DCCA News Release

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STATE WARNS CONSUMERS ABOUT VEHICLE WARRANTY SCAM

HONOLULU – The State's Office of Consumer Protection (OCP) is warning consumers about a vehicle warranty scam that is targeting Hawai'i consumers.

During the past month, OCP has received complaints from consumers about repeated phone calls from various companies that are allegedly selling extended auto warranties. The companies offer to sell outrageously priced extended warranties, while trying to get confidential personal financial information from the consumers.

The calls are in violation of Hawai'i's Do Not Call law, and are generally initiated by scammers using automatic dialers. After hearing a recorded message that the consumer's auto warranty is about to expire, consumers are asked to respond to the telephone call by pressing a number to speak to a representative. After this is done, a live person gets on the line and gives the consumer a deceptive pitch that their car warranty is about to expire, but an extended warranty is available for purchase.

Among the purported warranty companies identified on the calls are: National Auto Warranty Services, Warranty Service Center, National Auto Warranty, and Warranty Activation Headquarters.

OCP along with numerous states on the mainland are aggressively investigating these scammers and advising consumers not to give in to their underhanded tactics.

"If they call you, just hang up," warned Stephen Levins, executive director for the Office of Consumer Protection. "Don't give them any personal information, especially your banking, credit card, or social security numbers. These scammers are interested in one thing and one thing only, to rip you off."

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