

JAN 24 2023

BERNARDINO, G

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
120 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590

JANUARY 15, 2023

RE: COMPLAINT TO TOYOTA BRAND ENGAGEMENT CENTER

TO WHOM IT MAY CONCERN:

ATTACHED IS A COPY OF A LETTER I RECEIVED FROM TOYOTA BRAND ENGAGEMENT CENTER DATED DECEMBER 9, 2022 WITH MY HANDWRITTEN REQUEST DATED JANUARY 14, 2023 THAT I MAILED BACK TO THEM.

ALSO INCLUDED IS A COPY OF A LETTER THAT I SENT TO JIM LENTZ, CEO OF TOYOTA MOTOR NORTH AMERICA REQUESTING HIS ASSISTANCE IN RESOLVING THIS MATTER. THIS LETTER IS FOR YOUR INFORMATION, HOWEVER, ANY ASSISTANCE THAT YOUR ORGANIZATION CAN PROVIDE WOULD BE GREATLY APPRECIATED!

SINCERELY,

EL



December 9, 2022

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

Dear [REDACTED]:

Your correspondence has been reviewed and documented at our National Headquarters. When we receive correspondence from our guests, we routinely attempt to contact each one by phone, but we have not been able to reach you. If you would like to discuss your experience, please call our office at 800-331-4331. Your letter is filed under your name and/or file number: [REDACTED]. Any representative you reach will be able to work with you.

Our hours of operation are Monday through Friday from 8:00 a.m. – 8:00 p.m. ET, and Saturday from 9:00 a.m. – 7:00 p.m. ET.

It is through correspondence such as yours that we are able to continue to improve our services and understand the needs and concerns of our guests, and we sincerely appreciate the time you have taken to send us your letter.

Sincerely,

Toyota Brand Engagement Center

JANUARY 14, 2023

I HAVE WRITTEN YOUR ORGANIZATION 4 ADDITIONAL LETTERS REGARDING SUSPECTED HACKING AND REMOTE SHUTDOWN ATTEMPTS. I EVEN TOLD YOUR ORGANIZATION, IN THOSE LETTERS, OF CROWN TOYOTA'S LACK OF COOPERATION. THE LETTERS ARE DATED 12-6-2022/12-7-2022/12-9-2022 AND 12-13-2022. EACH TIME, I SPECIFICALLY ASKED TO BE MAILED YOUR QUESTIONS BY HARDCOPY DOCUMENTS. I'M NOT HANDLING THIS BY PHONE!!

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

TOYOTA

Toyota Motor North America, Inc.
Toyota Brand Engagement Center
Post Office Box 259001
Plano, TX 75025-9001

DEC 21 2022

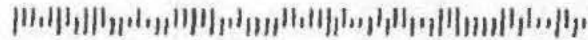
RECEIVED
12-21-2022
ENVELOPE TAMPERED
WITH

[REDACTED]

SAN BERNARDINO, CA

[REDACTED]

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RESOLUTION. THE FACT OF THE MATTER IS ANYBODY, WITH THE KNOW-HOW AND MEANS, CAN REMOTELY SHUT DOWN AND/OR DISABLE MOST VEHICLES MANUFACTURED WITHIN THE LAST FEW YEARS. QUESTION: DOESN'T YOUR ORGANIZATION HAVE THE CAPACITY TO DO THIS WITH TOYOTA BRAND VEHICLES (TOYOTA/LEXUS/SCION)?

I WROTE MY FIRST LETTER TO TOYOTA BRAND ENGAGEMENT CENTER IN EARLY NOVEMBER 2023, AFTER MY 2019 YARIS (VIN # 3MYDLBYV2KY [REDACTED]) SHUT OFF WHILE I WAS DRIVING IT IN A PARKING LOT - THE CAR WAS IN MOTION.

THIS CAR IS UP TO DATE ON ALL RECALLS AND HAS TOYOTA CARE PLUS. I ACTUALLY LIKE THE VEHICLE... EVEN THOUGH MAZDA BUILT IT (I'VE HAD GREAT HISTORY WITH MAZDA). RATHER THAN INUNDATE YOU WITH MY PREVIOUS LETTERS AND SUPPORTING

DOCUMENTS, I BELIEVE THAT BRAND ENGAGEMENT CENTER SHOULD HAVE EVERYTHING THAT I PREVIOUSLY SENT THEM UNDER MY NAME. MR. LENTZ, SOMEONE(S), IN MY OPINION TRIED TO REMOTELY SHUT DOWN/DISABLE MY YARIS ON DECEMBER 6, 2022 WHILE I WAS DRIVING 65 MPH ON AN INTERSTATE HIGHWAY. THIS WAS POTENTIALLY A LIFE-

THREATENING EVENT. I WAS ABLE TO DRIVE IT TO THE NEAREST TOYOTA DEALERSHIP (JOHN ELWAY'S CROWN TOYOTA) AND THEY COULDN'T DIAGNOSE WHAT CAUSED IT. WHEN I

STARTED ASKING QUESTIONS ABOUT HACKING... CROWN TOYOTA LITERALLY "CLAMMED UP" AND DESPITE SEVERAL PHONE CALLS ASKING TO SPEAK TO THE SERVICE MANAGER, TINA CHAPMAN,

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

JIM LENTZ, CEO
TOYOTA MOTOR NORTH AMERICA
6565 HEADQUARTERS DRIVE
PLANO, TEXAS 75024

JANUARY 15, 2023

RE: TOYOTA BRAND ENGAGEMENT CENTER
CASE [REDACTED]

DEAR MR. LENTZ,

ATTACHED IS A COPY OF A LETTER DATED DECEMBER 4,
2022 WITH MY HANDWRITTEN RESPONSE COMMENTS BEFORE
I MAILED IT BACK TO TOYOTA BRAND ENGAGEMENT CENTER.
MR. LENTZ, WHEN I HAD ISSUES WITH MY NISSAN VERSA'S
CVT TRANSMISSION A FEW YEARS AGO, THEY WERE VERY
RESPONSIVE AND DIDNT HAVE ANY PROBLEM WITH WRITTEN
CORRESPONDENCE BY REGULAR MAIL. I WANT TO ASSURE
YOU THAT MY FOCUS IS NOT FINANCIALLY MOTIVATED.
THAT SAID, I WOULD APPRECIATE IT IF YOU WOULD LOOK
INTO THIS MATTER AND SEE IT TO A MUTUALLY AGREEABLE

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NO ONE EVER GOT BACK TO ME REGARDING REPLACING THE ELECTRONIC CONTROL UNIT / ELECTRONIC CONTROL MODULE. I RETRIEVED MY CAR ON DECEMBER 8, 2022 AND HAVE NOT DRIVEN IT SINCE I BROUGHT IT HOME FROM CROWN TOYOTA. THE REPAIR INVOICE WAS "PRE-PRINTED" AND LISTED PAYMENT METHOD AS CASH. I PAID WITH A VISA... AND FOR SOME REASON, CROWN TOYOTA GAVE ME AN "eBRIDGE" DOCUMENT AS A RECEIPT. CROWN ALSO PHOTOGRAPHED MY YARIS. WHY? MR. LENTZ, I ASSUME THAT YOU ARE A BUSY MAN. SO I WENT WRITE EVERY LAST DETAIL. HOWEVER, I WANT BRAND ENGAGEMENT TO ANSWER MY QUESTIONS IN A HARD COPY DOCUMENT AND I WILL ANSWER THEIRS IN A HARD COPY DOCUMENT THAT I RECEIVE, BY MAIL, FROM THEM. YOUR EFFORTS AND CONCERN IN MUTUALLY RESOLVING THIS MATTER WOULD BE GREATLY APPRECIATED!

SINCERELY,



SN BERNARDINO CA 923

17 JAN 2023 PM 6 L



National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

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