



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

November 12, 2013

[REDACTED]
Aberdeen, SD [REDACTED]

NVS-216 nlm
Ref. No. 10520306

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Honda Pilot. The South Dakota Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) and asked that we respond directly to you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate your wife noticed a vibration in your MY 2012 Honda Pilot while driving at any speed; however, when you accelerate the vibration ceases. Your dealer evaluated the vehicle and agreed that there was a vibration; but after several visits they still are unable to identify the source of the problem. You were informed that Honda Motor Company is aware of the problem and working to find a remedy. You have kept in contact with the dealer over the last several months for an update from Honda, but each time you are told that they are still working on it. You are frustrated with the delay and request that your vehicle be repaired or replaced.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to vibration problems in MY 2012 Honda Pilot vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, the information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We recommend that you continue to work with Honda and your dealer for further assistance.

Your request for Honda to replace your vehicle does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or ask your dealership for a meeting with a Honda district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over remuneration matters, non-safety defects, paint, fraud or deception, warranty, dealership problems and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the auto safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement