

Durham, NC

July 6, 2022

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Ave, SE  
West Building  
Washington, DC 20590

CL-11475249-1000

To Whom it May Concern:

As a retired Safety Professional, I am quite concerned over the manner in which Hyundai Motor Corp has chosen to disregard the safety of their vehicle owners by providing technology that increases the likelihood that drivers will be victims of 'distracted driving'.

Last August I purchased my 2022 Hyundai Tucson Limited and realized that although the vehicle had a significant amount of technology that required a conscious effort to learn. Although it appeared to be somewhat overwhelming, I gradually was able to overcome the challenge.

Soon after, Hyundai provided an update to their software. As part of their update, one of the Icons used to simply identify those phone numbers that I identified as my 'favorites' had been deleted. This modification now required me to search my entire list of contacts in order to find a number that had been previously easy to find. Believing that it was a glitch in the software I contacted my dealer who made numerous attempts to correct the problem but was unable to reverse the update.

Then, Hyundai did it again when the latest update was issued. This time not only were the 'Phone Favorites' Icon was missing but also the Radio Presets have been deleted. The latest change now requires the driver to literally vertically scroll through those stations that I identified as my favorites.

Between the above noted changes the need for drivers to spend more time looking at the main screen instead of the road had dramatically increased. These additional distractions, I believe places the driver in and surrounding vehicles in increasing unsafe situations

Since the initial update, I have contacted Hyundai Technical Advisors on numerous occasions only to be told that it how the vehicle is supposed to be equipped. Fortunately, I was able to visit several dealerships and inspected several new Hyundai Tucson Limited. Each vehicle I inspected was equipped with the Phone Favorite Icon and the Radio Presets. Obviously, Hyundai decided to modify their electronic displays away from easy to identify buttons and move to screens that require a driver to scroll through various screens in order to find such things as a phone number or a radio station.

With the recent emphasis of many municipalities on enforcing distracted driving, it stands to reason that automobile manufacturers should also be moving toward increasing driver awareness and adding additional distractions

As more car manufacturers move toward increased technology in their vehicles, and as a retired Safety Professional, I am hopeful that this letter will initiate some investigation to determine what, if any, regulations or limitations can be developed to limit these design flaws that exacerbate 'Distracted Driving'.



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