



CL 10520306-7594

JUN 13 2013

OFFICE OF ATTORNEY GENERAL  
Marty J. Jackley

Division of Consumer Protection  
1302 E Hwy 14 Ste 3  
Pierre SD 57501-8503  
www.atg.sd.gov

Phone (605) 773-4400  
1-800-300-1986  
Fax (605) 773-7163  
TTY (605) 773-6585

June 6, 2013

Honda Motor Co., Inc.  
MS 100 4C 7B  
PO Box 220  
Torrance CA 90509-2200

Re: 13-0929

Dear Sir or Madam:

Enclosed is a copy of a consumer complaint that we have received from [REDACTED] regarding a business transaction with you.

This office realizes that there are two sides to each complaint. However, to avoid a situation where either the consumer or you might find it necessary to resort to litigation to resolve this difficulty, we are requesting that you review the enclosed complaint. We hope that with your cooperation the complaint can be resolved to the satisfaction of all concerned.

Please contact us within twenty (20) days in writing regarding your position or proposed resolution of this matter.

Sincerely,

Ray Klinger  
Investigator

Enclosure

Cc: Harr Motors  
PO Box 1885  
Aberdeen, SD 57401

National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
West Bldg.  
Washington, DC 20590

NM  
61413  
SMD

# OFFICE OF ATTORNEY GENERAL

MARTY J. JACKLEY

Division of Consumer Protection  
1302 E Hwy 14 Suite 3 • Pierre SD 57501-8053  
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## CONSUMER COMPLAINT

The Attorney General of the State of South Dakota and the Division of Consumer Protection have the authority to investigate deceptive or misleading business/trade practices and take legal action on behalf of the State of South Dakota. Neither the Attorney General nor his staff can act as a private attorney for you. This office is prohibited by law from providing legal advice to private parties. To preserve any private legal rights you have, you may wish to contact a private attorney in addition to contacting our office.

### 1. Consumer Information:

Your Name: Mr./Mrs./Ms \_\_\_\_\_

Your Business Name (If Applicable): \_\_\_\_\_

Address: \_\_\_\_\_ County: Brown

City: Aberdeen State: SD Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ (h) same (w) same (c)

Were you under 18 when the transaction occurred? Yes  No

Age Range: 18-30  31-50  50-Over

### 2. Company or Person complained about:

Company: Honda Motor Company USA / Hurr Motors

Representative: unsure / Toby

Address: 1919 Torrance Blvd mail stop 500-2N-7A / 4255 6<sup>th</sup> Ave SE

City: Torrance / Aberdeen State: CA / SD Zip: 90501 / 57401

Phone #: 1-800-999-1009 / 605 225-3078 Additional # \_\_\_\_\_

### 3. How Transaction was initiated (Check one):

- I responded to a written ad  
If so, publication \_\_\_\_\_
- I responded to a Radio/TV ad.  
If so, station \_\_\_\_\_
- I received information in the mail
- I received a telephone call
- I contacted or went to firm's business
- Firm first contacted me in person in my home
- Firm first contacted me in person away from my home.
- Other Dealership

### 4. Where transaction took place (Check one):

- My home
- Firm's place of business
- Telephone
- Mail
- Other \_\_\_\_\_
- There was no transaction

5. Date of Transaction: 10/19/2012 (mm/dd/yyyy)

6. Did you sign a contract? YES

7. Product or service: vehicle

8. Price 29,653 Amount paid to date 2,948 6/5/2013 11:03:48 AM

9. How was the transaction financed? Thru Honda Motor Company

10. Actions taken to date (Check appropriate responses)

I have contacted the firm about my complaint

Person contacted: Toby

Date Sometimes Their reaction: Honda is working on the problem

I have attempted to cancel.

I have requested the merchandise

I have retained a private attorney (If so, list attorney's name and address)

I filed a complaint with another agency (If so, specify)

11. Summary of complaint:

Please describe briefly what you wish to report. Give specific facts in the order they happened with all dates, etc. you can recall. Please attach copies of any papers involved - such as advertisements, receipts, contracts, canceled checks, bills, financing papers and other documents related to your complaint. The documents will be returned to you upon request. (Attach an extra sheet if necessary.)

*See Attached*

12. Who referred you to this office? MC

13. Would you be willing to testify in court, if necessary? Yes  No

*In submitting this form, I am giving authorization for the company and its affiliates to discuss and provide account information to the South Dakota Division of Consumer Protection.*

*The Division of Consumer Protection has my permission to send a copy of this complaint to the person or company complained about. I have read the complaint and hereby certify that the information reported is true and correct to the best of my knowledge, information and belief.*



Applicant's signature

5-2-13  
Date

On 10/19/2012 I traded my 2010 Honda Pilot for a 2012 Honda pilot at Harr motors in Aberdeen SD. About 1500 miles into having our new vehicle my wife who drives the vehicle told me that there is something different about this vehicle vs the old vehicle. She told me it has a vibration that happens at any speed. I got into the vehicle and we went for a drive and she pointed out what was happening. At any speed it has a vibration that happens, when you give it a little gas it goes away. I scheduled an appointment with Harr Motors in Aberdeen to get it look at. A mechanic got into the vehicle with me and we went for a drive. In a 12 mile trip it happened many times and the mechanic agreed there is something that is not right with the vehicle. They took it into their shop check a bunch of different things and could not find anything wrong with it. They said they would check with Honda to see if there were any bulletins on it. I called and they told me to bring it back and I did for them to check a few more things and they still could not fix the problem. Since the last time it was in the shop I have called Harr Motors back and they told me that there was a problem and that Honda is aware of the problem and they are working on trying to find a fix for the problem. That has been about 3 to 4 months ago. I have called Harr Motors 3 or 4 times to see what Honda has found for a solution of the problem, each time they tell me that Honda is working on it. I have done some research on the internet and see that other people are having the same issue with their 2012 Honda Pilot. This problem has been happening since it was brand new and I feel that it is not right that I have to pay for a vehicle that has an issue with it. Other than this I like the Pilot and just want it fixed or the vehicle replaced. I currently have around 7,000 miles on it. Thanks for any help you can give me. The person I have been talking to at Harr Motors name is Toby and he has been very friendly and helpful. I feel his hands are tied and he has done all he can to help me.

Thanks



## **NOTICE:**

- Please **do not** use **staples**.
- When at all possible, do not send originals. **Please Note: any originals will be destroyed within one (1) year of our office receiving them.**
- Print clearly/legibly.
- Remember, you can always correspond with our office by email at:  
[consumerhelp@state.sd.us](mailto:consumerhelp@state.sd.us)


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Torrance CA 90509-2200

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OFFICE OF ATTORNEY GENERAL  
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PIERRE, SOUTH DAKOTA 57501-8503

RETURN SERVICE REQUESTED

PRESORTED  
FIRST CLASS



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1200 New Jersey Ave. SE  
West Building  
Washington DC 20590

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