



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS
KWAME RAOUL
ATTORNEY GENERAL
October 31, 2025

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: American Honda Motors
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Joshua Levin

Joshua Levin
Citizen's Advocate
Consumer Protection Division
Joshua.Levin@ilag.gov
773-919-2960

enclosure

RR



Contact Information

Consumer Complaint

Your Information

Title

Mr. Mrs. Ms. Other

First Name

[Redacted]

Last Name

[Redacted]

Address

Street Address

[Redacted]

City

Elgin

State

IL

Zip Code

[Redacted]

Daytime Phone Number

[Redacted]

Evening Phone Number

County

Kane

E-mail

[Redacted]

I am a senior citizen

I am a veteran

I am a service member

Name of seller or provider of service

Name of seller or provider

AMERICAN HONDA MOTOR CO., INC.

Seller or provider address

Street Address

City

State

Zip Code

Website

Phone Number

I have complained to the company or individual

Person contacted

AMERICAN HONDA MOTOR CO., INC.

Phone Number

(800) 999-1009

Would you like to add additional seller or provider's name?

Yes No

Additional seller or provider of service involved in transaction

Name of seller or provider

Schaumburg Honda Automobiles

Seller or provider address

Street Address

1100 E Golf Rd

City

Schaumburg

State

IL

Zip Code

60173

Website

https://www.schaumburghondaautos.com/?utm_source=gmb&utm_medium=organic

Phone Number

(847) 327-0112

I have complained to the company or individual

Person contacted
Ryan Kelly

Phone Number
(847) 327-0112

Transaction

I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

Information about transaction

Date of Transaction
08/31/2022

I signed a contract

This product or service was advertised

Amount paid to date or down payment
\$5,800.00

Method of payment

- Cash
- Check
- Debit Card
- Wire Transfer
- Cryptocurrency
- Prepaid/reload credit or debit cards
- Money Order
- Credit Card
- Bank Draft
- Automatic Debit
- Mobile App (Zelle/Pay Pal, Etc.)
- Other (please specify)

Where did the transaction take place?

- At my home
- Trade show - convention - home show
- There was no transaction
- Over the Internet
- By mail
- By facsimile
- Over the telephone
- At the firm's place of business

Other

Total cost of product and or service
\$5,800.00

I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

Description

Is this regarding a motor vehicle?
Yes No

For complaints regarding motor vehicles

Make	Model	Year
Honda	Pilot	2017
New Used	As-Is Warranty	Purchase Date
Mileage at Purchase	Current Mileage	
0	135,000	
Name of Extended Warranty		Expiration Date

Complaint Description

Briefly describe the transaction and your complaint

In August 2022, at approximately 92,000 miles, Schaumburg Honda completed Technical Service Bulletin (TSB) 20-100 on my 2017 Honda Pilot, which involved replacing the fuel injectors and updating the PCM. This TSB addressed known injector issues that can lead to long-term engine and emissions system problems if not fully resolved.

On August 13, 2025, at 134,045 miles, the vehicle displayed a P0430 code ("Bank 2 Catalyst Efficiency Below Threshold"). Schaumburg Honda again replaced the injectors. Within weeks, on September 8, 2025, at 135,101 miles, a new P0420 code appeared ("Bank 1 Catalyst Efficiency Below Threshold"). The dealer then informed me that both catalytic converters must be replaced at a cost of about \$5,800.

I contacted Honda's corporate customer service for goodwill assistance because the failure appears directly connected to the prior fuel-injector issue that was already acknowledged and repaired under TSB 20-100. Despite providing complete documentation, Honda denied any assistance based solely on vehicle age

Read before submission

Read the following before submitting

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

Please do not send this complaint to the business.

I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

Submission Timestamp

2025-10-15 09:24:45 AM



KWAME RAOUL

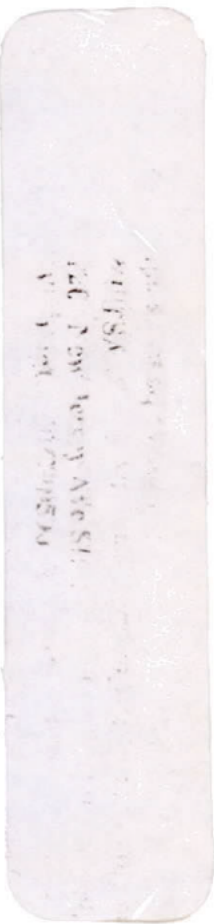
ATTORNEY GENERAL

STATE OF ILLINOIS

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