

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

NHTSA
1200 NEW JERSEY AVE, SE
WASHINGTON, DC 20590

12-23-2022

RE: MY 2019 TOYOTA YARIS BEING HACKED (MY OPINION)
VIN# 3MYDLBYV2K [REDACTED]

TO WHOM IT MAY CONCERN:

ATTACHED ARE COPIES OF LETTERS, MAINTENANCE VISITS, AND "DIAGNOSTIC TROUBLE CODE REPORTS" THAT I MAILED TO TOYOTA BRAND ENGAGEMENT CENTER. FOR MY FIRST INCIDENT THAT OCCURED IN NOVEMBER, TOYOTA ISSUED ME CASE# [REDACTED] [REDACTED] I NEVER GOT A RETURN PHONE CALL FROM CROWN TOYOTA'S (ONTARIO, CALIFORNIA) SERVICE MANAGER AND IT APPEARS INTENTIONAL.

AFTER AN INTERNET SEARCH TODAY, I READ THAT THERE ARE SEVERAL WAYS TO REMOTELY DISABLE A VEHICLE. THE CLOSEST DESCRIPTION RESEMBLES WHAT I EXPERIENCED ON 11-13-22 AND 12-6-22,

(OVER)

AK

CUSTOMER #: [REDACTED]



CROWN TOYOTA
1201 Kettering Drive
Ontario, CA 91761
(909) 390-9700

INVOICE

PAGE 1

San Bernardino, CA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
US: [REDACTED] CELL: [REDACTED]

BAR # ARD303501

EPA# CAL000472696

SERVICE ADVISOR: 1363467 DIEGO CANCHOLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
silver	19	TOYOTA Yaris	3MYDLBYV2KY [REDACTED]	[REDACTED]	46977/47009	[REDACTED]
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
1JAN19 DD			10:00 07DEC22		CASH	08DEC22

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
5:00 06DEC22	14:31 08DEC22	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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Perform visual multi point inspection including check and adjust tire pressures and inspect driver's floor mat condition and adjust per Toyota's floor mat policy.

LMPI Perform visual multi point inspection including check and adjust tire pressures and inspect driver's floor mat condition and adjust per Toyota's floor mat policy.

1363409 CP 0.00 0.00

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

Performed visual multi point inspection. Tire pressures LF (34), RF (34), LR (34), RR (34). FACTORY FLOOR MAT OK

Customer approved the minimum diagnostic fee of \$195.00 that includes diagnostic work up to an hour. Customer is responsible for the minimum diagnostic fee if concern is a normal condition, caused by an outside influence or cannot be duplicated.

DF Customer approved the minimum diagnostic fee of \$195.00 that includes diagnostic work up to an hour. Customer is responsible for the minimum diagnostic fee if concern is a normal condition, caused by an outside influence or cannot be duplicated.

999 CP 0.00 0.00

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUSTOMER STATES THAT CHECK ENGINE DASH WARNING LIGHT IS ON. CUSTOMER STATES THAT CHECK ENGINE JUST CAME ON BUT MULTIPLE LIGHTS CAME ON WHILE DRIVING AND SPEEDOMETER WENT ALL THE WAY DOWN. CUSTOMER STATES HEAD UNIT WAS NOT WORKING LAST SATURDAY AND WAS UNRESPONSIVE AND REBOOTED AND WORKED AFTER ABOUT 15-17 MINUTES OF DRIVING. CUSTOMER STATES WHEN MULTIPLE LIGHTS CAME ON VEHICLE HAD NO DRIVABILITY ISSUES OR CONCERNS WHEN LIGHTS CAME ON. CUSTOMER REQUESTED TO DIAGNOSE AND ADVISE.

CE CUSTOMER STATES THAT CHECK ENGINE DASH WARNING

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$		DESCRIPTION	TOTALS
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	LABOR AMOUNT	
REASON				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				DEDUCTIONS	
				SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		PLEASE PAY THIS AMOUNT	
X		X			



WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used in...

Vehicle Diagnostic Report

2019 Yaris P5

Production Date - 3/2019

3MYDLBYV2 [REDACTED]

own

Printed By: Default User(1)

12/6/2022 4:21:35 PM

Diagnostic Trouble Code Report

Engine(1 of 1)

DTC Monitors are Complete.

PERMANENT: YES
MIL: ON

Enhanced Code	Description	DTC Status			Summary	Freeze Frame Data	
		Confirmed	Pending	TestFailed		Confirmed	Pending
U013100	Lost Communication With Power Steering Control Module	X			Icon A	Y	N
U015100	Lost Communication With Restraints Control Module	X			Icon A	Y	N
U015500	Lost Communication With Instrument Panel Cluster (IPC) Control Module	X			Icon A	Y	N
U021400	Lost Communication With Remote Function Actuation	X			Icon A	Y	N
U023500	Lost Communication With Cruise Control Front Distance Range Sensor	X			Icon A	Y	N
U043300	Invalid Data Received From Cruise Control Front Distance Range Sensor	X			Icon A	Y	N
U230000	Central Configuration	X			Icon A	Y	N

Vehicle Diagnostic Report

2019 Yaris P5

Production Date - 3/2019

3MYDLBYV2K [REDACTED]

rown

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12/6/2022 4:25:32 PM

Diagnostic Trouble Code Report

Transmission(1 of 1)

PERMANENT: YES

Enhanced Code	Description	DTC Status			Summary	Freeze Frame Data	
		Confirmed	Pending	TestFailed		Confirmed	Pending
U013100	Lost Communication With Power Steering Control Module	X			Icon A	Y	N
U015500	Lost Communication With Instrument Panel Cluster (IPC) Control Module	X			Icon A	Y	N
U021400	Lost Communication With Remote Function Actuation	X			Icon A	Y	N

Vehicle Diagnostic Report

2019 Yaris P5

Production Date - 3/2019
3MYDLBYV2K[REDACTED]

rown

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12/6/2022 4:26:33 PM

Diagnostic Trouble Code Report Restraint Control Module(1 of 1)

Code	Description	DTC Status			Summary	Freeze Frame Data	
		Confirmed	Pending	TestFailed		Confirmed	Pending
U010000	Lost Communication With ECM/PCM "A"	X			Icon A	Y	N

Vehicle Diagnostic Report

2019 Yaris P5

Production Date - 3/2019
3MYDLBYV2K[REDACTED]

rown

Printed By: Default User(1)

12/6/2022 4:26:52 PM

Diagnostic Trouble Code Report Smart Key(1 of 1)

Code	Description	DTC Status			Summary	Freeze Frame Data	
		Confirmed	Pending	TestFailed		Confirmed	Pending
U010000	Lost Communication With ECM/PCM "A"	X			Icon A	Y	N
U010100	Lost Communication with TCM	X			Icon A	Y	N
U012100	Lost Communication With Anti-Lock Brake System (ABS) Control Module	X			Icon A	Y	N
U014000	Lost Communication With Body Control Module	X			Icon A	Y	N
U014600	Lost Communication With Gateway "A"	X			Icon A	Y	N

Crown Toyota
1201 Kettering Drive
Ontario, CA 91761
(909) 515-8402

RECEIPT

Customer Information:

[REDACTED]

Invoice Details:

Invoice #: [REDACTED]

Invoice Date: Thursday, December 08, 2022 04:17 PM

(XXX) XXX- [REDACTED]

Repair Order/Ref #: [REDACTED]

Description of Product/Services	Amount
Service Performed	\$ 637.43

Payment Details:

Paid On: Thursday, December 08, 2022 04:18 PM

Credit Card: N/A exp XX /XXXX

Card Type: Visa

Payment Type: Chip

Confirmation #: [REDACTED]

Dealer Associate: Service Dept

Cashier: Ryan Muise

Customer Signature

THANK YOU!

Crown Toyota

Processed by myKaarma cBridge Payments

Toyota of Riverside

SCION

"Nobody Beats Toyota of Riverside"

7870 INDIANA AVE.
RIVERSIDE, CA 92504
TELEPHONE (951) 687-1622

TOYOTA

"I love what you do for me."



E.P.A. # CA0000971036
B.A.R. # ARD153440

TO ALL OUR
SERVICE DEPARTMENT CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous waste, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION

ALL CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE. WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO BACK SIDE OF YOUR REPAIR ORDER.

Adv: 349 JASON GARCIA		Tag 7688	License [REDACTED]	3MYDLBYV2K [REDACTED]	Page 1	Invoice
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Invoice to		Driver/Owner Information	
SAN BERNARDINO, CA Cell: [REDACTED] work Ext: 0		SAN BERNARDINO, CA Cell: [REDACTED] Ext: 0	
For Office Use		Vehicle Information	
Odometer in: 46135	out: 46136	Dist: TOY CUS C Prelim	19 TOYOTA YARIS LE 4DR SDN SILVER
MFG: [REDACTED]		Stock#: [REDACTED]	
Begin: 11/14/22	Done: 11/14/22	Invoiced: 11/14/22 08:39 JG	Inservice: 08/12/19 Production: 01/01/19 Sold: 08/12/19
Customer Waiting			

Concern	Cause	Correction	Parts	Operation	Tech	Units	Amount																					
+01	BATTERY FAILED LOAD TEST	REMOVED AND REPLACED BATTERY	<table border="1"> <tr> <th>Part Number</th> <th>PO#</th> <th>Note</th> <th>Description</th> <th>Qty</th> <th>Sell</th> <th>Amount</th> </tr> <tr> <td>TOY 00544-35060-550</td> <td></td> <td></td> <td>TRUESTART BATTERY</td> <td>1</td> <td>150.00</td> <td>150.00</td> </tr> <tr> <td>TOY CABATTERYFEE</td> <td></td> <td>BTRFEE</td> <td>CA BATTERY FEE</td> <td>1</td> <td>2.00</td> <td>2.00</td> </tr> </table>	Part Number	PO#	Note	Description	Qty	Sell	Amount	TOY 00544-35060-550			TRUESTART BATTERY	1	150.00	150.00	TOY CABATTERYFEE		BTRFEE	CA BATTERY FEE	1	2.00	2.00	BATTERY	750	0.5 *	35.00
Part Number	PO#	Note	Description	Qty	Sell	Amount																						
TOY 00544-35060-550			TRUESTART BATTERY	1	150.00	150.00																						
TOY CABATTERYFEE		BTRFEE	CA BATTERY FEE	1	2.00	2.00																						
Subtotal							150.00																					
PARTS							150.00																					
LAB-MECHANICAL							35.00																					
CA BATTERY FEE							2.00																					
TOTAL CHARGE FOR CONCERN							187.00																					
24	CHECK AND ADVISE, CUSTOMER REPORTS CHECK ENGINE LIGHT IS ON, STATES CAR SHUT OFF ON HIM YESTERDAY WHILE DRIVING AT 5MPH, GUEST STARTED IT BACK UP BUT THAT'S WHEN THE CHECK ENGINE LIGHT CAME ON	INITIATED SCAN TOOL AND CHECKED FOR CODES, RECOMMEND REPLACE BATTERY	<table border="1"> <tr> <th>Part Number</th> <th>PO#</th> <th>Note</th> <th>Description</th> <th>Qty</th> <th>Sell</th> <th>Amount</th> </tr> <tr> <td>283</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Part Number	PO#	Note	Description	Qty	Sell	Amount	283							CEL	750	0.0	0.00							
Part Number	PO#	Note	Description	Qty	Sell	Amount																						
283																												
Subtotal							0.00																					
TOTAL CHARGE FOR CONCERN							0.00																					
25	TIRE PRESSURES TO BE SET AT 34 PSI			TP	750	*	0.00																					

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER OF WARRANTIES: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 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 THE PARTS.

PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$
I acknowledge notice and oral approval of an increase in the original estimated price and/or the receipt of the parts and labor listed above.	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	

X I acknowledge notice and oral approval of an increase in the original estimated price.

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

TOYOTA BRAND ENGAGEMENT CENTER

PO BOX 259001

PLANO, TX 75025-9001

NOVEMBER 14, 2022

RE: 2019 YARIS SHUTTING OFF WHILE DRIVING (11-13-2022)

TO WHOM IT MAY CONCERN:

I OWN A 2019 YARIS (BUILT BY MAZDA) WHICH I BOUGHT
IN AUGUST 2019 AT TOYOTA OF RIVERSIDE - BRAND NEW.

THE VIN # : 3MYDLBYVZK [REDACTED]

I HAD ALL MY SERVICES PERFORMED AT THIS DEALERSHIP
AND HAVE TOYOTACARE PLUS.

ON NOVEMBER 13, 2022 AT AROUND 5:00 PM PST, I
WAS PARKED IN A SHOPPING CENTER LOCATED AT 977
KENPALL DRIVE IN SAN BERNARDINO. I STARTED MY CAR
AND DROVE OUT OF A PARKING SPACE AT ABOUT 5 MPH.
I TRAVELED ABOUT 75 FEET WHEN I HEARD 3
WARNING BEEPS FROM THE DASHBOARD AND THEN MY
CAR SHUT DOWN AND ALL THE WARNING LIGHTS CAME ON.
NATURALLY I LOST POWER IN THE STEERING AND BRAKES,

3

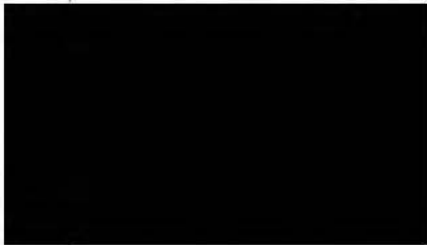
OR ON A HIGHWAY.

I'M ATTACHING ALL RELEVANT DOCUMENTS REGARDING THIS MATTER. IS A RECALL IN ORDER? A SOLUTION NEEDS TO BE IMPLEMENTED OR WAS THERE ELECTRONIC SIGNAL INTERFERENCE THAT THE COMPUTER COULDN'T DIAGNOSE?

COINCIDENTALLY, MY ANDROID CELLPHONE PUT ITSELF IN "RESTART" MODE AT THE SAME GENERAL TIME THAT MY CAR SHUT ITSELF OFF (NO BLUETOOTH ON).

YOUR EFFORTS AND CONCERN IN THIS MATTER WOULD BE GREATLY APPRECIATED. PLEASE WRITE ME BACK?

SINCERELY,



[REDACTED]
SAN BERNARDINO, CA [REDACTED]

TOYOTA BRAND ENGAGEMENT CENTER

PO BOX 259001

PLANO, TX 75025-9001

12-6-2022

RE: 2019 YARIS (VIN # 3MYDLBYVZKY [REDACTED]), MALFUNCTIONING

TO WHOM IT CONCERN:

I PREVIOUSLY MAILED YOUR ORGANIZATION A LETTER DATED 11-14-2022 REGARDING MY VEHICLE SHUTTING OFF AT 5 MPH. THIS IS DESPITE MY VEHICLE BEING UP TO DATE ON RECALLS. IN THAT LETTER, TOYOTA OF RIVERSIDE DETERMINED THAT THE BATTERY CAUSED THE SHUTDOWN. THEY REPLACED THE BATTERY, SO HERE'S THE LATEST ISSUE - WHICH TOYOTA OF RIVERSIDE COULDN'T DIAGNOSE ON 12-5-2022!

ON SATURDAY 12-3-2022 AT APPROXIMATELY 2:10 PM PST I WAS AT SPROUTS MARKET LOCATED AT 7355 DRY CREEK BOULEVARD IN RANCHO CUCAMONGA, CALIFORNIA IN THE PARKING LOT. I STARTED MY CAR AND THE DISPLAY SCREEN DIDN'T WORK. NOR DID ANY OF THE CONSOLE CONTROLS FUNCTION (NO RADIO, NO BLUETOOTH, NO SETTINGS). I TURNED THE CAR OFF AND

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

TOYOTA BRAND ENGAGEMENT CENTER

PO BOX 259001

PLANO, TEXAS 75025-9001

12-7-2022

RE: 2019 YARIS (VIN# 3MYDLBYV2KY [REDACTED]) UNSAFE

TO WHOM IT MAY CONCERN:

THIS IS MY 3RD LETTER REGARDING MY VEHICLE AND ITS MALFUNCTIONING PROBLEMS. MY 2ND LETTER WAS PLACED IN THE MAIL YESTERDAY (12-6-2022). IN THAT LETTER, I SPECIFICALLY ASKED IF IT COULD BE HACKED.

SHORTLY AFTER I MAILED THAT LETTER YESTERDAY, I WAS DRIVING ^{WEST} ~~WEST~~BOUND ON INTERSTATE 10 IN FONTANA CALIFORNIA BETWEEN THE CHERRY AVENUE AND ETIWANDA AVENUE EXIT RAMP WHEN THE VEHICLE DASHBOARD WENT HAYWIRE. SPECIFICALLY, ALL THE WARNING LIGHTS CAME ON, THE START BUTTON WAS FLASHING RED, AND THE SPEEDOMETER WENT TO "0" MILES PER HOUR. I WAS DRIVING AT 65 MILES PER HOUR! THEN THE ENTIRE DASHBOARD AND HEAD UNIT BECAME SO DIM THAT IT WAS

(3)

THE INFORMATION PANEL ON THE DASHBOARD (WHICH CAN BE SET TO DISPLAY AVERAGE MPG) WAS BLANK AND APPEARED TO HAVE RESET.

I WAS ASSISTED BY SERVICE ADVISOR DIEGO CANCHOLA. I EXPLAINED TO HIM THAT MY VEHICLE WAS JUST SEEN AT TOYOTA OF RIVERSIDE THE DAY BEFORE (12-5-2022) AFTER THE HEAD UNIT WOULDN'T DISPLAY NOR ASSOCIATED CONTROLS WORKED ON SATURDAY 12-3-2022 (SEE MY PREVIOUS LETTER). TOYOTA OF RIVERSIDE COULDN'T DIAGNOSE THE ISSUE NOR GET THE PROBLEM TO REOCCUR. IN MY 1ST LETTER TO YOUR ORGANIZATION, I WROTE ABOUT MY CAR SHUTTING OFF AT 5 MPH IN A PARKING LOT AFTER ALL THE WARNING LIGHTS CAME ON IN MID-NOVEMBER (SEE THAT LETTER DATED 11-14-22).

AT CROWN TOYOTA, I ENDED UP WITH A LOANER/RENTAL IN ORDER TO GET HOME, MY CAR IS STILL AT CROWN TOYOTA. AT 1016 AM THIS MORNING (12-7-2022), SERVICE ADVISOR DIEGO CANCHOLA CALLED ME AND ADVISED THAT A DIAGNOSTIC CODE "100" WAS RETRIEVED FROM MY CAR INDICATING AN ENGINE CONTROL UNIT "MASS AIR FLOW FAILURE." CANCHOLA SAID THAT THIS DIDN'T MAKE SENSE COMPARED TO WHAT ACTUALLY HAPPENED TO ME WHEN THE PROBLEMS OCCURRED. WE AGREED TO GET MY CAR'S BRAKES FIXED. HOWEVER, I TOLD HIM, AFTER SOME DISCUSSION, TO GET ME A QUOTE ABOUT REPLACING THE ENGINE CONTROL MODULE WHICH HE SAID HAD TEMPORARILY LOST SIGNAL CONTACT. CANCHOLA SAID THAT THE TECHS AND MECHANICS DROVE MY CAR AND IT SHOWED NO PROBLEMS, I TOLD CANCHOLA

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

TOYOTA BRAND ENGAGEMENT CENTER
PO BOX 259001
PLANO, TEXAS 75025-9001

12-13-2022

RE: CASE [REDACTED]

TO WHOM IT MAY CONCERN:

BY THE TIME YOU RECEIVE THIS LETTER, YOU SHOULD
RECEIVED 2 LETTERS DATED 12-6-2022 AND 12-7-2022
FOLLOWED BY MY LETTER REQUESTING HARD COPY WRITTEN
COMMUNICATION BY MAIL ONLY.

IN THIS LETTER, I NEED TO INFORM YOU OF MY
RECENT EXPERIENCE REGARDING CROWN TOYOTA IN
ONTARIO, CALIFORNIA. IN SHORT, BECAUSE NEITHER
CROWN NOR TOYOTA OF RIVERSIDE COULD DETERMINE
WHY MY 2019 YARIS SHUT DOWN, NOR THE CAUSES OF
THE HEAD UNIT AND CONTROLS MALFUNCTIONED, NOR ALL
THE WARNING LIGHTS COMING ON WITH THE SPEEDOMETER
GOING TO ZERO NOR THE START BUTTON FLASHING RED.
I TOLD CROWN TOYOTA AT LEAST SIX TIMES THAT

(3)

THE OTHER, THE FONT WAS SO TINY THAT IT APPEARED UNREADABLE. I DID NOT GET A COPY OF THAT DOCUMENT. I TOLD ALEXIS ABOUT THIS TOO. I WANT MY SIGNED COPY!

BY THE WAY, I PAID WITH A VISA - NOT CASH AS THE INVOICE STATES ([REDACTED]). ATTACHED IS A COPY OF THE GENERATED BILL (UNSIGNED), THE CASHIER'S NAME ON THE DOCUMENT "RYAN MUISE".

FROM THE BEGINNING, I HAVE ASKED IF MY CAR'S COMPUTER WAS REMOTELY HACKED OR REMOTELY ACCESSED TO SHUT IT DOWN. WITH THE LEVEL OF COOPERATION THAT I RECEIVED REGARDING THE ECM, A REASONABLE PERSON WOULD BELIEVE THAT THERE MAY BE MERIT TO MY INQUIRY. PLEASE HANDLE?

SINCERELY,

[REDACTED]



(2)

MY VEHICLE WAS UNPREDICTABLE AND UNSAFE. I ASKED FOR A PRICE ESTIMATE TO COMPLETELY REPLACE THE ENGINE CONTROL MODULE. I NEVER RECEIVED THIS INFORMATION NOR A RETURN PHONE CALL AS OF THE DATE OF THIS LETTER. ONE COULD INFER FROM THIS SITUATION THAT I AM BEING INTENTIONALLY IGNORED! I WAS TOLD YESTERDAY 12-12-2022 THAT TINA CHAPMAN IS THE SERVICE MANAGER AT CROWN TOYOTA. I WAS TOLD AROUND 9:45 AM THAT SHE WASN'T IN BUT WOULD BE IN LATER THAT DAY. I LEFT A LENGTHY MESSAGE ON THE PHONE WITH AN EMPLOYEE NAMED ALEXIS FOR CHAPMAN TO CALL ME. THE REASON I DID THIS IS WHEN I CALLED AT 9:30 AM AND ASKED TO SPEAK TO THE SERVICE MANAGER ABOUT MY REQUEST TO REPLACE THE ENGINE CONTROL MODULE, I WAS ROUTED TO A "GENERIC" VOICEMAIL. I HEARD "CROWN TOYOTA" AND THEN A BEEP - NOTHING ELSE! SO I LEFT A LENGTHY MESSAGE WITH MY NAME, PHONE NUMBER, INVOICE NUMBER (██████████) AND MY REQUEST TO REPLACE THE YARIS' ECM (ENGINE CONTROL MODULE) AND THE REASONS THE VEHICLE IS UNSAFE. FEELING THAT I WAS GETTING THE RUN-AROUND, SINCE THE YARIS IS IN MY POSSESSION, I CALLED BACK AT AROUND 9:45 AM AND TOLD ALEXIS THAT I WANTED TO SPEAK TO THE SERVICE MANAGER NOT A VOICEMAIL. ALSO, WHEN I PAID MY INVOICE'S BILL. THE CASHIER GAVE ME (2) DOCUMENTS TO SIGN AND TOLD ME THAT I WOULD GET COPIES ONE WAS THE RECEIPT, THE

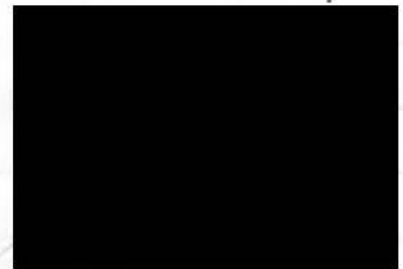
(4)

THAT AFTER 3 SUCH INCIDENTS IN 3 WEEKS THAT
IN MY OPINION, THE CAR IS UNSAFE AND COULD LEAD
TO A COLLISION IF IT SHUT DOWN AT SPEED. CANCHOLA
SAID THAT HE WOULD CALL BACK WITH MORE INFORMATION.

SO THERE YOU HAVE IT! I THINK A REASONABLE
PERSON WOULD OPINE THAT MY VEHICLE'S ECM IS
BEING REMOTELY HACKED FOR THE PURPOSES OF SHUTTING
IT DOWN. AFTER ALL... CHOKE OFF AIR FLOW TO AN
ENGINE... WOULDN'T IT SHUT OFF?

YOUR ORGANIZATION NEEDS TO THOROUGHLY INVESTIGATE
AND GET TO THE BOTTOM OF THIS, AND IF IT IS HACKING
AND/OR VEHICLE DISABLEMENT, I DESIRE PROSECUTION
OF THE PERPETRATORS TO THE FULLEST EXTENT OF STATE
AND FEDERAL LAW. PLEASE WRITE ME BACK AND
SERIOUSLY LOOK INTO THIS MATTER? I WOULD DEFINITELY
APPRECIATE IT.

SINCERELY,



(2)

NOT READABLE. I DID NOT PULL OVER BECAUSE MY CAR WAS STILL DRIVEABLE WITH THE FLOW OF TRAFFIC WHICH BECAME HEAVILY CONGESTED AT THE INTERSTATE 15 INTERCHANGE. PLUS, I WAS AFRAID THAT MY VEHICLE MIGHT LOSE POWER AND SHUT-OFF. THE DASHBOARD AND DISPLAY CONTINUED FLICKERING BETWEEN BRIGHT AND DIM WITH ALL WARNING LIGHTS STILL ON AND THE START BUTTON FLASHING RED. I FINALLY EXITED THE I-10 AT HAVEN AVENUE AND THE POWER STEERING WAS DEGRADED INTERMITTENTLY. I DROVE ON SURFACE STREETS UNTIL I WAS ABLE TO MAKE MY WAY TO MULLIKEN AVENUE IN ONTARIO, CALIFORNIA. THERE'S AN EASTBOUND I-10 ON RAMP THERE. THANK GOD, THE CAR DID NOT DIE WHILE I WAS IN CRAWLING TRAFFIC OR STOPPED. IT KEPT RUNNING. I DROVE EASTBOUND ON THE I-10 THEN MERGED SOUTHBOUND TO CRAWLING TRAFFIC ON THE I-15. I EXITED AT JURUPA AVENUE. I GOT DISORIENTED IN ALL THE CHAOS BEFORE I REMEMBERED THAT CROWN TOYOTA IS LOCATED IN THAT AREA. IT TOOK ME ANOTHER 15 MINUTES BUT I DID EVENTUALLY FIND THE DEALERSHIP AT 1201 KETTERING DRIVE IN ONTARIO. UNFORTUNATELY, WHILE WAITING FOR A SERVICE ADVISOR, I HAD TO USE THE RESTROOM. I SHUT OFF MY CAR AND WENT TO THE BATHROOM. WHEN I RETURNED TO MY CAR, IT DID START. NOT ALL THE WARNING LIGHTS WERE ON NOW. HOWEVER 4 WARNING LIGHTS AND THE CHECK ENGINE LIGHT WAS. AND THE START BUTTON WAS STILL FLASHING.

(2)

STARTED THE CAR AGAIN. SAME RESULTS. THINKING THAT THIS COULD GET WORSE - LIKE THE CAR SHUTTING DOWN AGAIN, I DECIDED TO AT LEAST DRIVE THE NEARLY 30 MILES TO GET HOME. (DEALER INVOICE ATTACHED: 12-5-2022)

WHILE EASTBOUND ON CALIFORNIA STATE HIGHWAY 210 IN RIALTO, CALIFORNIA AT 65 MILES PER HOUR NEAR THE RIVERSIDE AVENUE AND PEPPER AVENUE RAMPS, THE DISPLAY SUDDENLY CAME ON AS IF "BOOTING UP" DURING THE CAR START-UP. AFTER IT "CYCLED", ALL THE DISPLAYS AND ~~THE~~ CONSOLE KNOBS FUNCTIONED! SO WHAT IS THE PROBLEM? I THINK YOUR ORGANIZATION NEEDS TO

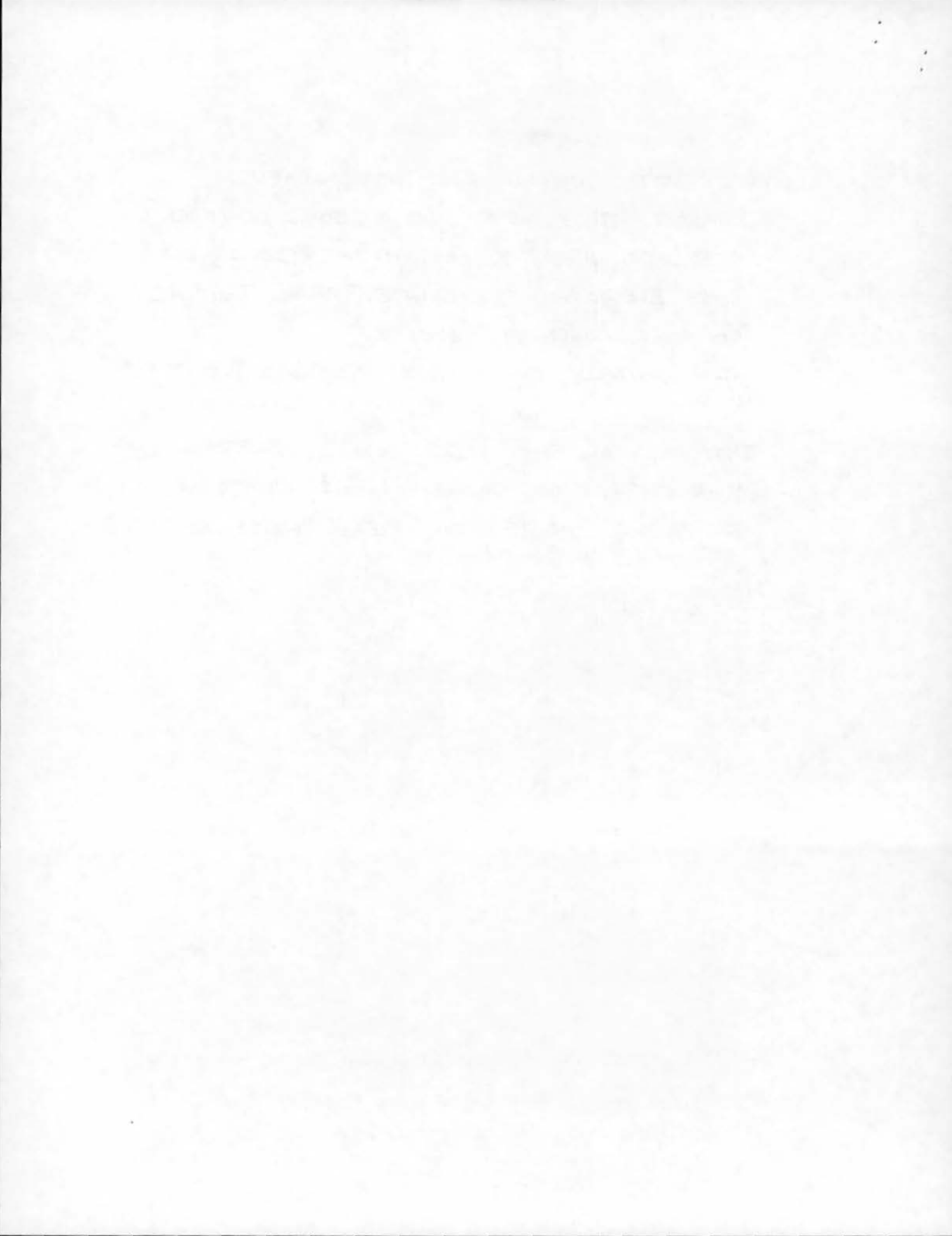
CONSIDER ALL POSSIBILITIES - INCLUDING HACKING BY REMOTE MEANS. SINCE THAT INCIDENT, THE PROBLEM HAS NOT REOCCURED, BUT I DROVE MY CAR FOR 17 MINUTES ON 12-3-2022 WITH NO DISPLAY AND FUNCTIONALITY.

AT THE TOYOTA DEALERSHIP, I ASKED SERVICE ADVISOR JASON GARCIA IF MY CAR'S "ONBOARD COMPUTER" AT LEAST "LOGGED" THE MALFUNCTION. HE TOLD ME THAT THE DIAGNOSTIC MACHINE COULDN'T FIND THE PROBLEM. HE SAID THAT MECHANICS DROVE MY CAR TO SEE IF THE PROBLEM RE-OCCURED. IT DID NOT. THE DEALERSHIP DIDN'T CHARGE ME FOR THE VISIT, .. THANK GOD.

GARCIA TOLD ME TO BRING THE CAR BACK IF IT HAPPENED AGAIN. WAS MY CAR HACKED THROUGH THE ENTERTAINMENT AND SETTINGS SYSTEM? PLEASE WRITE BACK?

SINCERELY,





(2)

I WAS HOWEVER ABLE TO PULL TO AN UNOCCUPIED AREA OF THE LOT AND STOP THE VEHICLE. I PUT MY CAR IN PARK AND PUSHED THE IGNITION BUTTON. THERE WAS NO RESPONSE AND ALL THE WARNING LIGHTS STAYED ON. I GOT OUT OF MY CAR AND WAITED 1 MINUTE. I THEN GOT BACK IN AND STARTED THE CAR. HOWEVER, THE CHECK ENGINE LIGHT WAS ON AND DID NOT TURN OFF. I DROVE THE CAR HOME.

THIS MORNING AT 6:13 AM PST, I STARTED MY CAR. THE CHECK ENGINE LIGHT STAYED ON. I DROVE IT DIRECTLY TO TOYOTA OF RIVERSIDE LOCATED AT 7870 INDIANA AVENUE IN RIVERSIDE, CALIFORNIA.

I EXPLAINED TO SERVICE WRITER, JASON GARCIA, WHAT OCCURRED. ABOUT AN HOUR LATER, GARCIA TOLD ME THAT DIAGNOSTICS REVEALED THAT THE CAR'S BATTERY WAS BAD AND THE SHUTDOWN WAS DUE TO A LOST SIGNAL (OR SOMETHING LIKE THAT).

I AGREED TO HAVE THE BATTERY REPLACED. THE CAR'S ODOMETER WAS 46135 WHEN I ARRIVED AT THE DEALERSHIP. IN ALL MY YEARS, I HAVE NEVER EVER HAD A VEHICLE SHUT DOWN - WHILE IN MOTION... DUE TO A BATTERY ISSUE. I ASKED GARCIA IF THERE WAS A POSSIBILITY OF ELECTRONIC INTERFERENCE OF THE SIGNAL AND HE REPLIED "NO." IF THAT'S THE CASE, THIS IS A MAJOR SAFETY ISSUE/FLAW, IT WOULD HAVE LIKELY BEEN QUITE DISASTEROUS IF MY CAR SHUT OFF WHILE IN TRAFFIC.

Toyota of Riverside



"Nobody Beats Toyota of Riverside"

7870 INDIANA AVE.
RIVERSIDE, CA 92504
TELEPHONE (951) 687-1622

TOYOTA
"I love what you do for me."



E.P.A. # CA0000971036
B.A.R. # ARD153440

TO ALL OUR SERVICE DEPARTMENT CUSTOMERS:

We will be charging a surcharge on all service department repair orders in which automotive fluids have been drained. In accordance with the State of California regulations concerning the dumping of hazardous waste, this charge will be imposed with reference to engine oils, transmission oils and fluids, and antifreeze. The Environmental Protection Agency has strict laws as to the disposition of these fluids to make our state a cleaner and healthier place to live and work in.

DATE	TIME	PERSON CONTACTED	PHONE?	ADV. #	REVISION

ALL CLAIMS MUST BE ACCOMPANIED BY THIS INVOICE. WARRANTY INFORMATION - FOR COMPLETE DETAILS PLEASE REFER TO BACK SIDE OF YOUR REPAIR ORDER.

Adv: 349 JASON GARCIA	Tag: [REDACTED]	License: [REDACTED]	3MYDLBYV2 KY [REDACTED]	Page 1 (Last)	Invoice: [REDACTED]
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Invoice to [REDACTED] SAN BERNARDINO, CA [REDACTED] Cell: [REDACTED] Work: [REDACTED] Work Ext: 0		Driver/Owner Information [REDACTED] SAN BERNARDINO, CA [REDACTED] Cell: [REDACTED] Work: [REDACTED] Work Ext: 0	
For Office Use		Vehicle Information	
Odometer in: 46878	Out: 46880	Dist: TOY INT I Prelim	19 TOYOTA YARIS LE 4DR SDN SILVER
MFG: 4388	Stock#: [REDACTED]	Inv Acct: 7113	
Begin: 12/05/22	Done: 12/05/22	Invoiced: 12/05/22 08:25 JG	Inservice: 08/12/19 Production: 01/01/19 Sold: 08/12/19

Customer Waiting

Concern	Cause	Correction	Type	Operation	Tech	Units	Amount
24	TIRE PRESSURES TO BE SET AT 34 PSI	118	I	TP	300	*	0.00
		TIRE PRESSURES SET AT L/F-34 R/F-34 L/R-34 R/R-34					
		Tech 300 TEAM, PURPLE					
				Subtotal			
				TOTAL CHARGE FOR CONCERN			0.00
51	GUEST STATES ON SATURDAY HE TURNED THE CAR ON TO DRIVE BUT THE HEAD UNIT AND THE BUTTONS FOR THE RADIO DID NOT WORK, AFTER DRIVING FOR ABOUT 15-17 MINUTES THE RADIO REBOOTED ITSELF AND EVERYTHING WORKED. PLEASE CHECK ADVISE	118 CHECK WITH SCAN TOOL NO CODES AT THIS TIME AND HEAD UNIT IS OPERATING WITHIN MANUFACTURE SPECS WITHOUT FAULT OR DEFECT UNABLE TO VERIFY CUSTOMERS CONCERN, VEHICLE OPERATING WITHIN MANUFACTURES SPECIFICATIONS WITHOUT FAULT OR DEFECT AT THIS TIME	I	00TBD	300	0.0	0.00
		GOODWILL GESTURE					
		Tech 300 TEAM, PURPLE					
				Subtotal			
				TOTAL CHARGE FOR CONCERN			0.00

Summary of charges for invoice [REDACTED]		Payment Distribution for invoice [REDACTED]	
TOTAL CHARGE	0.00	INTERNAL TOTAL CHARGE	0.00
			0.00

Customer Waiting

THANK YOU FOR YOUR PATRONAGE!

DISCLAIMER OF WARRANTIES: THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 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 THE PARTS.

PRELIMINARY ESTIMATE \$	REVISED ESTIMATE \$
I acknowledge notice and oral approval of an increase in the original estimated price and/or the receipt of the parts and labor listed above.	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	

X I acknowledge notice and oral approval of an increase in the original estimated price.

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

TOYOTA BRAND ENGAGEMENT CENTER
PO BOX 259001
PLANO, TEXAS 75025-9001

12-9-2022

RE: CASE # [REDACTED]

TO WHOM IT MAY CONCERN:

TODAY I REVIEWED A PHONE MESSAGE FROM TOYOTA MOTOR SALES OF AMERICA. THE MESSAGE ASSIGNED THE ABOVE CASE NUMBER.

I'VE MAILED YOUR ORGANIZATION 3 PREVIOUS LETTERS REGARDING, WHAT APPEARS TO BE HACKING ACTIVITY, ON MY 2019 YARIS (DATED: 11-14-22/12-6-22/12-7-22). UNRELATED TO YOUR BUSINESS, MY PERSONAL CELL PHONE AND HOME INTERNET HAS ALSO BEEN HACKED.

ANY QUESTIONS THAT YOU MAY HAVE, PLEASE SEND THEM IN HARDCOPY BY MAIL.

Sincerely
[REDACTED]

Vehicle Diagnostic Report

2019 Yaris P5

Production Date - 3/2019

3MYDLBYV2KY [REDACTED]

own

Printed By: Default User(1)

12/6/2022 4:27:35 PM

Diagnostic Trouble Code Report

Main Body(1 of 1)

Code	Description	DTC Status			Summary	Freeze Frame Data	
		Confirmed	Pending	TestFailed		Confirmed	Pending
U015100	Lost Communication With Restraints Control Module	X			Icon A	Y	N
U015500	Lost Communication With Instrument Panel Cluster (IPC) Control Module	X			Icon A	Y	N
U021400	Lost Communication With Remote Function Actuation	X			Icon A	Y	N

Vehicle Diagnostic Report

2019 Yaris P5

Production Date - 3/2019

3MYDLBYV2KY [REDACTED]

rown

Printed By: Default User(1)

12/6/2022 4:27:35 PM

Diagnostic Trouble Code Report

SCBS(1 of 1)

Code	Description	DTC Status			Summary	Freeze Frame Data	
		Confirmed	Pending	TestFailed		Confirmed	Pending
U000100	High Speed CAN Communication Bus	X			Icon A	Y	N
U010000	Lost Communication With ECM/PCM "A"	X			Icon A	Y	N
U012100	Lost Communication With Anti-Lock Brake System (ABS) Control Module	X			Icon A	Y	N
U040100	Invalid Data Received from ECM/PCM A	X			Icon A	Y	N
U040182	Invalid Data Received from ECM/PCM A alive / sequence counter incorrect / not updated	X			Icon A	Y	N
U041500	Invalid Data Received From Anti-Lock Brake System (ABS) Control Module	X			Icon A	Y	N
U042300	Invalid Data Received from Instrument Panel Cluster Control Module	X			Icon A	Y	N

Vehicle Diagnostic Report

Production Date - 3/2019
3MYDLBYV2K [REDACTED]

own

Printed By: Default User(1)

12/6/2022 4:25:50 PM

Diagnostic Trouble Code Report ABS/DSC/TCS(1 of 1)

Code	Description	DTC Status			Summary	Freeze Frame Data	
		Confirmed	Pending	TestFailed		Confirmed	Pending
C005167	Steering Wheel Position Sensor signal incorrect after event	X			Icon A	Y	N
U013100	Lost Communication With Power Steering Control Module	X			Icon A	Y	N
U015100	Lost Communication With Restraints Control Module	X			Icon A	Y	N
U015500	Lost Communication With Instrument Panel Cluster (IPC) Control Module	X			Icon A	Y	N
U023500	Lost Communication With Front Distance Range Sensor - Single Sensor or Center	X			Icon A	Y	N

Vehicle Diagnostic Report

2019 Yaris P5

Production Date - 3/2019
3MYDLBYV2KY [REDACTED]

rown

Printed By: Default User(1)

12/6/2022 4:26:10 PM

Diagnostic Trouble Code Report Electronic-Controlled Power Steering(1 of 1)

Code	Description	DTC Status			Summary	Freeze Frame Data	
		Confirmed	Pending	TestFailed		Confirmed	Pending
U010000	Lost Communication With ECM/PCM "A"	X			Icon A	Y	N
U012100	Lost Communication With Anti-Lock Brake System (ABS) Control Module	X			Icon A	Y	N

CUSTOMER #: [REDACTED]



CROWN TOYOTA
1201 Kettering Drive
Ontario, CA 91761
(909) 390-9700

INVOICE

PAGE 2

an bernardino, CA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
US: [REDACTED] CELL: [REDACTED]

BAR # ARD303501

EPA# CAL000472696

SERVICE ADVISOR: 1363467 DIEGO CANCHOLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
silver	19	TOYOTA Yaris	3MYDLBYV2KY [REDACTED]	[REDACTED]	46977/47009	[REDACTED]	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
1JAN19 DD			10:00 07DEC22		CASH	08DEC22	
H.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:					
5:00 06DEC22	14:31 08DEC22						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

LIGHT IS ON. CUSTOMER STATES THAT CHECK ENGINE JUST CAME ON BUT MULTIPLE LIGHTS CAME ON WHILE DRIVING AND SPEEDOMETER WENT ALL THE WAY DOWN. CUSTOMER STATES HEAD UNIT WAS NOT WORKING LAST SATURDAY AND WAS UNRESPONSIVE AND REBOOTED AND WORKED AFTER ABOUT 15-17 MINUTES OF DRIVING. CUSTOMER STATES WHEN MULTIPLE LIGHTS CAME ON VEHICLE HAD NO DRIVABILITY ISSUES OR CONCERNS WHEN LIGHTS CAME ON. CUSTOMER REQUESTED TO DIAGNOSE AND ADVISE.

ARTS: 1363409 CP 195.00 195.00
 0.00 LABOR: 195.00 OTHER: 0.00 TOTAL LINE C: 195.00

LOST COMMUNICATION WITH ECU. CHECKED CONNECTORS AT ECM, BATTERY GROUNDS-OK AT THIS TIME. LET THE CAR IDLE AND WIGGLE SOME WIRES TO CHECK FOR LOOSE CONNECTION -OK AT THIS TIME. CHECKED BATTERY -PASSED. CHECKED CHARGING SYSTEM-PASSED. WILL TEST DRIVE TOMORROW TO CHECK IF ANY CODES RESET AND WILL ADVISE. DEC. 7, 2022. 7:30 CHECKED BATTERY AFTER OVERNIGHT SITTING-OK ran health check and performed key on engine running self test -no pending codes. check for all ecu signals -all working normal. TEST DROVE VEHICLE AND NO CODES RESET AT THIS TIME. 1363388 12/08/2022 Test drove vehicle 30 miles recorded the data list. Still unable to replicate the customers concern. Checked voltages and grounds for the ECUs. Nothing abnormal observed. Diagnosis is inconclusive at this time. Duplication is the first step to any diagnosis. These codes found stored in the vehicles ECU's for lost communication are the same codes that have been stored in there at previous visits at another dealer. These codes could have possibly not been cleared at or before the time of the battery replacement or a very intermittent issue that the vehicle has. Also please advise customer to no plug in any aftermarket devices into the vehicle, these devices can sometimes cause a loss of communication on the ECUs by interrupting the signal without having the proper circuit protection.

ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS			
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT \$	LABOR AMOUNT	
REASON					REVISIED TOTAL \$	PARTS AMOUNT
REASON					REVISIED TOTAL \$	GAS, OIL, LUBE
REASON					REVISIED TOTAL \$	SUBLET AMOUNT
REASON					REVISIED TOTAL \$	MISC. CHARGES
REASON					REVISIED TOTAL \$	TOTAL CHARGES
REASON					REVISIED TOTAL \$	DEDUCTIONS
REASON					REVISIED TOTAL \$	SALES TAX
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.					PLEASE PAY THIS AMOUNT	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.						



WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used in...

(2)

SEE THE FOLLOWING WEBSITES:

[REDACTED]

"CAN A CAR BE STOPPED REMOTELY"

[REDACTED]

"U0100 CODE LOST COMMUNICATION WITH
ECM PCM A"

I SINCERELY BELIEVE THAT SOMEONE(S) INTENTIONALLY
REMOVEDLY DISABLED MY CAR WHILE I WAS DRIVING IT.
IF THAT'S NOT THE CASE, THE 2019 TOYOTA YARIS I OWN
IS AT A MINIMUM UNPREDICTABLE AND UNSAFE.
THIS IS FOR YOUR INFORMATION. PLEASE FEEL FREE TO
INTERVENE AT YOUR DISCRETION.

SINCERELY,

[REDACTED]