How to Disconnect Remote Vehicle Access

In certain circumstances, you have the right to request that another person's access to your vehicle's connected services be terminated, particularly in circumstances involving domestic violence, stalking or harassment, coercive control or misuse of technology, and other serious risks to your personal safety.

How to request Lamborghini to terminate access to connected vehicle data

If you would like to terminate a person's access to your connected vehicle data (including the ability to view a vehicle's location), Lamborghini Customer Care can assist. Please submit a formal request to:

- Email address: customercareamerica@lamborghini.us
- Subject: DISCONNECT

If you are a Louisiana resident, please include the following:

1. Your Vehicle Identification Number (VIN), which is visible on the left side of the windshield.
2. A certified copy of a protective order or a temporary restraining order against the person whose access you wish to terminate that has been signed by a judge, hearing officer, or commissioner (or any other official document showing that the person committed domestic abuse, sexual assault, or stalking).
3. Proof of your ownership interest in the vehicle or a certified copy of a judgment that provides exclusive use of the vehicle regardless of ownership.

If you are a New York resident, please include the following:

1. Your Vehicle Identification Number (VIN), which is visible on the lower left side of the windshield.
2. Either:

a. proof of legal possession of your vehicle through either (a) legal title to the vehicle or (b) a dissolution decree, temporary court order, or domestic violence restraining order that awards you possession or exclusive use of the vehicle; or

b. if you are unable to provide such proof of legal possession, proof that you and the owner of the vehicle were married at the time the vehicle was bought or leased.

3. A written statement, signed and notarized, that you are a victim of domestic violence*.

> * Under New York law, a victim of domestic violence is 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.

If you are a resident of any other state (including California), please include the following:

1. Your Vehicle Identification Number (VIN), which is visible on the lower left side of the windshield.
2. Proof of legal possession of your vehicle through either (a) legal title to the vehicle or (b) a dissolution decree, temporary court order, or domestic violence restraining order that awards you possession or exclusive use of the vehicle.

What to expect after submitting a request

Upon receiving your request, we will send you a confirmation email with a tracking number for your request and contact you by email if we need additional information.

Following our review of the necessary documentation, we will take one of the following actions:

1. Terminate access to the vehicle's connected vehicle services within 2 business days if we have received a completed request that meets the requirements.
    - 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.

The information you provide to us will be treated in accordance with the **Lamborghini USA Privacy Policy**. Except as otherwise specified, all documentation submitted will be treated as confidential and deleted within 90 days of completing your request. We will not share this information with any third party without your affirmative consent, unless sharing is necessary to complete the disconnection or in response to a court order or warrant.

Self-service methods to protect your connected vehicle data

If you are unable or unwilling to submit the documentation required for emergency removal as described above, there are self-service methods available to help you protect access to your connected vehicle data and vehicle location. Please review each method thoroughly to determine which process best meets your needs. Note that some of these methods may send a just-in-time notification to users who have been removed.

Disconnect via Lamborghini Connect or the Lamborghini Infotainment System

Disconnect your connected services subscriptions and vehicle by unpairing with your Lamborghini Connect account in the Lamborghini Unica App or using the Lamborghini Infotainment System ("LIS"), terminating access to connected vehicle data. Disconnecting connected services is easy and can be performed as-needed through your Lamborghini Unica App or LIS. You can find more detailed information on how to disconnect and

other important warnings at https://www.lamborghini.com/en-en/ownership/lamborghini-connect.

Factory reset

You can also disconnect your connected services subscriptions and vehicle by performing a factory reset. Please note that performing a factory reset entails deleting all personal data and restoring factory settings. Please find information on how to perform a factory reset on your vehicle in your vehicle manual.

Help & Support

For questions about connected services and the user access termination methods that may be available to you or to obtain a new account, please call Lamborghini Customer Care at (866) 681-6276.