

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

NHTSA

1200 NEW JERSEY AVE, SE
WASHINGTON, DC 20590

FEBRUARY 28, 2023

RE: NEF-109 +gd (REF. NO. 11501206)

TO WHOM IT MAY CONCERN:

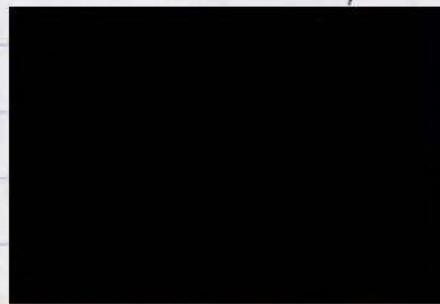
THANK YOU FOR YOUR REPLY LETTER. I HAVE ATTACHED A COPY AND A COPY OF ONE OF THE LETTERS THAT I MAILED TO THE FEDERAL COMMUNICATIONS COMMISSION REGARDING MY ISSUES WITH TOYOTA MOTORS NORTH AMERICA (TMNA) AND CROWN TOYOTA LOCATED IN ONTARIO, CALIFORNIA. I WANT TO STATE UP FRONT THAT MY OPINION AND BELIEF IS THAT MY 2019 TOYOTA YARIS IS NOT DEFECTIVE. IT WAS REMOTELY HACKED. WOULDN'T ANY REASONABLE PERSON EXPECT A MANUFACTURER TO STAND BEHIND THEIR PRODUCT RATHER THAN BEING NON-RESPONSIVE TO THEIR CUSTOMER? OBVIOUSLY THERE'S A
(OVER)

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I REFER YOU TO AN ARTICLE I READ ON THE INTERNET,
"thedrive.com/news/27723/hacker-claims-ability-to-remotely
-shut-off-car-engines-while-vehicles-are-in
-motion"

THIS ARTICLE IS SEVERAL YEARS OLD, NO DOUBT THE
SOPHISTICATION AND KNOWLEDGE OF ELITE HACKERS HAS
SIGNIFICANTLY PROGRESSED SINCE THEN. PLEASE GIVE MY
LETTER(S) THE SERIOUS ATTENTION THAT IT DESERVES,

SINCERELY,





U.S. Department of Transportation
National Highway Traffic Safety
Administration



February 13, 2023

NEF-109 tgd
Ref. No. 11501206

[REDACTED]
San Bernardino, CA [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2019 Toyota Yaris vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with cyber security problems in MY 2019 Toyota Yaris vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mydefectsandrecalls_808795.pdf.

We encourage you to continue to work with Toyota and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Toyota district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

[REDACTED]
SAN BERNARDINO, CA [REDACTED]

FCC
45 L STREET, NE
WASHINGTON, DC 20554

2-13-2023

RE: REMOTE SHUTDOWN OF MY 2019 TOYOTA YARIS
VIN # 3MYDLBYV2K [REDACTED]

TO WHOM IT MAY CONCERN:

AS I WRITE THIS LETTER, TOYOTA BRAND ENGAGEMENT HAS DONE ABSOLUTELY NOTHING TO ASSIST ME NOR HAVE THEY RESPONDED TO MY REPEATED WRITTEN REQUESTS AND NOTIFICATIONS, EVEN A LETTER TO CEO JIM LENTZ WENT UNANSWERED (SEE PRIOR MAILED COPIES). BECAUSE OF THIS, I RESEARCHED TOYOTA'S TELEMATICS SYSTEM "TOYOTA CONNECT(ED).?" IN ORDER TO EDUCATE MYSELF. I'VE ALSO ATTACHED TO THIS LETTER COPIES OF DOCUMENTS SPECIFIC TO MY YARIS (BUILT BY MAZDA) AND AN AFTER MARKET VEHICLE SECURITY BUSINESS NAMED "ROCKLEDGE SECURITIES".

(COVER)

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ROCKLEDGE DIRECTLY. I DIDN'T HEAR FROM USAA THEREAFTER ON THAT SUBJECT. FAST-FORWARD TO PRESENT DAY. I DON'T HAVE A "TOYOTA CONNECT(ED)" SUBSCRIPTION OR COVERAGE ON MY VEHICLE. LOOKING AT THE WINDOW STICKER, IT APPEARS THAT MY YARIS HAS THE FACTORY INSTALLED EQUIPMENT TO FACILITATE TOYOTA'S TELEMATICS AND/OR BE REMOTELY ACCESSED AND SHUT DOWN. WELL... TOYOTA'S NOT RESPONDING (TO INCLUDE "CROWN TOYOTA" IN ONTARIO, CALIFORNIA) TO MY QUESTIONS ABOUT MY YARIS POSSIBLY BEING HACKED OR REMOTELY SHUT DOWN. WHY? I DON'T KNOW. ON THE CROWN TOYOTA INVOICE OF 12-8-2022 (SEE MY PREVIOUS MAILINGS), THERE WAS A COMMENT DISCOURAGING THE USE OF AFTER MARKET ELECTRONIC DEVICES, BUT NOTHING SPECIFIC. WHICH BRINGS ME TO CONSIDER "ROCKLEDGE". I DON'T THINK MY YARIS MALFUNCTIONED, I KNOW SOMEONE TRIED TO REMOTELY SHUT IT DOWN. ONCE AGAIN... BY INFORMATION AND BELIEF (OPINION), I LOOKED UP [REDACTED] [REDACTED] THERE IS ALMOST NO INFORMATION SPECIFIC TO THEIR SYSTEMS OR HOW THEY WORK - EVEN THOUGH THERE'S A DOCUMENT TOUTING GPS (STOLEN VEHICLE RECOVERY, LOCATE VEHICLE ON-DEMAND, SMART PHONE APP COMPATIBILITY). I'VE ATTACHED A COPY - WHICH ALSO TOUTS THAT A POLICE REPORT IS NOT REQUIRED. ON THE WEBSITE, THERE'S EVEN A YOUTUBE VIDEO NEWSCLIP ([REDACTED] [REDACTED])

(5)

I ALSO LOOKED AT THIS WEBSITE FOR EDUCATION:
pewtrust.org/en/research-and-analysis/blogs/
stateline/2018/11/27/late-payment-a-
kill-switch-can-strand-you-and-your-
car

"LATE PAYMENT? A 'KILL SWITCH' CAN STRAND YOU AND
YOUR CAR."

IT WOULD APPEAR TO ME THAT ANYONE WITH THE RIGHT
APP, COMPUTER SOFTWARE, AND KNOW-HOW CAN GAIN
ACCESS REMOTELY TO A VEHICLE EQUIPPED WITH THESE
AFTERMARKET DEVICES OR SIMILAR DEVICES WHETHER
THROUGH CELL SIGNAL, SATELLITE LINK, BLUETOOTH, OR
OTHER "OVER-THE-AIR" MEANS. AND THERE ARE A
LOT OF PEOPLE WILLING AND CAPABLE WHETHER
THROUGH BAD INTENTIONS, MALICE, HARASSMENT, OR
FOR A PRICE.

PLEASE SERIOUSLY LOOK AT THIS AS A POSSIBILITY?
TOYOTA IS NOT HELPING! ACTUALLY AVOIDING ME!
I TURNED OFF THE BLUETOOTH ON MY CAR - AND I
STILL HAVEN'T DRIVEN IT SINCE 12-9-2022. I FOUND
THIS BLUETOOTH INFORMATION DISPLAYED ON MY
YARIS SETTING DISPLAY SCREEN:

"7C:FC:3C:E2:26:7B"

MY CAR WAS HACKED AND/OR REMOTELY ACCESSED
FOR THE PURPOSES OF SHUTDOWN/DISABLEMENT.
PLEASE HOLD THE PERSON(S) THAT DID THIS
ACCOUNTABLE FOR THESE UNLAWFUL, ILLEGAL,

⑥

AND FELONIOUS ACTS TO THE FULLEST EXTENT
OF STATE AND FEDERAL LAWS - NO EXCEPTIONS?

SINCERELY,



(4)

WHICH I THINK IS MISLEADING. IF YOU LISTEN CAREFULLY, YOU'LL HEAR THE SALESMAN SAY THAT ANOTHER SALESMAN GOT OUT OF THE CAR AND DEMANDED THAT THE PERSON ON THE TEST DRIVE GET OUT TOO. INSTEAD, SHE STOLE THE CAR AND LEFT THE SALESMAN. THE CAR WAS RECOVERED AND YOU SEE A "ROCKLEDGE SECURITIES" STICKER IN THE VIDEO. NOT MUCH ELSE ON THE WEBSITE OTHER THAN A FEW NAMES, THE BUSINESS ADDRESS, AND SOME PHONE NUMBERS. THIS RAISED MY SUSPICIONS. I DID A SEARCH ON THE WEB OF "ROCKLEDGE SECURITIES". THERE'S BARELY ANYTHING OTHER THAN A FEW BLOGS - WITH MOSTLY DISSATISFIED COMMENTS. I WANT TO BRING TO YOUR ATTENTION A COMMENT BY [REDACTED] ON THE "TOYOTANATION BLOG" DATED 12-23-20 UNDER "ROCKLEDGE SECURITIES SYSTEM" (toyotanation.com/threads/rockledge-security-system, 388838) [REDACTED] POSTED, "... IT WAS SOME TYPE THAT SOME DEALERS INSTALL SO THEY CAN GAIN ACCESS TO THE CAR IF THE KEYS ARE LOST..." THIS WAS BASED ON WHAT A MECHANIC TOLD HIM - COULD THIS ALSO BE A WAY TO REMOTELY ACCESS AND SHUTDOWN A VEHICLE? I'M ASKING! CAN SYSTEMS, LIKE ROCKLEDGE, BE USED AS "PAYMENT ASSURANCE DEVICES AKA "IMMOBILIZERS" FOR LOAN DELINQUENT/DEFAULTS ON VEHICLES?

(2)

WHEN I PURCHASED MY YARIS NEW IN AUGUST 2019 FROM TOYOTA OF RIVERSIDE, IT CAME WITH A "PRE-INSTALLED" ROCKLEDGE SECURITIES ALARM SYSTEM WITH IGNITION DISABLER. APPARENTLY, THIS IS NOT ORIGINAL EQUIPMENT FROM THE MANUFACTURER. I'VE PREVIOUSLY OWNED MAZDAS AND ALL BUT ONE HAD A FACTORY ALARM SYSTEM. BUT SINCE MAZDA BUILDS SCIONS (WHICH THIS CAR IS ALSO BADGED "IA"), IT APPEARS THAT AS A TOYOTA WITH NO FACTORY ALARM. I'VE ENCLOSED A COPY OF THE VEHICLE'S WINDOW STICKER. WHAT I'M ABOUT TO INFORM YOU OF IS STRICTLY INFORMATION AND BELIEF (OPINION). BUT IT'S POSSIBLY PLAUSIBLE. TOYOTA OF RIVERSIDE SELLS/SOLD "ROCKLEDGE" AS A PRE-INSTALLED OPTION ON MY CAR. MY UNDERSTANDING IS THAT IF YOU DON'T WANT IT, THE DEALER HAS THE ROCKLEDGE SYSTEM DISABLED - BUT THEY DON'T REMOVE IT FROM THE VEHICLE. SINCE I DIDN'T WANT MY VEHICLE STOLEN, I PAID FOR THE OPTION. IT WORKS WITH THE MANUFACTURER'S KEYFOB AND MY YARIS HAS A PUSH-BUTTON "START/STOP" ON THE DASHBOARD. I'VE INCLUDED A COPY OF THE ROCKLEDGE MANUAL AND INVOICE. I MAILED A ~~COPY~~ ^{CARD} THAT WAS ATTACHED TO THE INVOICE TO MY AUTO INSURER USAA FOR THE PURPOSES OF A DISCOUNT. TO MY SURPRISE, IN 2019, USAA CALLED ME INQUIRING "HOW THE ROCKLEDGE SYSTEM FUNCTIONED AND WORKED". I COULDN'T ANSWER THOSE QUESTIONS - SO I TOLD USAA TO CONTACT

SN BERNARDINO CA 923

1 MAR 2023 PM 5 L



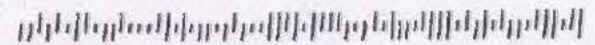
FOREVER / USA



FOREVER / USA

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

20590-



If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc. on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement