

CL-10610407-2933

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]  
Dumfries, VA [REDACTED]  
June 23, 2014

Acura Client Relations  
1919 Torrance Blvd.  
M/S-500-2N7E  
Torrance, CA 90501-2746

JUL 2 - 2014

To whom it may concern:

The intent of this letter is to delineate and document chronologically, problems experienced with a recently purchased 2014 Acura MDX.

On 04/15/2014, I purchased a 2014 Acura MDX, from Karen Radley Acura, in Woodbridge, VA; VIN No: 5FRYD4H47EB [REDACTED] with the following accessories to be installed upon purchase:

- Body Side Molding
- Cargo Cover - Note: clips for cargo cover were not installed (an oversight, had to return on 04/20/2014 for correction)
- Crossbars (w/Roof Rails)
- Moonroof Visor
- Rear Bumper Protector
- Running Boards
- Splash Guard Set

On 04/17/2014, I purchased a Cargo Tray – Living Hinge

On 05/19/2014 I purchased and had installed, Backup Sensors.

On 05/23/2014 while pulling away from a drive-up Automated Teller Machine (ATM), at Dale Blvd and Minnieville Road, in Dale City, VA, the vehicle cut off. Approximately 1.5 to 2 miles, traveling SE on Minnieville Rd, while attempting to make left turn, the vehicle cut off again. While at a stop light, at Spriggs Rd and Dumfries Rd, the vehicle cut off for a third time.

On 05/24/2014, returning home from Quantico Marine Corps Base, on Interstate 95 the vehicle cut off again. At this time, the Multi-Information Display (MID) warning and Information Messages came on. The MID was rotating continuously through a series of problems; such as Engine Oil Low, Emission System Problem, 12 Volt Battery Charging System Problem, etc. I immediately called Karen Radley Service and informed them of the problems. I was advised of two options, call Roadside Assistance or try and drive the vehicle to the Service Department, I chose the latter. At this time the odometer revealed 1,147 miles. At the Karen Radley Service Department, the service representative tried turning the steering wheel while the vehicle was idling and it cut off again.

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71014  
SMD

05/30/2014, after approximately seven days, the vehicle was released from Karen Radley Service Department I informed them that beginning 06/06/2014 I had to make a long distance trip, taking me to Georgia, South Carolina and North Carolina and I was concerned whether or not the vehicle was road worthy, since most of my trip would be Interstate driving. I was assured the problems were corrected. From 05/30/2014 to 06/14/2014, driving the vehicle, including the long distance trip; I had no problems, except occasional engine surges while idling, or at very low speeds. During this time, I logged approximately 1,700 miles on the vehicle.

06/14/2014, while waiting in line for gas at the Costco in Woodbridge, VA, the vehicle cut off twice. I immediately took it to the Karen Radley Service Department and informed the service technician of the problem. Since it was a Saturday, I told the technician that I would monitor the vehicle's performance over the weekend and return on Monday.

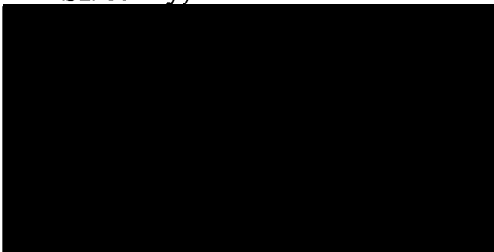
On 06/16/2014, returning from Washington, DC approximately 2:30 pm, in the High Occupancy Vehicle (HOV) lane of Interstate 95, the vehicle cut off again, and again the Multi-Information Display (MID) warning and Information Messages came on rotating continuously through a series of problems; such as Engine Oil Low, Emission System Problem, 12 Volt Battery Charging System Problem, in the same manner as it did on 05/24/2014. I was able to restart the vehicle and I immediately took it to the Karen Radley Service Department.

Fortunately, during both occurrences on Interstate 95, I was able to get to the shoulder of the road without being rear ended.

This is my third Acura MDX. The previous two, I had no problems. I purchased this vehicle based on the performance of the other two; however, my confidence in Acura has been extremely shaken. As of 06/23/2014, having owned the vehicle for seventy days, fourteen of those days were spent repairing the vehicle; which is 20% of the time I owned the vehicle. Due to the aforementioned problems coupled with the ignition problems other auto manufacturers are having I have some serious concerns about the safety and reliability of the vehicle. I am documenting these problems, in the event it is deemed necessary to litigate a resolution under the Magnusson-Moss Warranty Act (Federal Code 15, U.S.C 2301 et seq.), commonly known as the lemon law, or elevate my concerns to any Consumer Protection or Transportation Safety agency.

I would like to note that I have no faults with the Karen Radley dealership. The management, salespersons and the service department personnel have been working diligently to solve the problem and keep me in much needed transportation; however, I don't feel I should experience this with a new vehicle. I would like to further note that this letter is a living document and will be updated as events occur. Updates will be provided to organizations and individuals listed under copies furnished (cc) and all resolutions will be duly noted.

Sincerely,



cc:

Radley Automotive Group Inc.

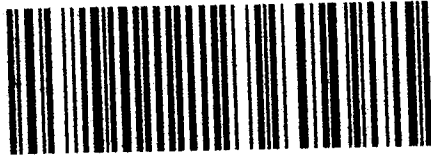
NHTSA, Headquarters

Consumer Product Safety Commission

Warren Brown, Washington Post Staff Writer

Dumfries, VA

CERTIFIED MAIL™



7014 1200 0001 6869 2656

**NHTA Headquarters**  
1200 New Jersey Ave. SE  
West Bldg.  
Washington, DC 20590

**DOT Mailroom**

TO: W40- 304

Building: DOT

Mailstop: 4 West

Route Sym: NOA-010

external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 2



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**RETURN RECEIPT  
REQUESTED**

*W43-304*



VA 0107171