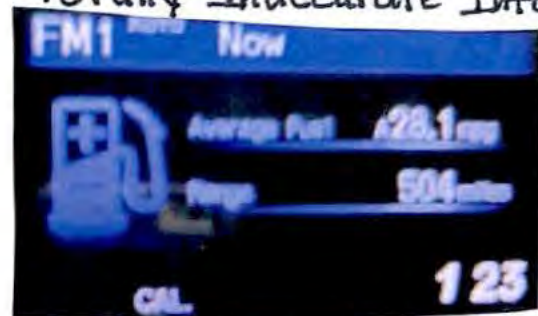
Car calibrating again



Hacker shut off  
calibration within  
the minute



At Gas Station car  
calibrated again.



After I filled the tank  
& restarted the car I said  
"Oh look the range is up  
to 504 now - I need to  
take a picture quick."  
I snapped the picture &  
the range went to 460  
as soon as I moved forward  
with the car



Range down from 504  
to 460 immediately

NOT POSSIBLE 
$$\begin{array}{r} 504 \\ - 460 \\ \hline 44 \end{array}$$

\* 
$$\begin{array}{r} 19.2 \\ 28.1 \overline{) 504} \\ \underline{537.6} \\ 66.4 \end{array}$$
  
(I only have  
a 15.3 gallon  
tank  
$$\begin{array}{r} 16.3 \\ 28.1 \overline{) 460} \\ \underline{453.8} \\ 6.2 \end{array}$$



Calibration  
shut off 2  
minutes later!



Range up to 485  
Up 25

\* Notice Fuel stayed at  
28.1 through all of the  
range changes (Not Possible!)

This another good indication  
that the hacker hears  
everything I say!!!

I decided to take the car to Ralph Schomp Honda (where I bought the car)  
Terry Lockey was the person that helped me. At first he couldn't get into the  
 compass screen - I told him to drive in 2 circles - I did it. I have figured out that  
 sometimes the compass is calibrating - but the hacker shuts off the Cal (blinking)  
 Next he was able to get into the compass in the menu and it was in Zone 8.  
 Terry reset the Zone to Zone 5. (Then I had him put it in Zone 6 - I didn't take a picture.)  
 Then shut the car off - turned it back on - It defaulted to Zone 8 again.

Car in Zone 8



Reset to Zone 5



\*This is a huge risk to my safety  
 Law Enforcement needs to be  
 contacted! - by Ralph Schomp



Colorado is in Zone 5

The hacker chatted in the game  
 that he lived in Fort Myers, Florida  
 which is located in Zone 8

My car is being controlled in Zone 8

My acceleration is being controlled now. My nephew (a petroleum engineer) said  
 the hacker can control my brakes & steering.



Aug. 31, 2017

8 calibrations + 3 more at dealership



Compass calibrated again



Hacker shuts off 1 minute later



Calibrating again



Hacker shuts off 1 minute later

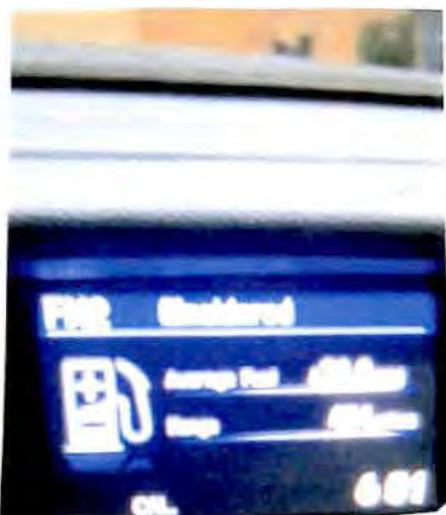


Range down from 475 - 420 in 9 min

$$\begin{array}{r} 475 \\ - 420 \\ \hline 55 \end{array}$$
 Down 55  
 Average Fuel stayed the same.  
**NOT POSSIBLE!**



Range up 35



Later that night I checked & the hacker calibrated it again

Stalking is a crime.  
 Since I may be the first person in the US to have their car hacked laws have not been passed - yet. That doesn't mean it is okay to let this hideous crime go on!  
 (Walk a mile in my shoes)

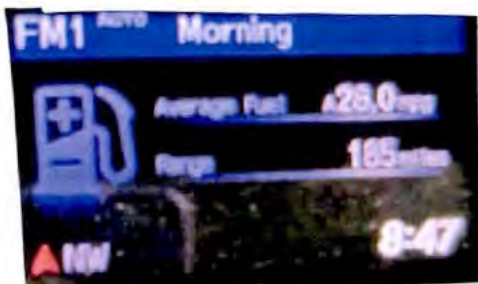
I am quite sure if this was happening to Honda Executives, a celebrity, a famous person, or a Sheriff this problem would have been dealt with right away. But since I am just a retired teacher nothing is being done. (I consider that a CRIME in itself) I also feel that the American people need to be made aware of the vulnerabilities in their cars.  
Transparency & collaboration are essential for solving cyber crime

August 4

August 4, 2017  
page 1

The stalker/hacker is hacking my car 90% of the time I am driving - pretty much every day. This is very disturbing to deal with. The hacker is also controlling the acceleration at times and listening to my conversations in the car. (No one should have to put up with this!)

These pictures can be verified on my cell phone.



The car compass is calibrating in my garage - when I leave the house

He shuts off the calibration

If I turn off the ignition & start the car - it starts calibrating again (within the minute)

I filled the gas tank.

He shuts off the calibration again.



Now range goes up from 428-482.

Now up to 510

Car calibrating again

He shut off calibration 1 minute later!

When I shut off car & start it again, it starts calibrating.

$$\begin{array}{r} 482 \\ -428 \\ \hline \text{up } \Rightarrow 54 \end{array}$$
  
I have a 15.3 gallon tank.  
This is very inaccurate

$$\begin{array}{r} 510 \\ -482 \\ \hline 28 \end{array}$$
 another 28  
$$\begin{array}{r} 54 \\ -82 \\ \hline 28 \end{array}$$
  
up 82 in 15 min  
$$\begin{array}{r} 18.1 \\ 28.1 \overline{)510} \end{array}$$
  
NOT POSSIBLE!

He is obviously using an intermediary device, to hack & control my computerized parts

August 4, 2017 (continued)

page 2

I need someone to help me!

You can see from the pictures that I am being stalked in my car.  
Honda needs to turn this information over to the Douglas County Sheriff - the FBI or CBI.



Still calibrating



508  
- 471  
---  
37  
Range down 37  
Fuel up! (REALLY?)



He sometimes leaves the calibration on.



Calibration shut off.



Range down 51  
462  
- 411  
---  
51  
in 15 min.



Range now down 30



452  
- 381  
---  
71



Now range up 11  
in 27 min. (Fuel the same)



Another calibration!

411  
- 381  
---  
30  
Down 81 in 25 min  
Fuel stayed the same  
Not possible

I am pretty sure the executives at Honda, Members of the <sup>Auto</sup> Auto ISAC + Alliance, and Douglas County Sheriff would NEVER put up with this. Something needs to be done!

July 31, 2017 (These pictures can be verified on my cell phone) | Please look carefully p1

My car compass only calibrates after the car is shut off  
 It should only calibrate when the car is moving.



Car calibrating in the garage →



Calibrating shut off by hacker



→ Calibrating again



→ Range up 57 in 8 min. 17.4

I have a 15.3 gallon tank → NOT 17.4 →  $28.5 \overline{)497}$



Another calibration



Shut off by hacker



Another calibration



Shut off again



Range up 24  
 $28.5 \overline{)515}$   
 Not possible!

5 calibrations in a little over an hour.  
 I am being stalked/hacked everyday THIS IS A CRIME!  
A HORRIBLE CRIME

10 calibrations in one day!

I don't even like getting in my car. I can't get a new car. Can you imagine how he could hack that? (He has hacked my new computer, my iPads, my apps, my email accounts & even my landline.



See p1. Range down 90 on 13 minutes  
515  
-425  
-----  
90  
REALLY?

Range up 49 in 28 min  
Another calibration

Range up another 7

Calibration (Hard to see)

Hacker shut off calibration



Range down 37 on 12 minutes → Now down another 47 in 31 minutes

Range up 39

Calibration again → Still calibrating

Down  $\frac{37}{47}{84}$   
Fuel Range stayed the same (NOT POSSIBLE)

July 16, 2017 The hacker continues to hack my car continually - pretty much everywhere I go. This is a severe case of cyber-stalking/hacking. Now the hacker is controlling my acceleration several times a day. That is very dangerous!



Filled gas tank.



7 minutes later  
down 43  
Average Fuel the same



13 minutes later down  
another 38



Calibrates car when I  
turn it off + start it again

In 20 min down 81 REALLY?



Still calibrating



Hacker shuts calibration  
off.



14 minutes later up 62  
Average Fuel did not go up



Another calibration



I used my car from 3:12 - 3:59 + then again from 8:13 - 8:45  
 47 mins. 32 mins

This was less than 2 hours + these pictures show how he stalking + hacking continually.  
 Sometimes I can't take pictures on the highway - so it is really worse than this



Calibration continues



Hacker shut off calibration



Left my friends - Hacker calibrating again  
 Range down 68



Now range up 113 in 7 minutes  
 NOT POSSIBLE!



Now up another 12  
 \*So up 125 in 13 minutes



12 minutes later  
 Now down 65  
 Calibration



7 minutes later  
 up 25  
 Calibration

$$\begin{array}{r} 446 \\ -378 \\ \hline 68 \end{array}$$

$$\begin{array}{r} 491 \\ -378 \\ \hline 113 \end{array}$$

Stalking is a crime!

June 28, 2017

(This date shows how the hacker is tracking me in the car—everywhere I went that day.) He calibrated the car 10 times and ran the range up and down repeatedly. (Notice the Average Fuel stayed at 29.4 in all of these pictures. This is NOT POSSIBLE!



Car calibrating when I left home.



Hacker shut off calibration



I filled the gas tank - the car calibrated again



Range up from 454 - 478  
up 24  
Calibrating also



Range up now to 508 (REALLY?)  
up another 30

Up 54 in 17 minutes



1 minute later  
Down 42



7 minutes later  
Down another 30

Down 72 in 8 minutes



Calibrating again - Calibration Shut Off



1 minute later  
Calibrating again

Calibration should occur only when the car is moving. Mine happens only when I shut off my car & start it again. I shut my car off and start it again - to show that he is intruding into my car about 90% of the time. I have no privacy in my car!

(continues on next page)

January 20  
2:07 PM



Average  
Fuel  
Going 40  
mph on  
Bellevue

27.8  
↓  
19.9

20 minute  
period →

January 26  
2:27 PM



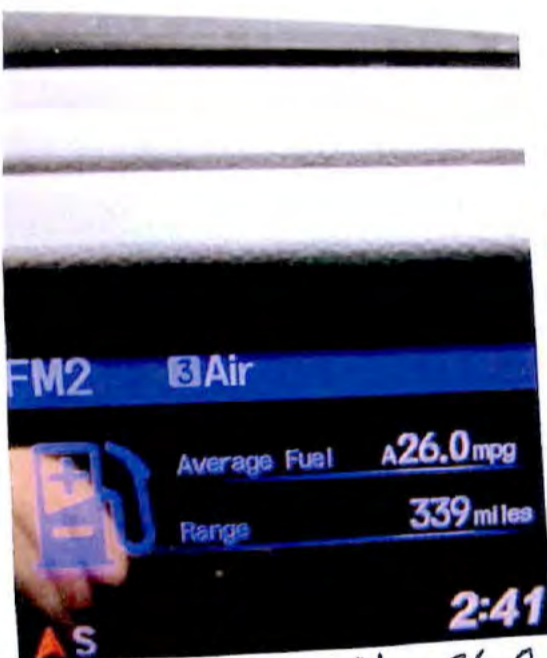
January 26  
2:45 PM

January 26  
2:28 PM



Now 18.1

January 26  
2:43 PM

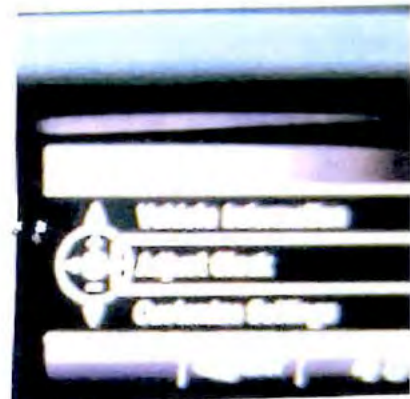


14 minutes later →  
Now 26.0  
Fuel up to 26  
Range went from 392 - 339  
Down 53



Customize Setting - blocked out  
January 26

4:53 PM



I turned off car & turned it on. It calibrated. He can't  
turn off calibration when parked

January 26  
3:57 PM



June 1  
1:34 PM



Filled my tank  
up 26  
in 8 min.

June 1  
1:41 PM



up 59  
in 9 min

June 1  
1:50 PM



up 85  
in 17 min  
(Really?)

June 1, 2018

$$28.7 \overline{) 535} \begin{array}{r} 18.64 \\ \underline{535} \end{array}$$

Impossible - I only have  
a 15.3 gallon tank!

Notice - The Average Fuel did  
not change!!  
Impossible

JUNE 1  
3:21 PM



June 1  
4:17 PM



June 1  
4:24 PM



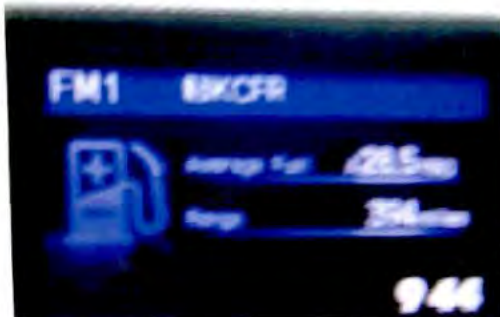
Latest  
developed pictures

May 2  
9:31 AM

May 2  
9:44

May 2  
9:58 AM

May 2  
10:10 AM



Filled the tank

Down 42 in 19 min.

up 22

up another 30 in 11 min.

May 2, 2018

I was traveling on Santa Fe about 55 mph  
& then on County Line about 45 mph

now up another 24 in 14 min

←  $28.6 \overline{)470}$  16.4 — NOT POSSIBLE  
I have a 15.3 gallon tank.

May 2  
10:10 AM



May 2, 2018 (Afternoon) The hacker is tracking me everywhere I go!  
 (Morning - Noon - Night) He is a very sick person)



Down 57 in 13 min

Down 35 more in 12 min

up 37

Notice Average Fuel stayed at 28.6 the whole time. NOT POSSIBLE!

$$28.6 \overline{) 473} \begin{array}{r} 16.53 \\ \underline{473} \end{array}$$
 — I have a 15.3 gallon tank  
 This is NOT POSSIBLE

March 14, 2018 The hacker runs the range up & down while I am driving. Pictures can be verified on my cell phone  
 He does it everyday 90% of the time. (My car clock is 5 min. slow)  
 Notice the Average Fuel is the same 28.7 - except for 1 - Impossible

Morning

March 14  
9:44 AM



March 14  
9:55 AM



March 14  
11:39 AM



March 14  
11:46 AM



March 14  
12:04 PM



Filled the tank

Down 36 in 11 min

up 21

Down 55 in 7 min

Up 109 in 18 min  
NOT POSSIBLE - UNBELIEVABLE

Afternoon

March 14  
3:53 PM



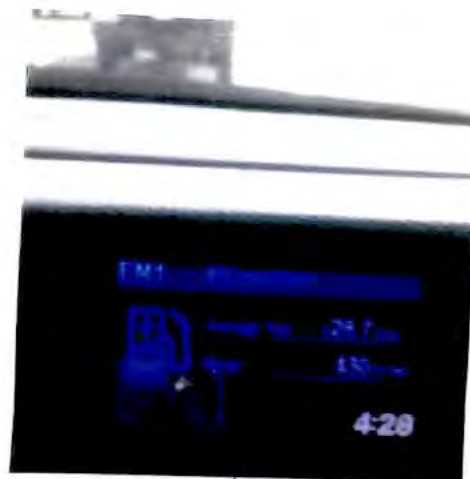
March 14  
4:15 PM



March 14  
4:20 PM



March 14  
4:38 PM



Down 120 in 20 min - UNBELIEVABLE

up 27 in 4 min

up another 67

+ 27  
+ 67  
94 \*

up  
94  
in  
18  
min

April 21  
7:39 AM



April 21  
7:46 AM



April 21  
8:07 AM



405  $\xrightarrow{\text{Down } 80 \text{ in } 7 \text{ min}}$   $\xrightarrow{\text{up } 75 \text{ in } 22 \text{ min}}$

April 21, 2018

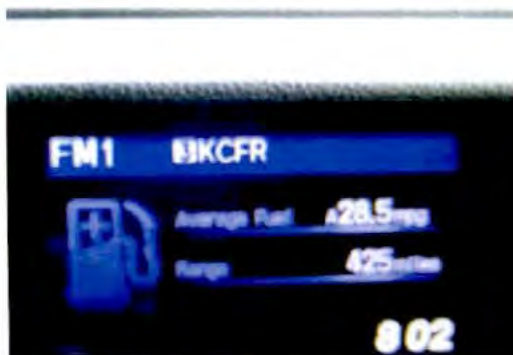
I was going up [redacted] about 55 miles an hour.

Notice the Average Fuel didn't change at all!

NOT POSSIBLE! - NOT ACCURATE!

The hacker does this everyday in my car. - I guess to let me know he is listening to my conversations

April 16  
8:11 AM



April 16  
8:13 AM



April 16  
8:55 AM



Filled the gas tank 425 ————— Down 40 in 5 min —————> up 78 in 43 min —————>

April 16, 2018

Sometimes I can't stop to take a picture!

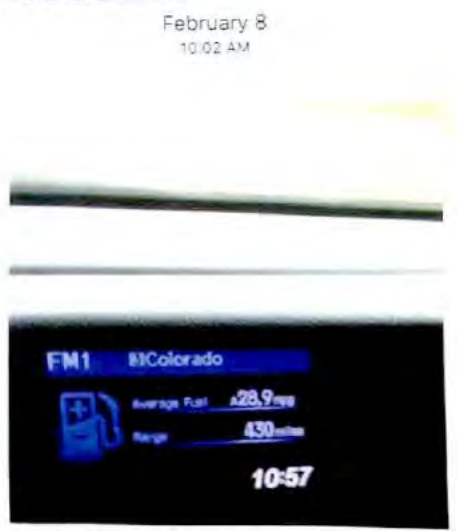
16.18  
28.6 | 463

I have a 15.3 gallon tank  
This is not possible

Feb. 8, 2018 [The clock is 5 min. slow + I didn't reset it after daylight savings.]

This information can be verified on my cell phone  
The hacker runs the range up & down 80-90% of the time

Morning



16.4  
 $29 \sqrt{476}$   
I have a  
15.3  
gallon  
tank  
IMPOSSIBLE

Filled the tank

up 46 in 15 min

down 35 in 10 min

Notice the Average Fuel stayed the same - NOT ACCURATE!

Afternoon



Down 24 in 9 min

up 53 in 15 min

I think the hacker/stalker wants me to know he is always monitoring me! SPOOKY!

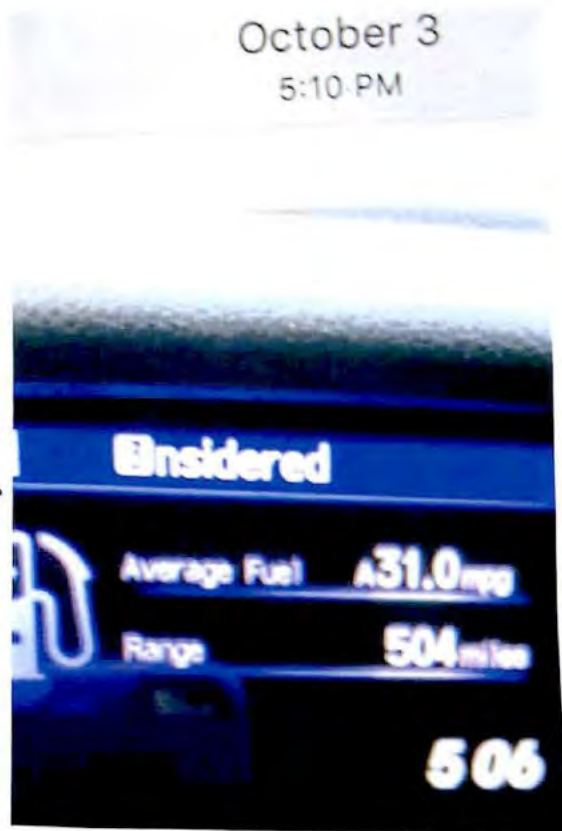


425  $\xrightarrow{\hspace{10em}}$  504  
 Up 79 in 15 minutes  
 (I was going 40-50 mph)

30.9 & 31 (Average fuel)  
Not accurate!

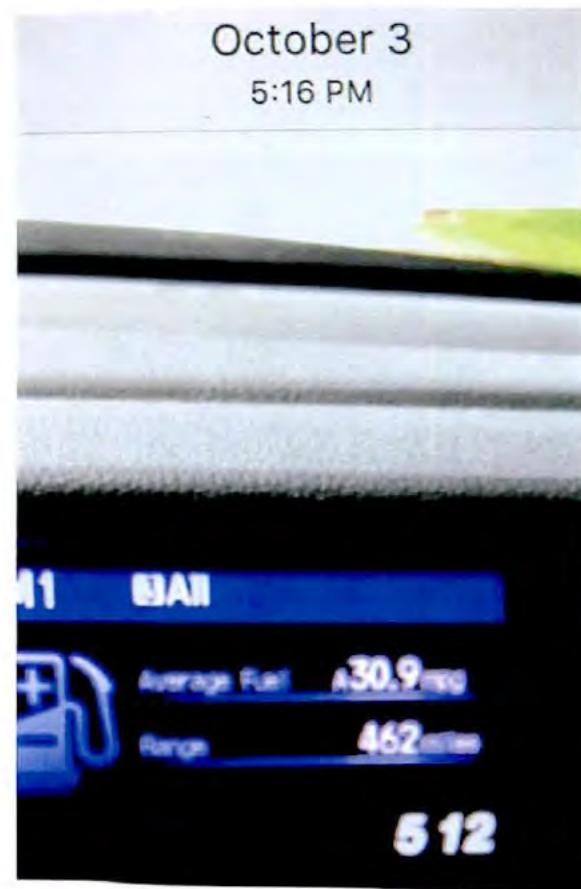
October 3, 2017

Frontier Honda disconnected the compass to stop the hacker from ~~again~~ making the compass calibrate.  
 He continues to run the range up & down



$31 \overline{) 504}^{16.2}$   
 I only have a 15.3 gallon tank  
 Very inaccurate!

504  $\xrightarrow{\hspace{2em}}$  462  
 Down 42 in 6 min.



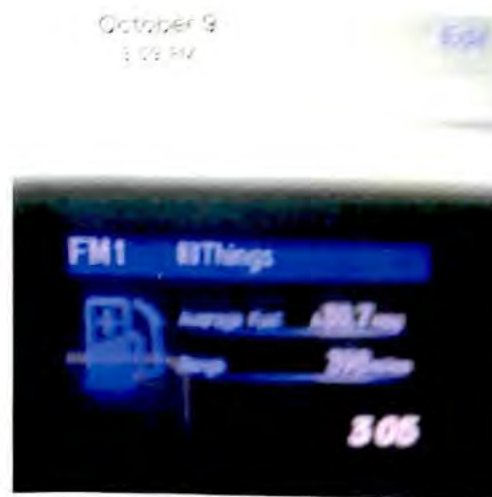
Oct. 9, 2011

The compass has been disconnected.



The average fuel 30.7 is not accurate  
\*Notice it stayed the same. It should have changed!

439 → 398  
Down 41 in 23 min



398 → 453  
Up 55 in 5 min.

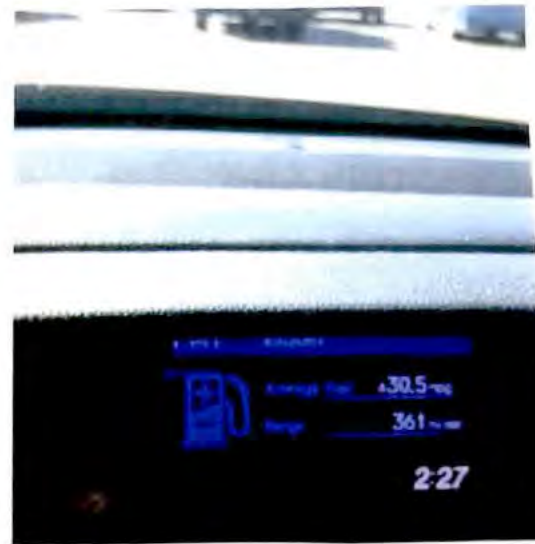
I was going 40-50 miles per hour.



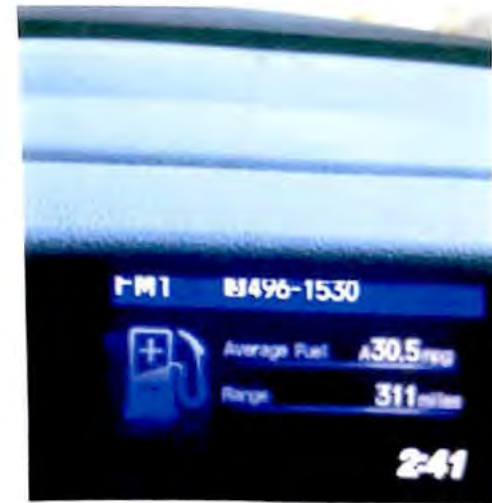
October 13, 2017

The compass has been disconnected to stop the hacker from calibrating the compass.

October 13  
2:31 PM



October 13  
2:45 PM



Notice the average fuel stayed at 30.5 which is too high!

361



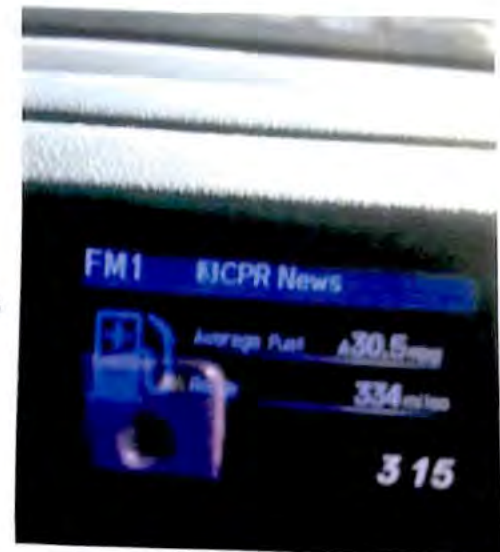
361 down to 311

Down 50 in 14 minutes

Now up 24



October 13  
2:50 PM



He runs the range up & down a lot on the highway  
& I can't stop to take pictures.

W 48-226



U.S. Dept. of Transportation  
National Highway Traffic Safety Administration  
Office of Defect Investigation NVS 210  
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West Building  
Washington, DC 20590

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