

[REDACTED]
River Falls, WI [REDACTED]

Minnesota Department of Public Safety
Driver and Vehicle Services Division
Dealer Unit
445 Minnesota Street, Suite 191
St Paul, MN 55101

United States Department of Transportation
National Highway Transportation Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Better Business Bureau
220 South River Ridge Circle
Burnsville, MN 55337

White Bear Acura
3525 Hwy 61 N
Vadnais Heights, MN 55110

November 14, 2024

Dear Sir or Madam:

The following is in reference to my 2023 Acura MDX, VIN 5J8YE1H04PL [REDACTED], purchased 10/22/2022 from White Bear Acura in Vadnais Heights, Minnesota.

There have been ongoing electrical defects with the vehicle that are leaving it irreparable. As early as 1.5 months after purchase, the wireless phone charger would short, causing it to work only half the time. The service department noted the wireless charger was having issues with new iPhones and was not able to fix it. Electrical issues continued and mounted. Over the past several months in particular, the infotainment system would glitch, cut in/out and lose connection; the radio in the infotainment system would suddenly stop producing sound; Apple CarPlay would glitch, cutting in/out; the vehicle would have to be restarted at times just to get the radio to come back on.

Within the past three months, Fakra connectors have been replaced, a new infotainment system has been installed, and a new amplifier was put in. Despite all these fixes, the original defects continue. In fact, after being notified that my vehicle was "fixed", I picked it up on October 14th, 2024. Without even exiting the service lot, the defects were immediately noted. I immediately returned it to the service bay where the service advisor, Bill Love, was able to note it as well.

My vehicle remains at White Bear Acura in a defective state. I have requested the dealership, on numerous occasions, to send me any and all documentation for my vehicle. This would include, but is not limited to, invoices, repair orders and service bulletins. In addition, this would include the most recent service that is currently be done on my car. They refuse.

Simply put, the service center, despite tearing apart my vehicle, cannot figure out is going on. I have been told to return to the dealership to pick up my MDX. They advised to delete certain features of my vehicle in order to cover up the defects. This is completely unacceptable. When

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someone purchases an over \$60,000 vehicle from a dealership, they expect to get what they pay for. Not something defective and irreparable. In the meantime, I have been threatened with repossession and fees for the courtesy vehicle.

Further, it has come to my attention that Acura knew about these defects in their fleet of cars since at least 2019 (as noted in various service bulletins). However, Acura and dealerships failed to disclose the information to consumers prior to, or at time of, purchase.

Ultimately, White Bear Acura has not fixed the defects of my 2023 Acura MDX. I refuse to drive an irreparable vehicle that I paid over \$60,000 for. I believe Acura and White Bear Acura should be held accountable for nondisclosure and failure to repair. Finally, I believe this vehicle should be declared a "lemon" following the guidelines of Minnesota's Lemon Law.

I look forward to your investigation and response into this matter.

Sincerely,

[REDACTED]

[REDACTED]

Please note: Videos and documentation are available upon request.

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River Falls WI

W41-306

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National Highway Transp.

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Washington, D.C. 20590

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