



HM Coroners Office
Civic
1 Saxon Gate East
Milton Keynes
MK9 3EJ
United Kingdom
Email: [REDACTED]

By email

Amsterdam, 16 October 2024

Subject: Regulation 28 – Report to Prevent Future Deaths

Dear Mr. Cummings,

We are writing in response to your reports dated 22nd and 23rd August 2024, regarding the accident at the A5 near the Little Brickhill junction.

First of all, we would like to extend our condolences to all those affected by this tragic event.

At TomTom, the safety of our customers and all road users is our priority, and we take security matters very seriously.

Following the report, we reviewed our navigation systems' verbal instructions provided near the junction at hand. We have simulated different scenarios, including speed variations of 60mph and 30mph, to better understand how our navigation systems presented instructions based on driver speed. The scenarios assumed that the driver would either (i) maintain maximum speed until the junction; or (ii) slow down when approaching it. The outcome of the review revealed that instructions were given either (i) right when passing by the off-slip road; or (ii) after passing by the off-slip road, when on the overpass towards the exit.

As part of our ongoing efforts to enhance road safety, we recently implemented additional safeguards, to limit drivers' confusion where possible, regardless of their speed behavior on the road, by timing the verbal commands closer to the actual exit, and in any event after passing the off-slip road. However, please note that in order for these changes to be effective and visible by end users, they need to use the latest map and therefore in certain circumstances need to update their systems/devices.

Although our navigation systems offer road assistance and simplify each journey, drivers remain responsible for driving. That said, we believe that the mentioned changes in verbal instructions, combined with the steps taken by National Highways to improve safety at this location will provide drivers with clearer and more timely guidance.

Thank you for bringing this to our attention. Please do not hesitate to contact us if you have any further questions.

This letter is submitted without prejudice and TomTom reserves all rights accordingly.

Yours sincerely,

[REDACTED]
TomTom International B.V.

[REDACTED]
VP / Head of Commercial Legal