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

RE: Toyota Safety Systems Problems

3 April 2024

To Whom It May Concern:

While my 2011 RAV4 was at Toyota of Keene (NH), I rented a 2024 Toyota Corolla VIN 5YFB4MDE9[REDACTED]

This Corolla was equipped with the Toyota Safety System and Road Sign Assist. Here are some of the problems I encountered:

1. Failure to read certain lane/road markings, such as dashed lines painted on the roadway when a new right lane is introduced on Route 140 in Gardner, MA: The system forced the steering wheel to the left!
2. Failure to read construction zones in which the right lane was closed and Jersey barriers forced traffic into the oncoming traffic lane: The system forced the steering wheel to the right!
3. Failure to read "when flashing" school zone speed limits. I live near 2 school zones where the posted "Speed Limit 20 when flashing", but the system only reads the "Speed Limit 20" despite the fact that the lights were not flashing and the speed limit was actually 30 MPH, not 20!
4. Failure to read irregularly placed "Stop" signs.
5. Failure to read any and all "Yield" signs.

I had this rental car for 23 days, so my experiences were limited.

Conclusion: Unless the abovementioned system failures are corrected, I fail to comprehend how one's insurance premiums can be influenced by the invalid data recorded by the Toyota Safety System and Road Sign Assist.

Respectfully submitted,

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Winchendon, MA

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Tomie dePaola

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