

[REDACTED]
DE PERE, WI [REDACTED]

2/27/2015

Please reply to winter address:

[REDACTED]
THE VILLAGES, FL [REDACTED]

MAR 12 2015

ACURA
PO BOX 834071
RICHARDSON, TX 75083

RE: 2015 ACURA MDX SAFETY ISSUES, ID5FRYD4H89EB [REDACTED]

DEAR SIRs:

I purchased this MDX primarily for purported safety design features. Both my wife and I are retired and are concerned with safely making frequent trips between our Wisconsin and Florida homes. Unfortunately I believe a serious defect make his vehicle unsafe to drive.

The defect is the voice control system. Both my wife and myself are American born and speak without accents, yet the MDX cannot understand us. It is unusable for navigation as well as numerous other vehicle controls. I have gone to two Acura dealers (Florida and Wisconsin) for assistance and neither dealership could explain or operate all the voice controlled features. Very disappointing!

Voice control as intended to be a safety feature by not allowing the driver to be distracted while driving. However, while driving, with the defective voice control (essentially no voice control) it is hazardous to access or change navigation as well as other control features. My option is to stop the car on a highway for manual operation, as high speed vehicles and large trucks pass dangerously close to my parked vehicle.

ET
31315
SMD

Frequently It is essential to be able to set destinations while underway (impossible while driving without voice). I will cite a few:

1. Intermediate destinations while underway to take us around high traffic areas (Such as Chicago and Atlanta) requiring multiple destination changes while underway.
2. Checking distances, driving time, suitable accommodations and other information while driving.
3. Finding alternate destinations if snow, fog, or icing occurs, or is ahead.
4. Encountering road blockage, detours and any hazard whatsoever requiring a change in destination.

In our case we almost always have 2 person aboard when we travel. The passenger is intended to operate the navigation but manual operation is not permitted underway prohibiting driver assistance.

n.b.: When a passenger is aboard and seated in front passenger seat, the MDX could have an electronic sensing device which would detect a passenger in the front seat. This passenger could optionally bypass the voice control and manually operate the navigation system while underway. The bypass control could be as simple as a weight detecting seat, a passenger motion sensing device or seat belt tension measurement sensor.

Frequently, reflections interfere with legibility of the lower dashboard screen, forcing the driver to lean over to read the information – another driving hazard that would be minimized by a functional voice control.

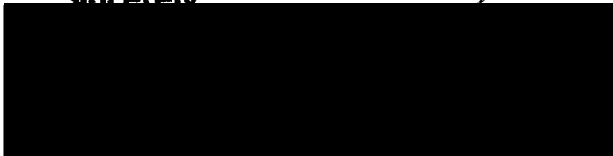
In addition to the voice comprehension safety fault, I wish to cite an easily correctable safety problem: Acura's requirement to purchase unnecessary and expensive upgrades to get all the safety systems. One example: I was required to install twin costly TV screens for passengers in second sets. Although I have driven over 17,000 miles, have never even turned them on. I don't know whether or not they work. If Acura was concerned with safety, and operated in an ethical

and socially responsible manner, all available safety features would be available to all buyers on the basic car.

Or does Acura believe that safety for less affluent buyers is unimportant?

I believe Acura has an obligation to recall these vehicles and replace or correct the defective voice operation system on the MDX.

Sincerely



CC:

NATIONAL HIGHWAY TRAFFIC ADMINISTRATION

U.S. SENATE COMMITTEE ON COMMERCE, SCIENCE & TRANSPORTATION

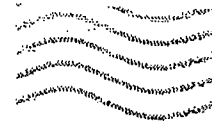
HONDA MOTOR COMPANY

FUTURE RELEVANT ORGANIZATIONS, LEGISLATORS AND INDIVIDUALS

THE VILLAGES, FL

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