

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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[REDACTED]
Larchmont, NY [REDACTED]
October 25, 2020

Toyota Motor Sales U.S.A., Inc.
P.O. Box 259001
Plano, TX 75025-9001

Apple
One Apple Parkway
Cupertino, CA 95014

NHTSA
1200 New Jersey Ave., SE
Washington, DC 20590

NYS Office of the Attorney General
The Capitol
Albany, NY 12224-0741

To Whom It May Concern;

RE: Apple Car Play Defect; 2020 RAV4 XSE Hybrid – VIN 4T3EWRV3LU [REDACTED]

I purchased a 2020 RAV4 XSE Hybrid vehicle (VIN 4T3EWRV3LU [REDACTED]) in last September 2020. I have had repeated problems with Apple Car Play in this vehicle and after doing some research online, I believe there may be a software defect with the vehicle that would require a recall as it may lead to potential vehicle accidents and fatalities. I have an Apple iPhone XR, with iOS version 13.7, Serial Number [REDACTED]

While the vehicle is in motion, at both low and high speeds, Apple Car Play malfunctions. A text comes through and both the music and navigation stop functioning. The phone sometimes does not charge when plugged into the USB that is required to sync with Apple Car Play, at times not even being able to electrically charge when connected to the port, or charging, but not syncing to Apple Car Play.

I have owned my vehicle for a little over 1 month at this point, and the problem is occurring daily. The only way I have identified to remedy the problem is to pull over, turn off the vehicle and restart it. I have now learned my lesson to not fiddle with the display screen in the vehicle, the cable connecting my device to the USB port in the vehicle, or with my mobile device to remedy the problem as 1) it appears to be a defect with the software and 2) my attention needs to be on the road when driving.

I went online to research if other vehicle owners are having the same issue and discovered that multiple users are having this same issue. Please reference some of the links below to educate yourself on issues owners of this vehicle are experiencing and for which they are seeking advice in online forums. I am apparently not alone in experiencing this problem and am sharing some of the links I have found online in which others express similar problems with Apple Car Play in this model of vehicle.

[REDACTED]

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Yesterday, I brought my car in for service at my local dealership, Toyota of New Rochelle, and was informed by the service technician that no other owner had expressed having these problems with this vehicle and that they would need to run a full day of diagnostics to determine any issues with the car, which they were not prepared to do. I left without being able to get the vehicle serviced in real time as they indicated they would need a full day if not several days to diagnose and remedy the problem I was reporting.

Toyota experienced significant losses as a result of faulty floor mats that resulted in acceleration issues a while ago. I would request that you identify why Apple Car Play (one of the key selling features for this car, that's being touted alongside so many safety features that are included at baseline) is malfunctioning in this model and recall the vehicle to address these problems immediately before drivers of your vehicle are injured or killed in an accident, or someone like myself begins to investigate filing a class action lawsuit to get Toyota and Apple to remedy this potentially dangerous software defect.

I thank you in advance for your prompt attention to this matter.

Sincerely,



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1200 New Jersey Ave, SE
Washington, DC 20590

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