

October 14, 2021
Toyota Corporation
6565 Headquarters Drive
Plano, TX 75024

Re: Toyota Corolla Hybrid
VIN JTDEAMDE3M

Dear Sir/Madam:

Just before midnight on Friday, October 8, 2021, the passenger side front tire ruptured on our 2021 Toyota Corolla Hybrid as my wife and I traveled south on the New Jersey Turnpike. After securing the car on the brim of the road, I pressed the "SOS" button to connect to Toyota's Safety Connect Response Center for roadside assistance. Unfortunately, that was a regrettable mistake that resulted in a prolonged delay, ultimately requiring us to use an alternative service.

Marooned along a major thoroughfare with a shredded tire, without a spare, in the dead of night with large tractor trailers persistently whizzing by at high rates of speed so close to us that our car swayed in their wake, we were in dire straits. Instead of the promised roadside assistance from Toyota, we experienced a series of missteps, inane questions, confusing choices, failed technology, uninformed technicians, and ultimately, no service or help from you. The delay caused by your Response Center prolonged the danger rather than secured our safety.

For a company that purportedly provides roadside assistance, it was gross negligence for Toyota Safety Connect not to know the New Jersey Turnpike Authority restricts access to approved vendors. This is a road traveled by 267 million vehicles annually, and yet your operator apparently failed to know this restriction. After being assured that help was on the way, every 15 minutes we received yet another text from Toyota Safety Connect indicating that the service technician was delayed, but help was on the way. We waited for a tow truck that never came. The resulting delay in getting help showed complete indifference to our plight and wanton disregard for our safety.

Had Toyota's Safety Connect Response Center followed similar protocols and procedures used by your competitor, the American Automobile Association ("AAA"), as well as the Operations Center for the New Jersey Turnpike Authority (NJTA), the response time would have dramatically diminished and our exposure to a dangerous situation would have been significantly reduced.

New Jersey Turnpike Traffic Management Center
King George Road
Woodbridge, NJ 07095

NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

American Automobile Association
Corporate Headquarters
1000 AAA Drive
Heathrow, FL 32746

A side-by-side comparison could not be starker. Within a minute of connecting to AAA, I was informed that the New Jersey Turnpike Authority allows a limited number of vendors to provide towing and roadside assistance. Triple A immediately transferred me to the NJTA's Operations Center, and their operator proceeded to ask relevant questions and provide helpful advice. I was quickly informed that milepost markers are visible every tenth of a mile and instructed to visually scour the landscape to find the nearest signpost. Simultaneously, the NJTA control center used their traffic cameras to determine my location and described in real-time the trucks passing me in the night as I spoke to the operator to confirm that location. Within 30 minutes, roadside assistance arrived to retrieve the tire and within an hour a replacement tire was installed on the car.

The last I heard from the Toyota Safety Connect Response Center was over eight hours after I placed my call for help. After arriving home at 4:00 in the morning, I was sound asleep when my cell phone rang at 8:16 AM with a call from Tucson, AZ indicating ToyotaCare had an open ticket for roadside assistance. They were wondering if I still needed their help.

Considering these events, I respectfully request the following:

1. Reimbursement for the tire (\$168.42)
2. Reimbursement for roadside assistance to AAA (\$63.98)
3. A full-sized spare tire, tools, and accessories to secure and use the tire.

With great trepidation, I purchased this Toyota containing only a repair kit that comes standard in the hybrid model rather than a spare tire. I was told a spare was not an option due to its size and weight but was assured by the salesperson that ToyotaCare combined with the repair kit would keep us safe. Yet what I found is that Toyota's claim that "peace of mind comes standard" was illusory—a marketing ploy far from reality.

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Chevy Chase, MD

cc: Jim Coleman Automotive
10400 Auto Park Avenue
Bethesda, MD 20817

Chevy Chase, MD



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FCM LETTER
PHILADELPHIA, PA
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OCT 14, 21
AMOUNT

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NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

