

TOYOTA SUPRA CONNECT

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How do I submit a "Disconnect Remote Vehicle Access" request?

You can remove users from your vehicle and Toyota Supra Connect app yourself using the process described below.

In addition, if you are a Secondary Subscriber that wishes to terminate remote vehicle access of a Primary Subscriber or other Secondary Subscribers, you can also complete the following steps. Please note that the required steps may differ based on your state of residence:

New York Residents - Steps to Submit Your Request:

1. Gather Required Documentation:

To initiate your request, you must provide the three following items:

- a. Vehicle Identification Number (VIN)
 - i. You may find your VIN on the driver's side door jamb and on the dashboard near the windshield.
- b. At least one of the following as proof of legal possession of the vehicle:
 - i. Vehicle title with your name indicated as the owner;
 - ii. Vehicle title paired with a lease agreement that includes your name;
 - iii. A court order awarding you sole possession or ownership of the vehicle;
 - iv. Proof of marriage to the owner of the vehicle at the time it was purchased or leased; or
 - v. Other proof as determined by the New York Commissioner of Motor Vehicles in conjunction with the Office for the Prevention of Domestic Violence.
- c. A written attestation confirming that you are a victim of domestic violence, as defined under New York Social Services Law 459-a using the Victim of Domestic Violence Attestation **located at the end of this document.**

TOYOTA SUPRA CONNECT

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2. Submit Your Request:

Once you have the required documentation, please send an email with copies of your documentation and the completed Attestation Form to customercare@bmwassist.com, and specify the name of the user for which you wish to terminate Remote Services access. For further assistance or questions regarding this Disconnect Remote Vehicle Access process, you may contact Toyota Customer Experience Center at 1-800-331-4331.

All Other Individuals (including California Residents) - Steps to Submit Your Request:

1. Gather Required Documentation:

To initiate your request, you must provide the following:

- a. Vehicle Identification Number (VIN)
 - i. You may find your VIN on the driver's side door jamb and on the dashboard near the windshield.
- b. At least one of the following as proof of legal possession of the vehicle:
 - i. Vehicle title with your name indicated as the owner; or
 - ii. Dissolution decree, temporary court order, or domestic violence restraining order that awards possession or exclusive use of the vehicle to you.

2. Submit Your Request:

Once you have the required documentation, please send an email with copies of your documentation to customercare@bmwassist.com, and specify the name of the user for which you wish to terminate Remote Services access. For further assistance or questions regarding this Disconnect Remote Vehicle Access process, you may contact Toyota Customer Experience Center at 1-800-331-4331.

What Happens After Submission:

Upon receiving your request and the necessary documentation, we will take one of the two following actions:

TOYOTA SUPRA CONNECT

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1. Terminate access to the vehicle's Remote Services within 2 business days if we have received a completed request that meets the requirements.
 - a. Once approved, we will send you an email with a confirmation that remote access to the vehicle has been terminated. Please be mindful of who else may have access to your email. Additionally, we may contact you, or your designated representative, directly to confirm that your request has been completed and the individual's access has been terminated.
2. Send you an email or other communication requesting additional information or proof of legal possession of the vehicle.

Removal of Secondary Subscribers (Users) if you are a Primary Subscriber (User) on Toyota Supra Connect app:

Primary Subscribers/Users can remove Secondary Subscribers/Users or themselves from remote vehicle access via the Primary Subscriber/User account. If you are a Primary Subscriber/User and wish to remove yourself or Secondary Subscribers/Users, you may do so using Toyota Supra Connect app. In Toyota Supra Connect app, please follow these steps:

1. Open the Toyota Supra Connect app
2. Select the "Vehicle" tab
3. Scroll down to "Vehicle Info" section
4. "User Management"
5. Click on the secondary user you wish to remove.
6. Select "Remove Secondary User"
7. "Remove"

You can establish a new Toyota Supra Connect ID as the Primary Subscriber/User:

Once the requested access has been terminated, you can establish a new Toyota Supra Connect ID as the Primary Subscriber by following the instructions below. You will need to use an email address that is different than any you have previously used.

1. You can set up a new account via several methods.
 - a. In Toyota Supra Connect app: Select "Register" on the login page.
 - b. In the Toyota Supra Connect portal: Go to www.supraconnect.com and select "Register".
2. **Complete the registration:** Provide your personal information, email, and password, and confirm your registration.
3. **Activate your Toyota Supra Connect ID:** You'll receive an email with a link to activate your account.

TOYOTA SUPRA CONNECT

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4. **Link your vehicle using Toyota Supra Connect app:** Follow the in-app instructions to add your vehicle using the Toyota Supra Connect app, which may involve entering your VIN.

For further assistance or questions regarding this Disconnect Remote Vehicle Access You may contact Toyota Customer Experience Center at 1-800-331-4331.

WRITTEN ATTESTATION

I hereby attest that I am a victim of domestic violence under New York law (N.Y. Soc. Serv. Law§ 459-a), which is defined as follows:

"Victim of domestic violence" means any person over the age of sixteen, any married person or any parent accompanied by his or her minor child or children in situations in which such person or such person's child is a victim of an act which would constitute a violation of the penal law, including, but not limited to acts constituting disorderly conduct, harassment, aggravated harassment, sexual misconduct, forcible touching, sexual abuse, stalking, criminal mischief, menacing, reckless endangerment, kidnapping, assault, attempted assault, attempted murder, criminal obstruction of breathing or blood circulation, strangulation, identity theft, grand larceny or coercion; and (i) such act or acts have resulted in actual physical or emotional injury or have created a substantial risk of physical or emotional harm to such person or such person's child; and (ii) such act or acts are or are alleged to have been committed by a family or household member.

I affirm, under the penalty of perjury that the foregoing is true.

Print Name: _____

Signature: _____

Date: _____