# A Review of Consumer Complaints and Social Media Posts Regarding Distraction and In-Vehicle Electronic Devices

Presented
By

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Good morning. I'm Von Lindsey with Lindsey Research Services.

Six weeks ago I was almost hit by a distracted driver just outside this building. I was observing vehicles while waiting to cross the street one block down from here. A woman in a mid-size sedan was driving approximately 35 mph. She looked down into her lap (I could not tell what she was looking at). The moment she looked down, her car drifted and her front left tire hit the median. She lost control of the vehicle and the car was headed towards those of us standing on the sidewalk on the right-hand side of the road. She was unable stop the vehicle at the red light, in fact it took her two blocks to fully regain control and stop the vehicle. Her car had two flat tires and at a minimum several hundreds of dollars of damage. It was frightening to witness firsthand. Fortunately no one outside the vehicle was injured. I am curious if she reported the incident to her insurance company, and if she did, how she handled it.

For nearly 20 years Lindsey Research Services has provided data, documentation, and research services to every facet of the auto safety industry, including manufacturers, engineers, legal firms, advocacy groups, NHTSA , media, concerned individuals and others. Our goal is to continue to be an unparalleled and unbiased resource to those who need data and research on safety related issues.

I'm here today to talk about consumer complaints and social media reactions related to distracted driving and to give an example of how another transportation industry, that uses a tremendous amount of in-vehicle electronic devices, used data gathering, analysis, industry cooperation, education and regulation to reduce distraction and increase safety.

Of the complaints we reviewed in the NHTSA Office of Defect Investigations (ODI) consumer complaint database we found that only ½ of 1 percent of the complaints were related to distraction. Of those complaints less than 5 percent are about in-vehicle electronic devices.

To state it in a different way: of the complaints we reviewed, 99.5 percent are about issues other than distraction. Of the distraction complaints we reviewed 95 percent are about distractions that do not involve in-vehicle electronic devices**.**

Our search of social media (Twitter, Facebook, Blogs and You Tube) revealed that people are not commenting on in-vehicle electronic devices when posting about distracted driving. They are posting about texting and tweeting while driving. They are also posting their observations of others texting and driving while distracted.

Based on the General Estimating System (GES) crash data 3% of crashes involve distraction due to an in-vehicle electronic device.

This means that even though people are not complaining about in-vehicle electronic devices as a source of distraction they are involved in crashes due to distractions from these devices.

We recommend two approaches to this problem. One approach is to continue improving data collection, analysis and testing in an effort to understand the problem better. The second is to continue educating the driving population on the perils and consequences of distracted driving.

According to the Visual-Manual NHTSA Driver Distraction Guidelines for In-Vehicle Electronic Devices NHTSA's safety mission is to, ''save lives, prevent injuries, and reduce economic costs due to road traffic crashes.'' One focus of this mission is the prevention of road traffic crashes for which driver distraction is a contributing factor.

The first of the NHTSA Driver Distraction Program Initiatives is to, "Improve the understanding of the extent and nature of the distraction problem. This includes improving the quality of data NHTSA collects about distraction-related crashes along with better analysis techniques."

We recognize NHTSA's initiative to improve data collection with regards to distraction related crashes. Today we have brought data related to consumer complaints regarding distraction and in vehicle electronic devices (IVEDs). We hope that this data will shed some light on the public perception of distraction and IVEDs.

To determine the consumers perception or lack of recognition concerning the safety risk associated with distracted driving we performed three searches. For the first two we used our search engine to search the NHTSA Office of Defects Investigation (ODI) complaint database, and for the last one we searched social media posts.

The ODI consumer complaint database includes over 800,000 consumer complaints and is primarily used by ODI to gather data, study trends and identify potential safety defects.

For the first search we used the keyword "distract", which will pick up any form of the word including distracted, distraction or distracting, for complaints received by NHTSA during 2001, 2006 and 2011. We further analyzed how many of the "distract" keyword complaints involved an IVED.

For 2001 we found no IVED complaints out of 63 related to distraction. In 2006 we found 2 IVED related complaints out of 94 distract keyword complaints. In 2011 we found 7 IVED complaints out of 151 distract keyword complaints.

**TABLE 1-- NHTSA CONSUMER COMPLAINTS, 2001, 2006, 2011**

| Year of Complaint | Total Complaints | Distract keyword Complaints (DKC) | Percentage Distract of Total Complaints | In Vehicle Electronic Device (IVED) | Percentage IVED Complaints of DKC |
|---|---|---|---|---|---|
| 2001 | 44124 | 63 | 0.14 | 0 | 0 |
| 2006 | 30000 | 94 | 0.31 | 2 | 2.13 |
| 2011 | 49168 | 151 | 0.31 | 7 | 4.64 |

Appendix A lists the various types of distractions that were mentioned**. Consumers did complain about distractions, but very few complained about in-vehicle electronic devices.**

We ran another search using the keyword "distract" by Model Year of the vehicle being complained about. We wanted to see if the percentage of complaints identified with the keyword "distract" or a variation of the word distract, had increased or decreased over the last five model years. We also wanted to see if the number of complaints regarding in-vehicle technology devices increased. We expected the percentage of IVED complaints to be higher for the more recent model years.

Reviewing keyword “distract” complaints from Model Years 2007-2011 vehicles, we found that out of over 58,000 total complaints there were only 286 keyword “distract” complaints  Out of the 286 keyword “distract” complaints, only 15 were related to IVEDs, and of those 15, 7 were from 2011 model year vehicles.

**TABLE 2 – NHTSA ODI COMPLAINT DATABASE COMPLAINTS 2007-2011**

| Model Year | Total Complaints | Distract Keyword Complaints (DKC) | Percentage Distract of Total Complaints | In Vehicle Electronic Device (IVED) Complaints | Percentage IVED Complaints of DKC |
|---|---|---|---|---|---|
| 2007 | 24508 | 95 | 0.39 | 1 | 1.05 |
| 2008 | 15561 | 93 | 0.6 | 1 | 1.08 |
| 2009 | 7911 | 34 | 0.43 | 4 | 11.76 |
| 2010 | 7512 | 31 | 0.41 | 2 | 6.45 |
| 2011 | 3378 | 33 | 0.98 | 7 | 21.21 |
| Total | 58870 | 286 | 0.49 | 15 | 5.24 |

Contrast this consumer complaint data with crash data detailed in “Visual-Manual NHTSA Driver Distraction Guidelines for In-Vehicle Electronic Devices.”  The data referenced in the aforementioned guidelines comes from the Fatality Analysis Reporting System (FARS),  National Automotive Sampling System (NASS) and General Estimates System (GES) that show that 17 percent (an estimated 899,000) of all police-reported crashes reportedly involved some type of driver distraction in 2010. Of those 899,000 crashes, distraction by a device/control integral to the vehicle was reported in 26,000 crashes (3% of the distraction-related police-reported crashes).  The table from the guidelines is reproduced here.

**TABLE 3 -- POLICE-REPORTED CRASHES AND CRASHES INVOLVING DISTRACTION, 2006 – 2010 (GES)**

| Year | Number of Police-Reported Crashes | Police-Reported Crashes Involving a Distracted Driver | Distraction-Related Crashes Involving an Integrated Control/Device* | Distraction-Related Crashes Involving an Electronic Device* |
|---|---|---|---|---|
| 2006 | 5,964,000 | 1,019,000 (17%) | 18,000 (2%) | 24,000 (2%) |
| 2007 | 6,016,000 | 1,001,000 (17%) | 23,000 (2%) | 48,000 (5%) |
| 2008 | 5,801,000 | 967,000 (17%) | 21,000 (2%) | 48,000 (5%) |
| 2009 | 5,498,000 | 957,000 (17%) | 22,000 (2%) | 46,000 (5%) |
| 2010 | 5,409,000 | 899,000 (17%) | 26,000 (3%) | 47,000 (5%) |

* The categories for Integrated Control/Device and Electronic Device are not mutually exclusive. Therefore the data cannot be added or combined in any manner.

Quoting from the guidelines, “These distraction-related crashes lead to thousands of fatalities and over 400,000 injured people each year, on average.”

From the data we deduce that consumers are not complaining about distractions to the same extent that distractions cause crashes. In short, the drivers just don't get it!

Does this mean the public is not aware of the consequences of distracted driving?
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One arena in which we attempted to find an answer to the question regarding awareness of distracted driving and even more specifically distraction regarding in-vehicle electronic devices was social media posts. We reviewed Twitter, Facebook, Blogs and You Tube posts.

In our limited search we did not identify any posts specifically discussing distraction caused by in-vehicle electronic devices.

What we did find was at times disturbing because people knew driving distracted was dangerous, but were doing it anyway.

Some examples,

*"TheAwkward moment when I witness a car accident cuz the guy is texting and driving and I'm doing the same thing"*

*"I promise the death of me is going to texting while driving"*

*"The no texting while driving law is in full swing. Wonder if it applies to tweeting. if it does I'm a #criminal"*

**We also found posts that show driver awareness and advocacy of reducing distracted driving.**

*No texting and driving! Scary accident! Be careful everyone*

*Not texting while driving saves lives*

*Moms...Show Love...Be The Example Of Not Texting While Driving...Your Children Learn From What You Say And Do."*

**Rather than try to quantify this information, we are simply going to share a random selection of 50 social media posts listed in Appendix B.**

One other item of interest that we are including in Appendix C is an interchange between two bloggers responding to the author of an article on the Distracted Driving Guidelines who posed the question: "*What do you think about the proposals? Would they defeat the purpose of having such features or are they realistic in their approach to modern vehicle manufacturing?"* The responses discuss government intervention.

The last item we would like to present is a brief overview of how the aviation industry reduced distraction related accidents by implementing three measures. The first measure was the Sterile Cockpit rule introduced in 1981. The second measure was the introduction of realistic flight simulators. The third measure was the use of cockpit resource management (CRM).

The Sterile Cockpit Rule is a Federal Aviation Administration (FAA) regulation that restricts pilots from engaging in non-essential activities during certain phases of flight, normally those below 10,000 feet. The FAA imposed the rule in 1981 after investigating a series of accidents that were caused by flight crews who were distracted while engaged in non-essential conversations and activities during landing, takeoff, and other critical parts of the flight. In part because of this rule flying is now safer than ever. Jonah Lehrer in his book, How We Decide states that, "According to the National Transportation Safety Board, flying on a commercial plane has a fatality rate of 0.04 per hundred million passenger miles, making it the least dangerous form of travel...driving has a fatality rate of 0.86" - that means driving is more than twenty times as dangerous as flying.

The FAA was able to review accidents and determine that distraction, especially during critical phases of flight, was responsible for many crashes (for further details about the Sterile Cockpit Rule see Robert L. Sumwalt's article "The Sterile Cockpit" in the June 1993 issue of NASA ASRS Directline available at: http://web.archive.org/web/20070410193354/http://asrs.arc.nasa.gov/directline_issues/dl4_sterile.htm). Lehrer states that pilot error accounted for approximately 65 percent of plane crashes from 1940 to 1990. Lehrer further states, that according to recent statistics, mistakes by flight crews are responsible for less than 30 percent of all plane accidents with a 71 percent reduction in the number of accidents caused by poor decision making.

The second measure was realistic flight simulators, which allowed pilots to make mistakes (and to learn from those mistakes) without putting anyone's life at stake. Could driver's benefit from simulator training?

The third measure was Cockpit Resource Management (CRM). CRM is the concept that anyone in the flight crew can speak up if they see a mistake being made. Can this be applied to driving? While I'm not suggesting everyone become a backseat driver, speaking up is one of NHTSA's messages to teenagers in their outreach materials on distraction.gov. The School Presentation materials state, "Be a good passenger and speak up if the driver in your car is distracted." Our review of social media shows that children are aware when their parents are driving distracted and they don't like that their parents behave in such an unsafe way. Here are a few examples,

*thatscarymoment when your mom answers her phone while driving *me praying*Jesus take the wheel!" Now she texting I'm bout to tuck & roll*

*My Ma Must Be Trying To Kills Us Cause She Texting And Driving While Driving Over The Lines On The Express Way*

*I hate when my Dad texts and #$@*

The Sterile Cockpit Rule, Simulators, and CRM came about because the aviation industry used **data** collection, industry cooperation, education and regulation. The end result was a reduction in distractions and crashes.

The automotive safety community is employing some of these same tactics to reduce driver distraction and should continue to pursue solutions to the distracted driving problem. The reduction of distractions and crashes is the same end result desired by the entire transportation community.

NHTSA is collecting and analyzing data from FARS, GES, naturalistic driving and other studies. A greater understanding of the issues concerning distracted driving will help all involved in tackling the task of reducing distracted driving. NHTSA's distraction.gov website is an incredible resource for those who want to be educated about distracted driving.

According to the limited set of data we reviewed, the public is not complaining about distractions involving in-vehicle electronic devices, but thousands of crashes each year are attributed to distraction due to in-vehicle electronic devices. As more in-vehicle electronic devices are offered as standard equipment in new vehicles, these numbers may increase and again data collection will be an important element of understanding the issue.

The jury is still out on how the public will respond to the urgent call for driver behavior change regarding distracted driving. Improved data collection, analysis, industry cooperation, education, enforcement and regulation should all be considered in an effort to decrease distraction and crashes.

In the interim between now and when our children can be delivered safely to their destinations via autonomous vehicles it is paramount that we all improve our driving behavior, educate ourselves, others, and most importantly be examples of safe driving.

# Appendix A

List of Distractions (All, **electronic secondary task**) 2001
Mirror Malfunction
Headlight Stray Beams
Reflection in Windshield from Dashboard
Seat Lock Failure
Front Windshield Glass Distortion
Rear View Mirror Shimmies and Shakes
Electronic Transmission Shifting Hard and Loud
High Intensity Headlights
Sun Visor Swings
Headlights Flicker
Defroster Failure
Poor Visibility Due to Head Restraints
Vibrating Mirror
Interior Lights Flashing
Seat Belt Retractor Jamming
Windshield Wiper Failure
Glare in Windshield from Poor Instrument Panel Design
Dome Light Malfunction
Power Sliding Door Malfunction
Side View Mirror Malfunction
Windshield Wiper Malfunction
Seat Failure
Noise from Dashboard
Vibration in Accelerator Pedal
Brake Rotor “Shuddering”
Instrument Panel Failure
Running Lights
Front Axle and Upper Ball Joint Failure
Dome Light Malfunction
Cruise Control Failure
Air Bag Failure
Air Bag Light Malfunction
Door Chime Malfunction
Oil Pressure Gauge Malfunction
Water Temperature Gauge Malfunction
Speedometer Failure
Horn Malfunction
Front Door Lock Failure

List of Distractions (All, **electronic secondary task**) 2006
In-Vehicle Display At Night
Overly Bright Headlights
Excessive Motorcycle Engine Heat

Windshield Noises
Engine Noises
LED Tail Lights
Dash Lights
Inaccurate Speedometer
Defrost Wires in Rear Windshield
Interior Lights
Cup Holder
Inside Rear View Mirror
Passenger Seat Airbag Light
Noise in Hatch and Sunroof
Flickering Interior Lights
Center Arm Rest
Rattling Noises
Sun Glare

**Music Link Ipod Adapter**

Shaking Steering Wheel
Vibrating Steering Wheel
Shimmying Steering Wheel
Dashboard Rattling
Front Windshield Glass Distortion
Rear Window Glass Distortion
Extreme Vehicle Vibrations
Faulty Window Operation
Glare on Windshield From Dashboard
Random Light Dimming

**GPS Suction Cup Failure**

Extreme Air Pressure When Opening Window or Sunroof
Hatch Light
Flickering Dashboard Lights
Outside Mirrors Pointing to the Sky Randomly
Window Doesn't Operate
Cruise Control Failure
Power Door Lock Failure
Brake Lamp Failure
Headlight Failure
Turn Signal Light Failure
Front End Shaking when Applying Brakes
Vehicle Stalling
Broken Window Mechanism
Speedometer Failure
Dashboard Illumination Failure
Driver Side Sun Visor Malfunction
Windshield Wiper Failure
Turn Signal Sound Failure
Convertible Latch Failure
Auto-dimming Rear View Mirror Failure
Windshield Leak Damaging Electrical Fuse Box
Warped Dashboard

Multifunction Switch Malfunction
Electronic Door Malfunction
Dashboard Cracking
ABS Control Module Malfunction
Seat Lock Failure
Window Regulator Failure
Speedometer Malfunction

List of Distractions (All, **electronic secondary task**) 2011
Windshield Glass Distortion
Uncomfortable Seat
**MyTouch System Malfunction (Flickers/Strobes, Screen Fails to Come On)**
Vehicle Pulls to the Left
Reflection in Mirror from Chrome Ring Inside Vehicle
Uncomfortable Head Restraints
Sun Visor Hits Rear View Mirror
**Sync System Failure**
Steering Problem
Transmission Failure
**Dial by Voice Command Failure**
Excessive Vehicle Noise
Extreme Motorcycle Engine Heat
Transmission Malfunction (Computer Controlled)
Wires in Rear Window Causes Distortion
Difficulty Shifting Gears
Tire Noise
Steering Wheel Not Straight
AC Unit Malfunction
Brake Warning Light Malfunction
**Touch and Sync Failure**
Speedometer Malfunction
Headlight Failure
Automatic Dimmer Malfunction
Interior Vehicle Noise
Rear Window Distortion (not from wires)
LED Automotive Lights
Sun Visor Failure
**Entertainment System Failure**
Left Side Mirror Malfunction
Blower Motor Failure
Hood Lift
Power Window Failure
Headlights Flickering
Driver Side Visor Malfunction
Airbag Failure
Driver Side Visor Failure

Indicator Lamps Malfunction
Fuel Level Sensor Failure
Water Leaking into Vehicle

**Radio Malfunction**

Headlights Malfunction
Wiper Malfunction
Horn Malfunction
Washer Fluid Malfunction
Interior Lights Malfunction
Gas Gauge Malfunction
Driver Seat Failure
Vehicle Noise
Tire Pressure Warning Sensor Malfunction
Instrument Panel Lights Too Bright
Cracked Dashboard
Window Malfunction
Passenger Sun Visor Failure
Emergency Light Flasher Switch Too Dim
Steering Wheel Rattles
Steering Failure
Window Failure
Headlight Failure
Multifunction Switch Failure
Warning Lights Malfunction
Rattle Noise from Hatch
Door Failure
High Beam Malfunction
Seat Belt Alarm Malfunction
Instrument Gauge Malfunction
Steering Ball Joint Mid Shaft Failure
Cruise Control Failure
Window Regulator Failure
Door Lock Malfunction
Seat Warmer Malfunction
Airbag Malfunction
Brake Malfunction
Air Bag Warning Light Malfunction
Spark Plug Ejection

**Internet to Dashboard announcement**

# Appendix B

Posts from Tweeter, Facebook, Blogs from February and March 2012.

1. thatscarymoment when your mom answers her phone while driving *me praying*"Jesus take the wheel!" Now she texting I'm bout to tuck & roll

2. Cop pulled me over and said I was texting while driving I said no #$#% I was tweeting

3. no texting while driving because its a distraction", HELLO!? POLICE OFFICERS HAVE BUILT IN LAPTOPS IN THEIR CAR, thats a big distraction-_-

4. WhatsThe has a problem...he likes tweeting, texting, & everything else on his iPhone while driving! Lol

5. I'm totally cool with texting while driving - so long as you have at least 10 years behind the wheel and not over 80

6. I hate when my Dad text and #$@

7. So they passed the no texting while driving law,50.00 fine. Does tweeting and checking in count? Cuz I'm doin both now...lol

8. My Ma Must Be Trying To Kills Us Cause She Texting And Driving While Driving Over The Lines On The Express Way

9. Driving while texting is worse than driving drunk

10. So theres this truck on the freeway, on the back it says "Thank You for driving safely", and that person was texting, while driving. Lol

11. State police use van to catch texting drivers As one trooper drove the van, a second sat in the back observing other...

12. #Insurance Law Podcast Examines Insurers' #Responsibility to Pay Claims for Accidents Caused by Texting While Driving.

13. No texting and driving! Scary accident! Be careful everyone!

14. it amazes me how many people i see texting while driving on the freeway. #youregonnacrash

15. So i tweeted about how i was texting/tweeting while driving last night and i got a follow from @textingNdriving lol -.-t

16. So if 2 ppl r texting & driving & get into an accident w each other, who is in the wrong

17. Malaysians are really good in multitasking.eg: Texting & singing while driving, tweeting & eating popcorn

18. A bill that would prohibit texting while driving in WV moves ahead to be voted on by the full House

19. Is texting while riding a bike illegal like texting while driving

20. I can't believe your texting while driving a public transportation

21. Maine - Augusta - State police use unmarked van to deter Texting While Driving

22. Eating and driving is way more dangerous than texting/talking while driving

23. Abbey texting while driving. We are going to die

24. Texting while driving is the most selfish thing someone could do

25. The driver of this bus is texting while driving #newarkpublictransit

26. Legit almost got hit by a car while in the crosswalk. dumb #$%# woulda saw me if she wasn't texting and driving #freakedout

27. Not texting while driving saves lives

28. Texting while driving is a big hobby of mine

29. Texting while driving.....at drivers ed. OG

30. First the idiot is driving 55 mph while texting. Then drives another 3 miles with her right blinker on. And finally gets in the left lane!

31. texting someone back while driving just means that you love them enough to actually die for

32. Teens pledge to avoid texting while driving

33. RT @textingNdriving: Texting While Driving Now Illegal In PA

34. Wow, just saw a police driver texting while driving... Smh

35. "Moms...Show Love...Be The Example Of Not Texting While Driving...Your Children Learn From What You Say And Do."

36. #TheAwkward moment when I witness a car accident cuz the guy is texting and driving and I'm doing the same thing

37. I promise the death of me is going to texting while driving

38. The no texting while driving law is in full swing. Wonder if it applies to tweeting.. if it does I'm a #criminal

39. Driving a 24 foot Uhaul while Texting. Boy got skills. #movingday

40. i DO hate qwerty cellphone -__- can't texting with just one hand or while driving motor -_-

41. Well they didn't say tweeting that said no texting while driving ..wonder if you can fight a ticket with that....

42. New no-texting-while-driving law a good start:

43. This ban on texting while driving only makes things worse. Now I have to worry about driving, texting AND not getting caught texting

44. just saw a lady driving while texting and eating a sandwich...at the same time

45. Hmmm just had a realization...I'm gonna get pulled over for window tint way before I get pulled over for driving while texting lol

46. Please do not text and drive

47. Please reconsider using your cell phone while driving, texting or not. it's a "distraction" that recently took one of our loved one's life....

48. I hate seeing adults driving while texting with their child in the car. Your job as a parent is to protect your children not be careless...

49. Georgia Teen Sentenced in Suspected Texting Accident

50. Girl Dies After Posting 'Facebooking and Driving Not Safe' | JD Jo

# Appendix C

Zane McMillin of Mlive.com the author of an article on the Distracted Driving Guidelines posed the question: *"What do you think about the proposals? Would they defeat the purpose of having such features or are they realistic in their approach to modern vehicle manufacturing?"*

The first two responses summarize two common sentiments regarding distraction and government regulation.

"*It would be an inconvenience, for sure, and I'm leery of government interference. A large percentage of the population, however, has proven that they cannot be trusted to keep free from distractions while driving. I've experienced many close calls when drivers decided to pay more attention to their conversation than to the multi-ton deadly projectile that they're supposed to be piloting safely. It's bad enough when I'm in a car, but it can be downright terrifying when I'm on my bike and am relying on drivers to see me."* The blogger goes onto say *"Through my experiences, I've become convinced that driving and talking - even with a hands-free kit - are incompatible activities, and many studies that have concluded the same. Anyone that talks and drives is potentially interfering on others' rights to live".*

A rebuttal from another blogger represents another viewpoint that is shared by many.

"*You make a lot of generalizations in your post, which weakens your argument.*
*'A large percentage of the population, however, has proven that they cannot be trusted to keep free from distractions while driving.' Really? So why isn't there carnage everywhere being caused by the increased technology available in our vehicles today? While I agree that there are more distractions today caused by the increased use and availability of technology, I would argue that there have always been distractions. Screaming kids, fiddling with the radio, talking to your passengers, eating and driving, grooming while driving to name a few. Are we going to regulate those next?*
*Anyone that talks and drives is potentially interfering on others' rights to live.' Really? Anyone? How about those that are talking to their passengers? And those people that sing along to the radio and do their drum solo on the steering wheel? Are these forms of communications also leading to your 'right to live'?*
*I don't want to see government regulations stomp on my individual rights. I would rather see common sense prevail and to see the education of the motoring public be paramount in this effort. Regulations will slowly chip away at our rights until we have nothing left. Give them an inch and they will take a million miles.*

# Appendix D

Sample of Consumer Complaints regarding distraction and in-vehicle electronic devices

NAV SYSTEM MANUAL ENTRY IS DISABLED WHEN CAR IS IN MOTION. FORCES USER TO USE VOICE COMMANDS. VOICE RECOGNITION IS POOR - HAS DIFFICULTY IN RECOGNIZING WORDS SUCH AS MONTREAL, OTTAWA. STREET NAMES HAVE TO BE EXACTLY FOR EXAMPLE AVENUE MAIN, IF MAIN IS SAID IT WILL NEVER FIND IT. DOES NOT HAVE THE OPTION OF SELECTING INTERSECTION WHEN DRIVING. ALL THIS MAKE THE NAV SYSTEM A SAFETY HAZARD. DRIVER BECOMES DISTRACTED TRYING TO GET THE ENTRY INTO THE SYSTEM. SLOWS DOWN, DRIFTS IN LANE. THIS IS MORE DANGEROUS THAN ALLOWING THE DRIVER TO ENTER DATA MANUALLY. THERE IS AN AFTER MARKET OVER-RIDE AVAILABLE - WHICH THE SERVICE MANAGER SAYS, IF INSTALLED WILL NOT VOID WARRANTY. BUT FROM A SAFETY PERSPECTIVE, LEXUS SHOULD OFFER A USABLE SYSTEM OR REFUND USERS THEIR MONIES AND DISABLE A DANGEROUS FEATURE. *TR

ON THE SAME DAY SIRIUS SATELLITE SHUT DOWN MY FREE RADIO SUBSCRIPTION I LOST THE ABILITY TO DIAL BY VOICE COMMAND FROM THE PHONE-BOOK AND RECEIVED THIS VERBAL ERROR MESSAGE:"THE REQUESTED CONTACT IS CURRENTLY UNAVAILABLE IN THE PHONE BOOK". TRIED DELETING THE PHONE-BOOK , THEN THE PHONE AND DEVICE, DID A NEW RE-PAIRING TO THE SAME RESULT. ANY INCOMING CALLS DISPLAY THE PROPER PHONE NAME AND I CAN DIAL BY GIVING THE NUMBER, WHICH IS DIFFICULT WHEN SO MANY OF MY CONTACTS HAVE THREE NUMBERS AND IT IS ILLEGAL IN MY PROVINCE (CANADA) TO HOLD A CELL PHONE WHILE DRIVING AND YOU MUST USE BLUETOOTH. THIS INABILITY TO DIAL FROM THE PHONE-BOOK ADDS MORE OF A DISTRACTION AS YOU HAVE TO TRY TO COME UP WITH NUMBERS INSTEAD OF JUST SAYING A CONTACT NAME. A GOOGLE SEARCH TURNS THIS UP TO BE A NEWER, COMMON PROBLEM TO WHICH NOBODY HAS POSTED A DEFINITIVE FIX. AM GOING TO HAVE TO TAKE TO THE DEALER AND SEE IF THEY CAN FIX THIS ISSUE. *TR

AUDIO SYSTEM DOES NOT DISPLAY FOLDER NAMES AS INDICATED IN OWNERS MANUAL. THE SYSTEM OPERATES THE SAME ON ALL 2010 CRV MODELS AND ALWAYS FAILS IN THE SAME WAY. AMERICAN HONDA MOTOR CO., INC. WILL NOT ESCALATE THE ISSUE TO RESOLVE IT. THIS PROBLEM IS COMMENSURATE WITH DISTRACTED DRIVING PRACTICES. THE DOJ HAS RECOMMENDED THIS ISSUE BE HANDLED BY USDOT AND/OR FBI AS IT INVOLVES FRAUDULENT MEANS TO ACQUIRE CUSTOMERS. THE ISSUE: THE AUDIO SYSTEM WILL NOT DISPLAY ALL OF THE FOLDER NAMES (UP TO 700) ON A FLASH DRIVE AS INDICATED IN THE OWNERS MANUAL, PAGE 243. *TR

FORD'S SYNC SYSTEM IS A SAFETY HAZARD. IT DOES NOT WORK AS ADVERTISED, CONSTANTLY CRASHES AND IS A GRAVE DISTRACTION FOR DRIVERS. *TR