

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

2KM

2KM

2KM

OPTION #2

PI 6/9/1 CH ^{made} ~~shallow~~

O. Jones

L HI

		Foot

IM

NG

Sample Description:

Visual Inspection:

Resistance Monitoring:

Bending Durability Cycle Profile:

M

	Successive	
		22000
	Tilt: 900 at -25°C and Successively 2700 at Ambient	
S		
	Refer to 3210Z & 3260Z dwgs for physical test reqm'ts/conditions	

Test Area	Test Condition	Total
Front Door	50000 at -25°C	50000
Rear Door	22000 at -25°C	22000
Trunk	5000 at -25°C	5000
Tailgate	50000 at -25°C	50000

red

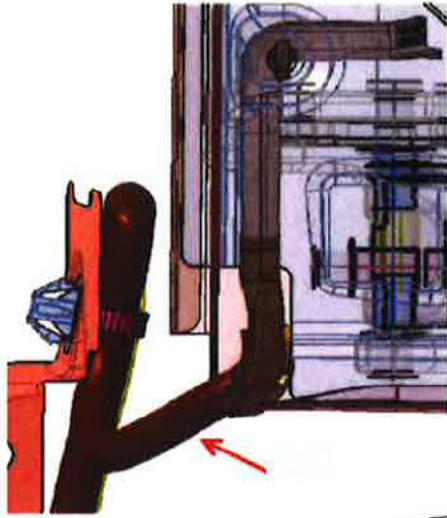
Test Area	Test Condition	Total
Front Door	16250 at -30°C and Successively 48750 at 25°C	65000
Rear Door	7150 at -30°C and Successively 21450 at 25°C	28600
Trunk	1625 at -30°C and Successively 4875 at 25°C	6500
Tailgate	16250 at -30°C and Successively 48750 at 25°C	65000
Tilt/Telescope (Manual)**	1170 at -30°C and Successively 3510 at 25°C	9360
Tilt/Telescope (Auto)**	16250 at -30°C and Successively 48750 at 25°C	65000
Seat Slide (Manual)**	13000 at ambient	13000
Seat Slide (Auto)**	9750 at -30°C and Successively 29250 at 25°C	39000
Engine room cables	1,684,800 at ambient (total consecutive X,Y,Z)	1684800

(1)

Judgement Criteria>

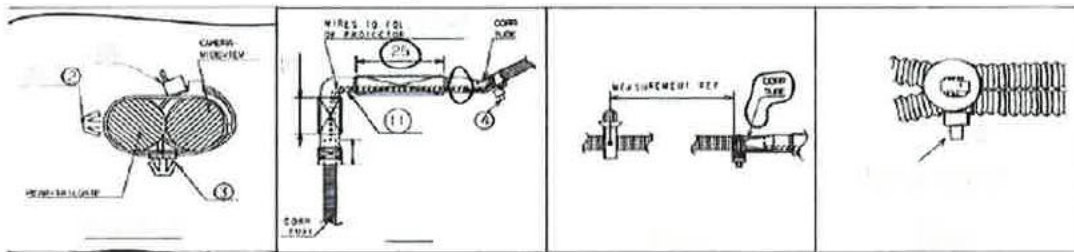
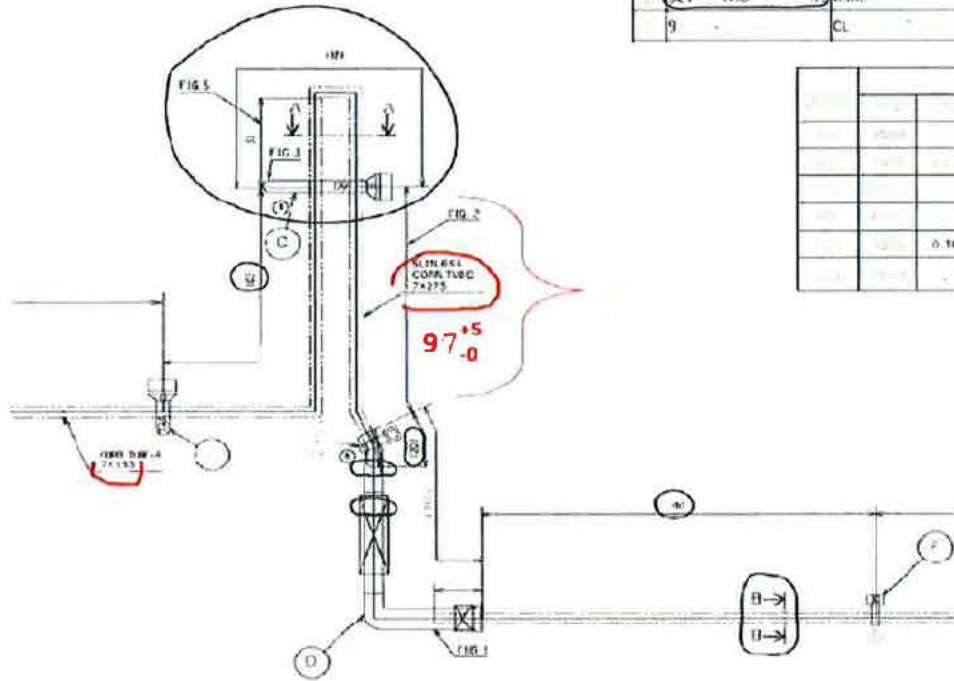
Breakage is at frequency greater than or equal	
Breakage is at frequency less than target.	

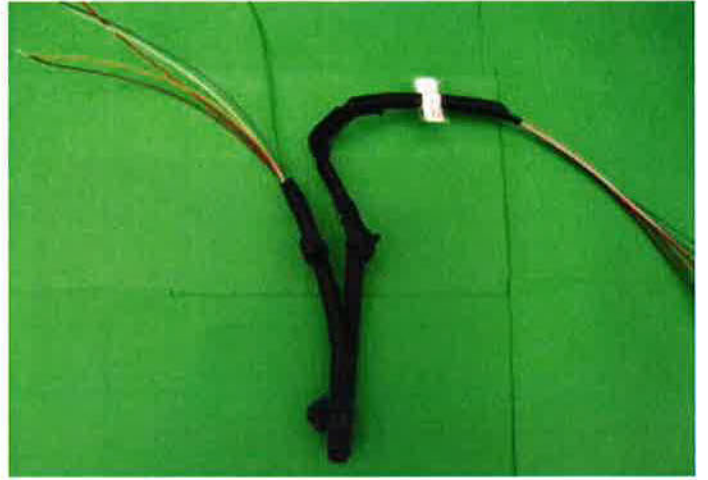




9	CL
395.32	PROTECTOR, PRESS
521 - EAO - 11	CASH
9	CL

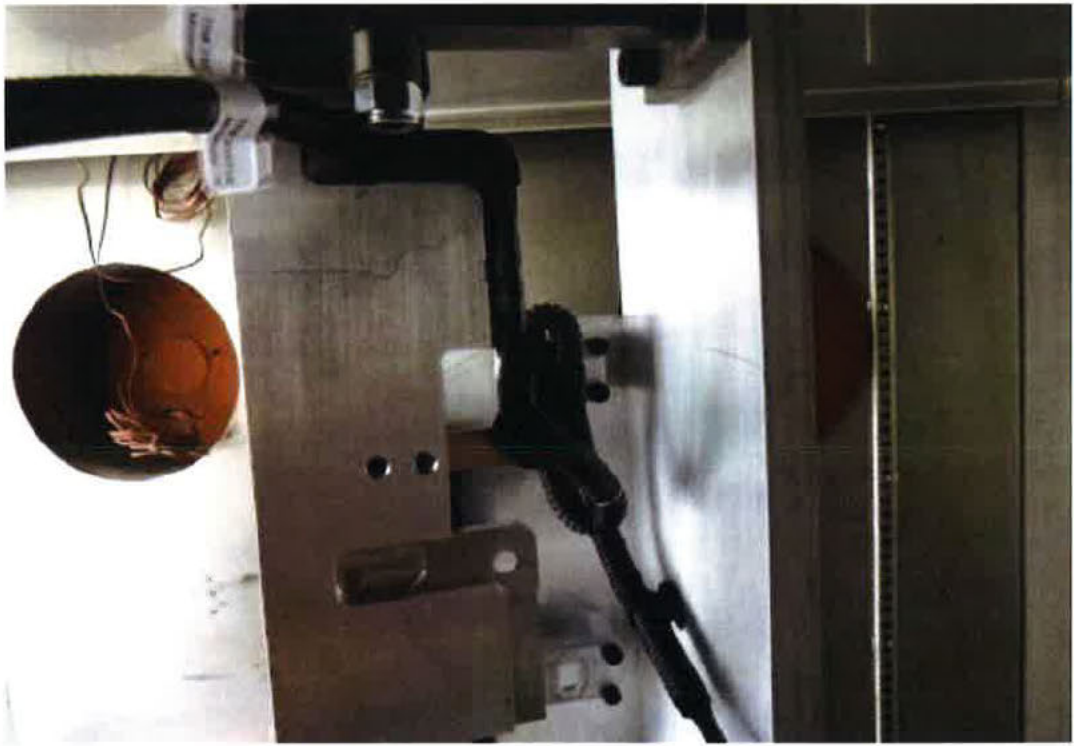
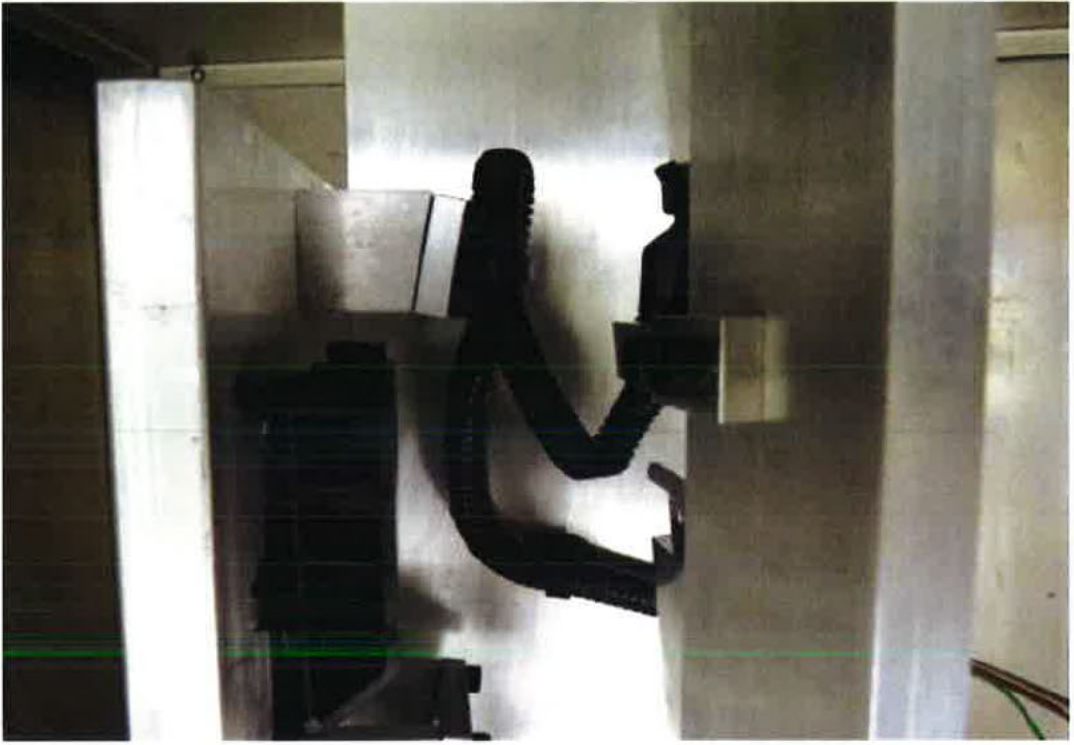
		0. M



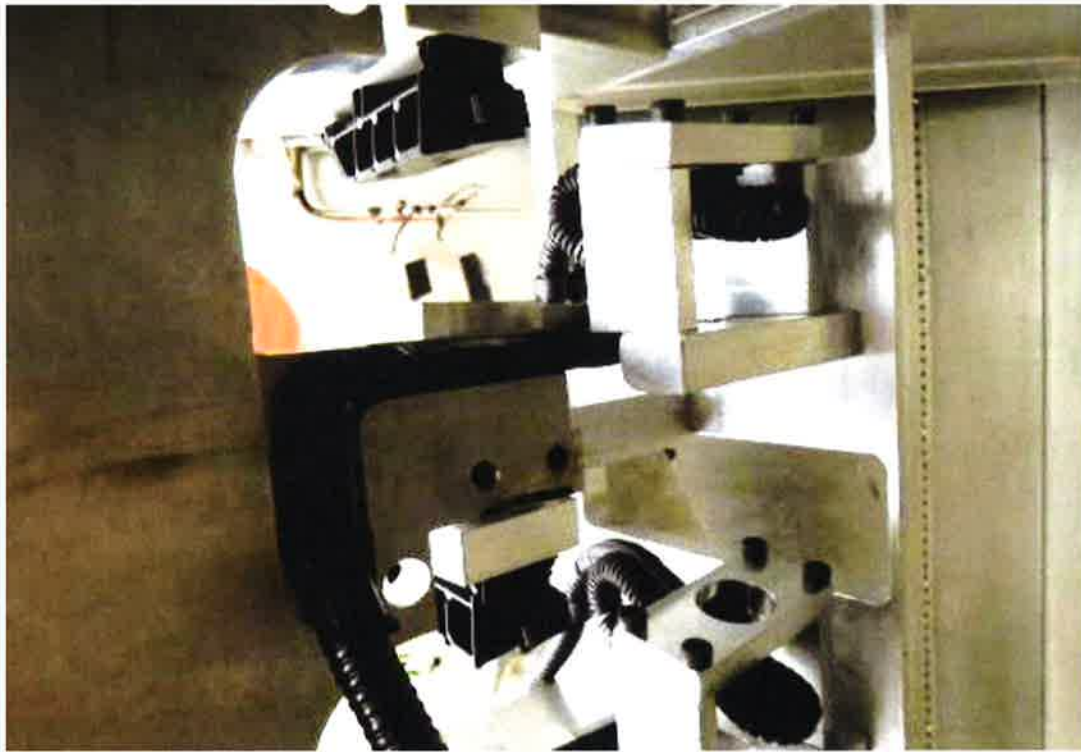
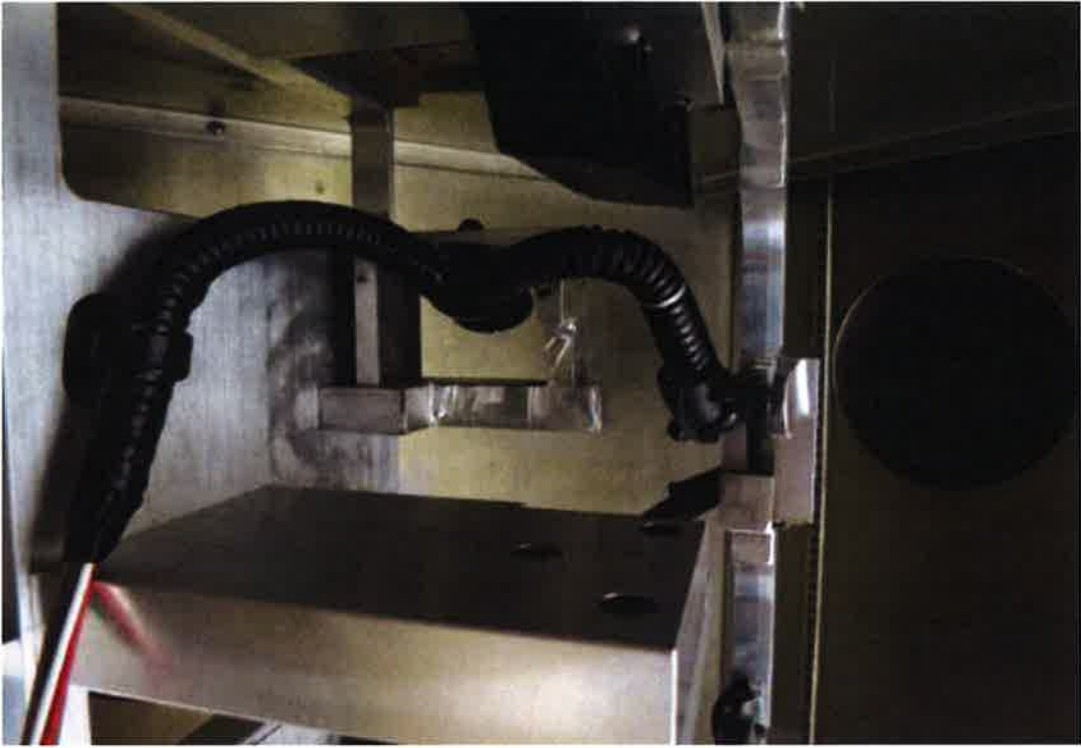




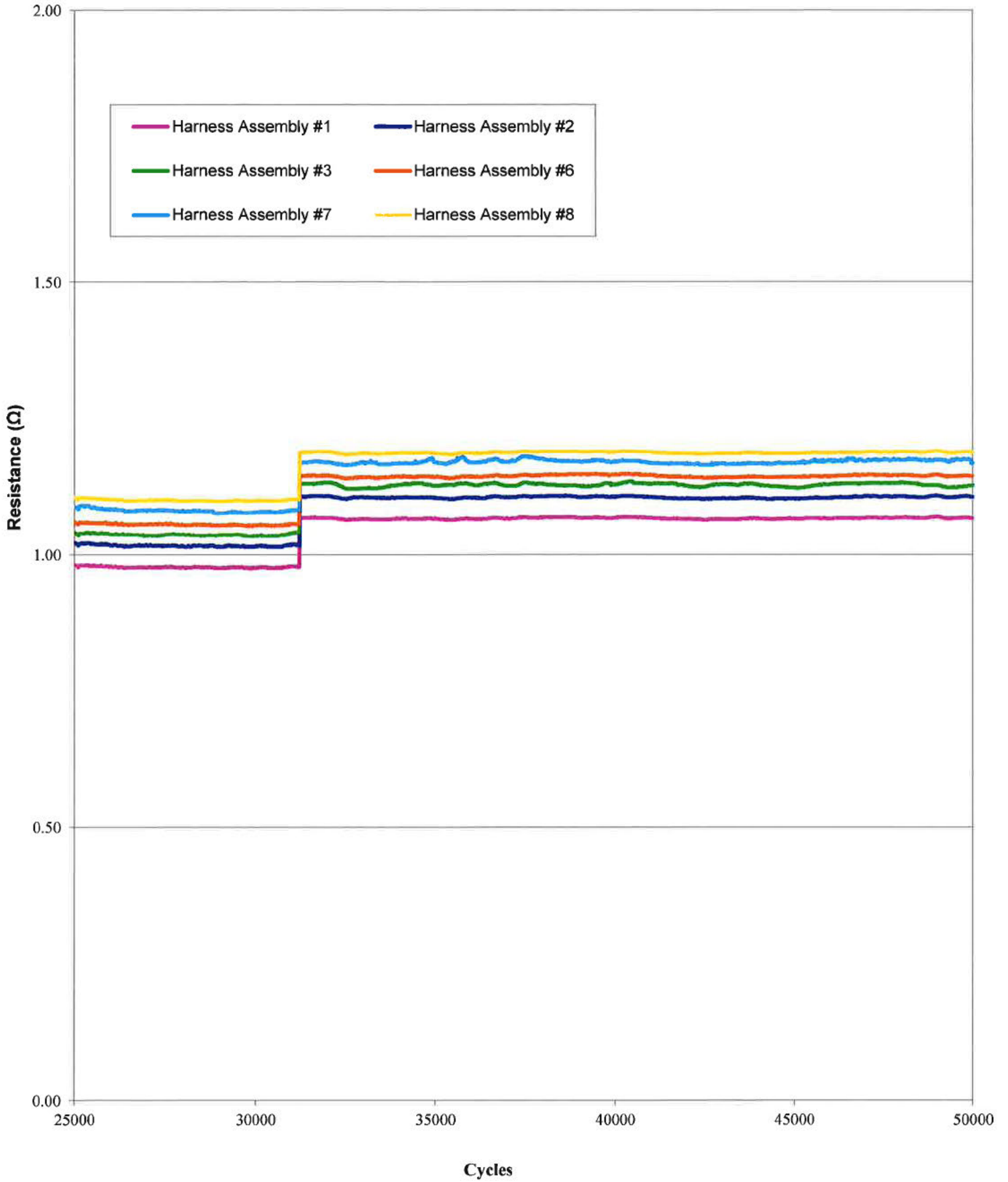
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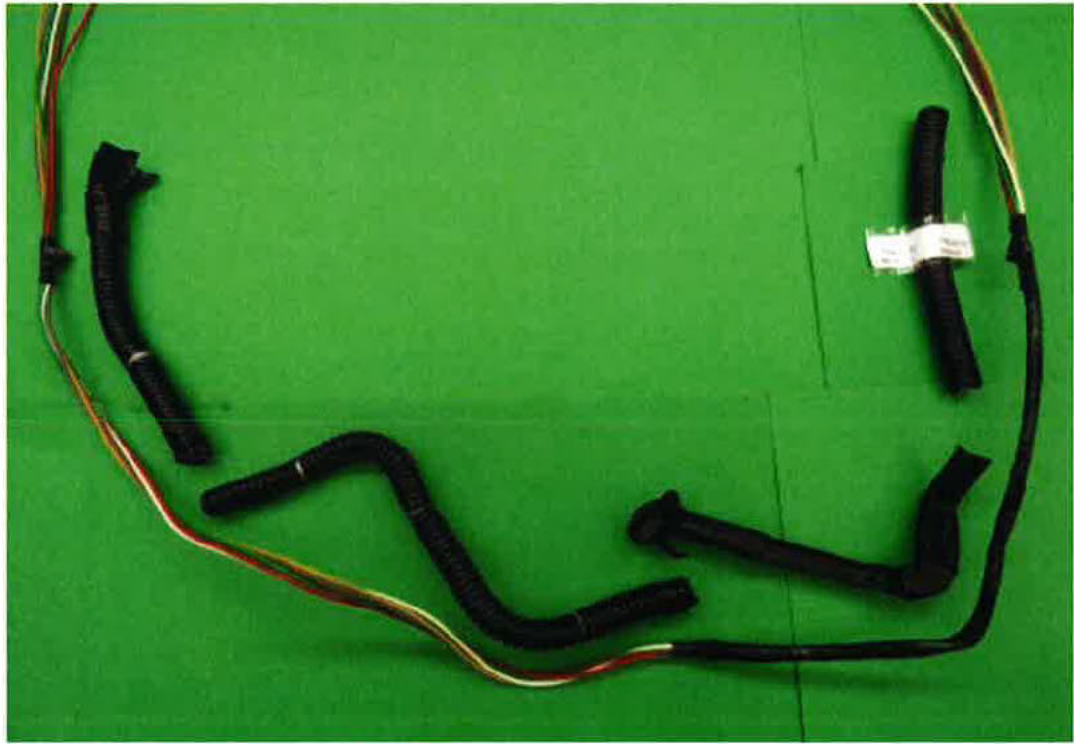


Photographs - Flip



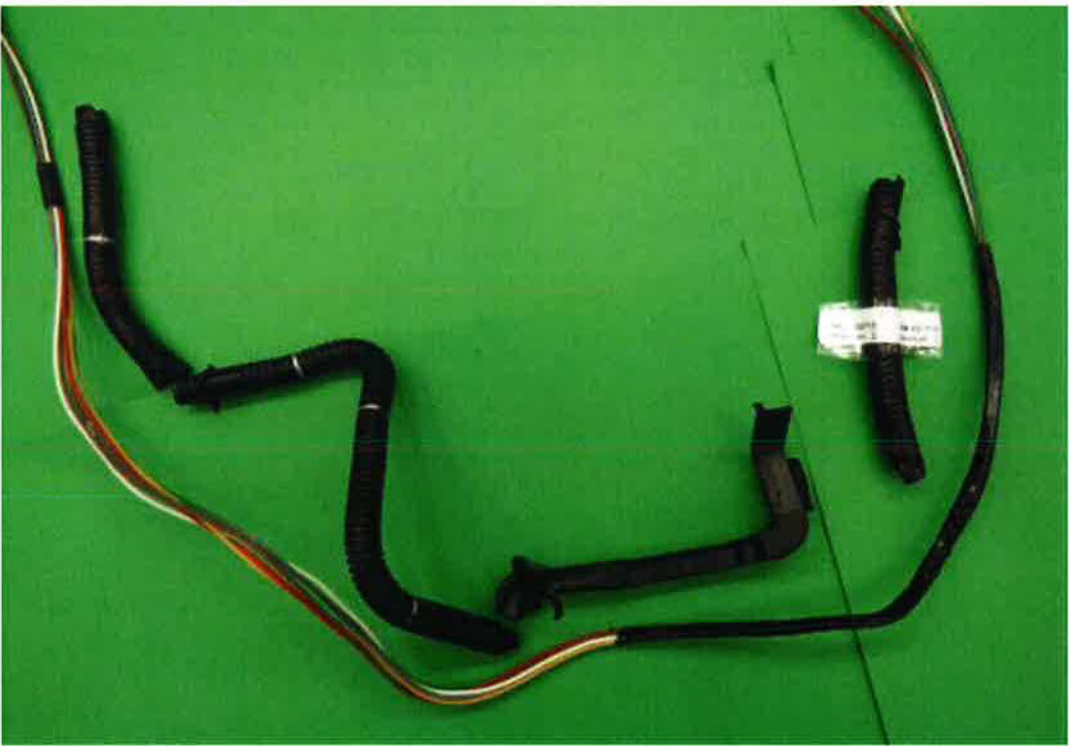
TR# 233718 - Group 1 - Tailgate Harness Assembly
Wire Harness Assemblies 1 through 3 and 6 through 8
General Mode Durability - Flip

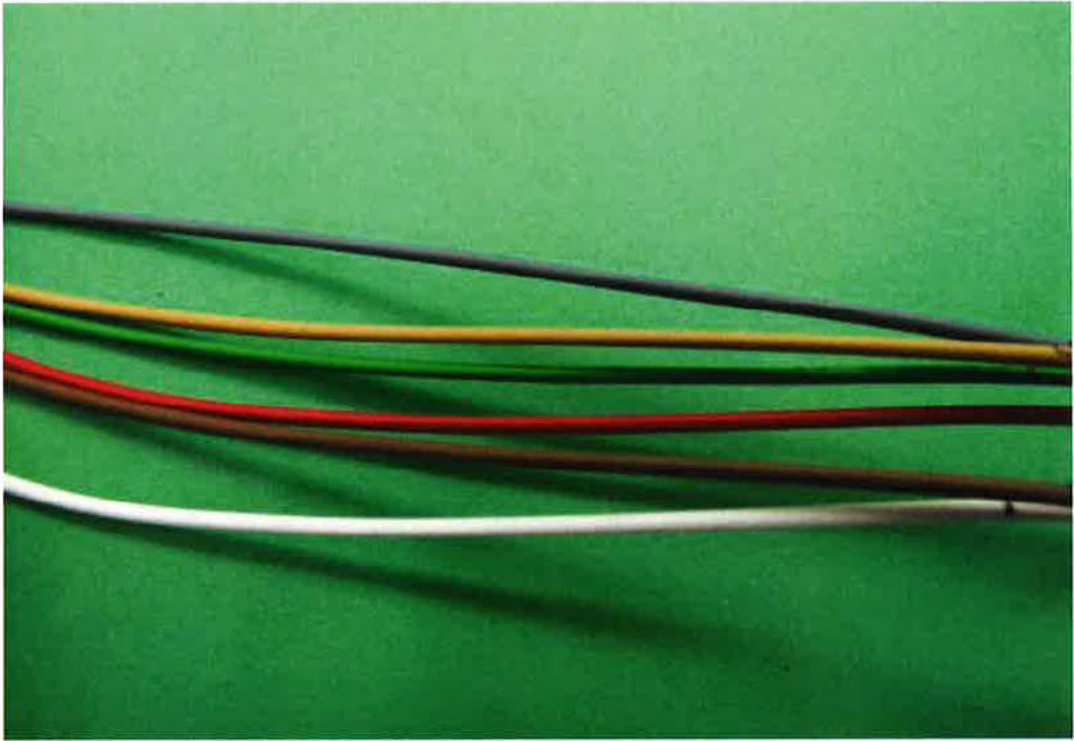


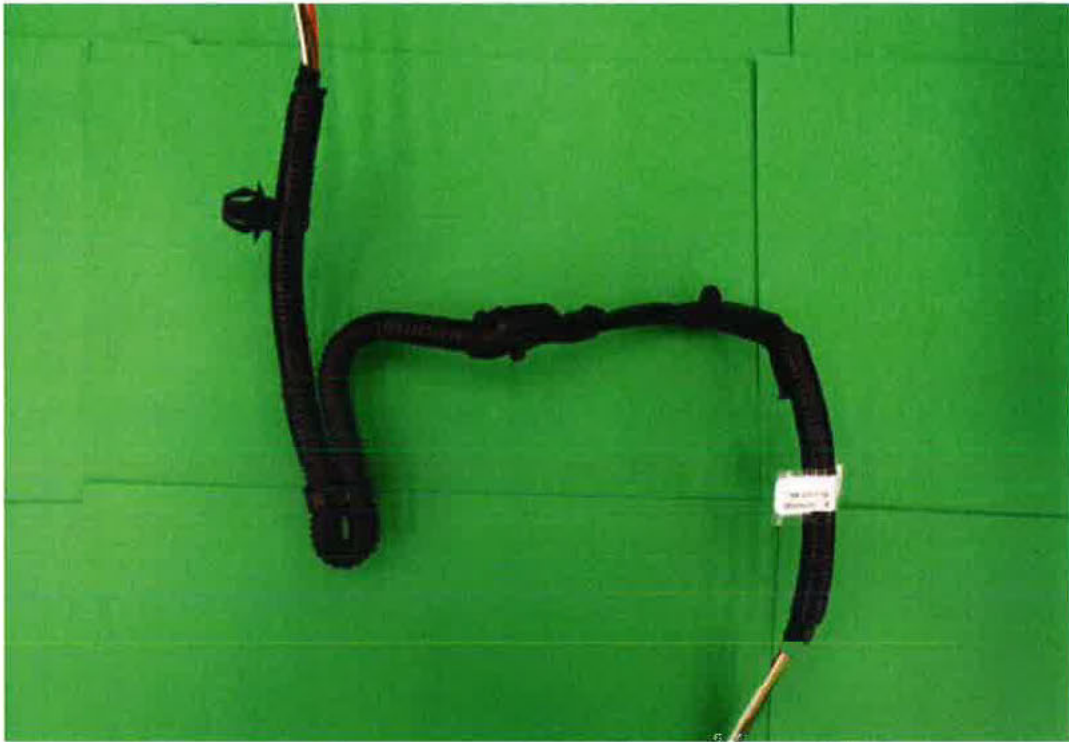




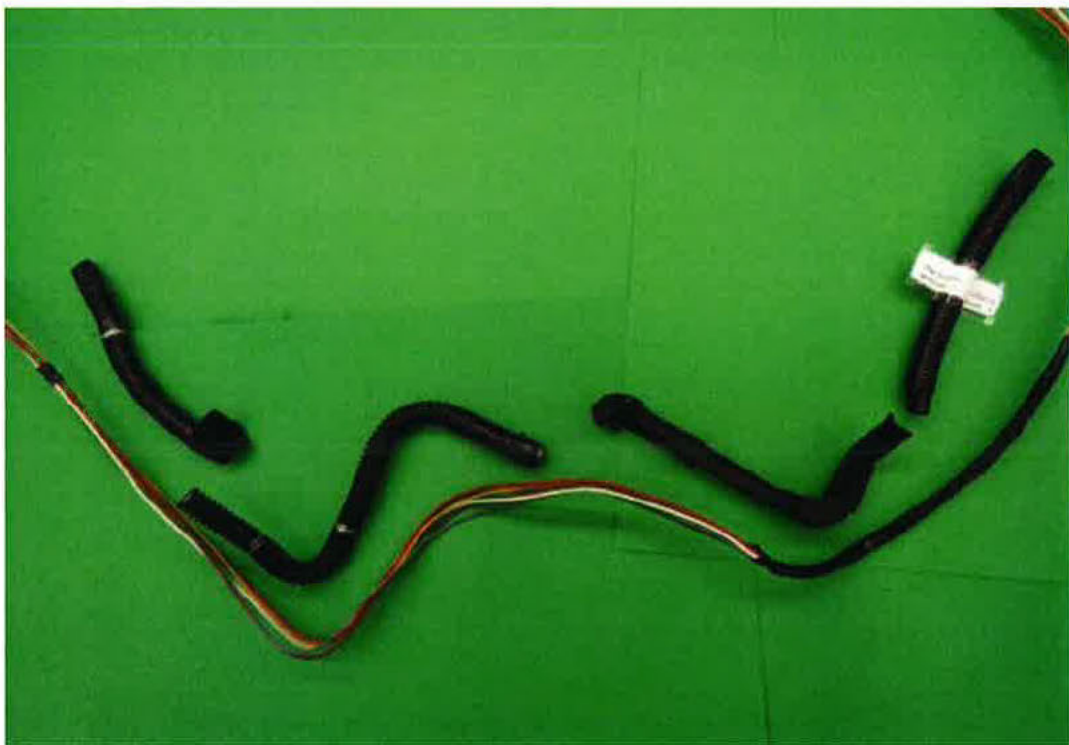
**Figure 24 - Wire Harness Assembly #1 - General Mode
Post Durability Cycling - Flex Area - Insulation Removed - No Breakage**

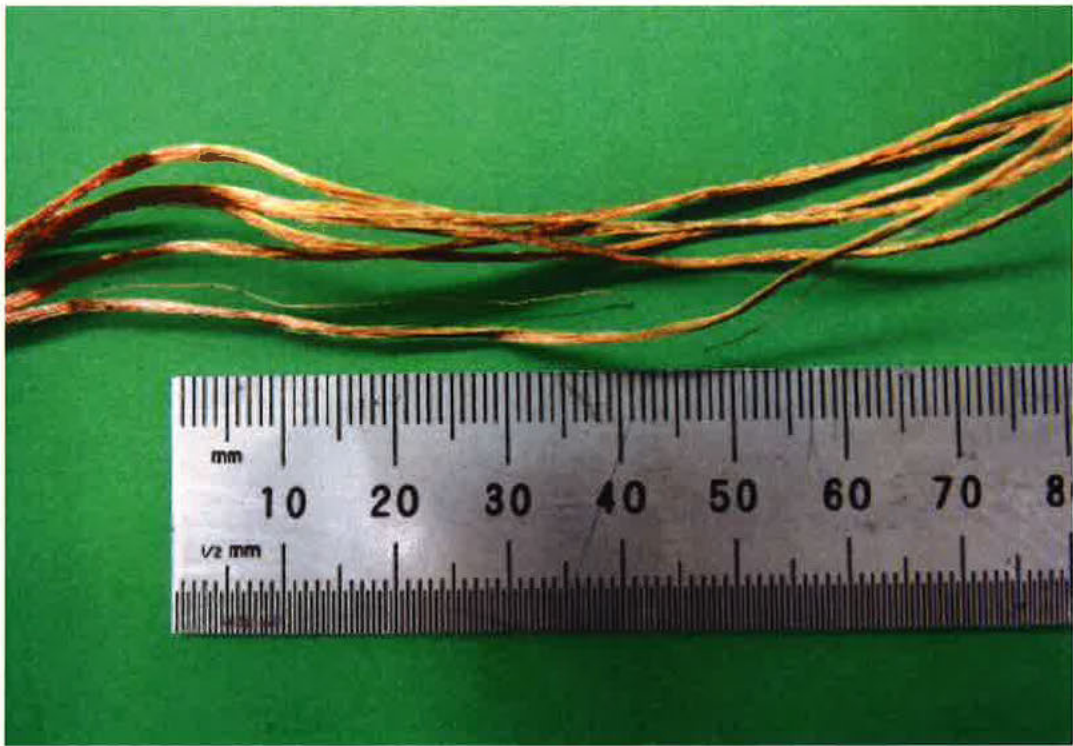
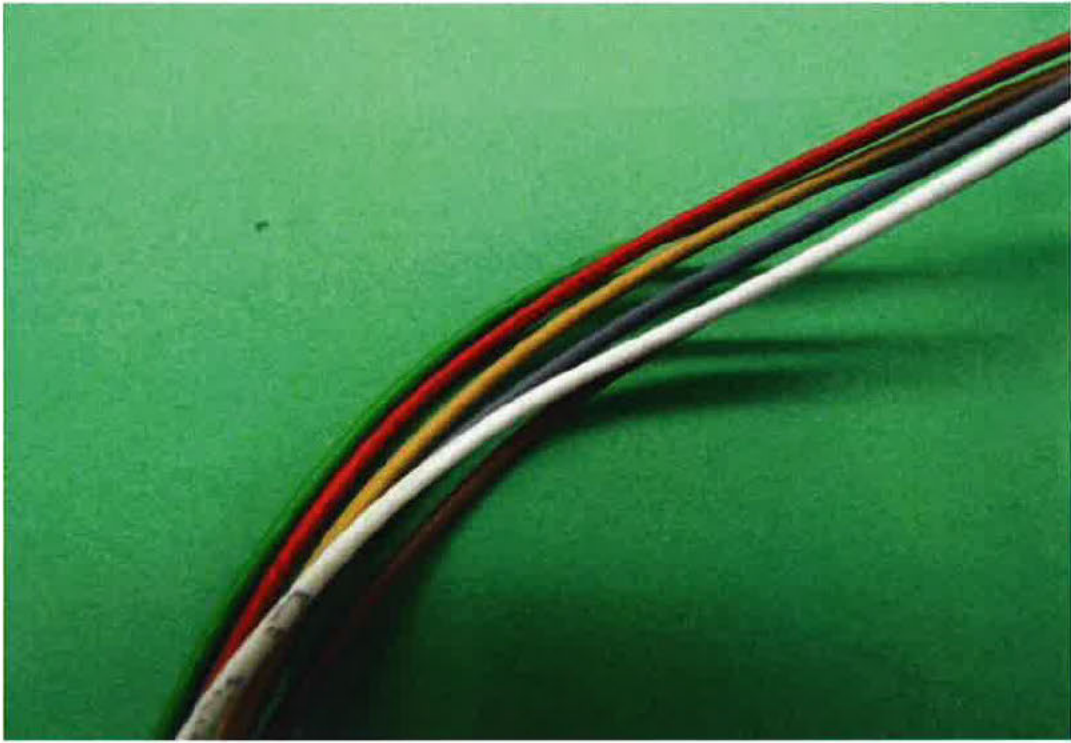


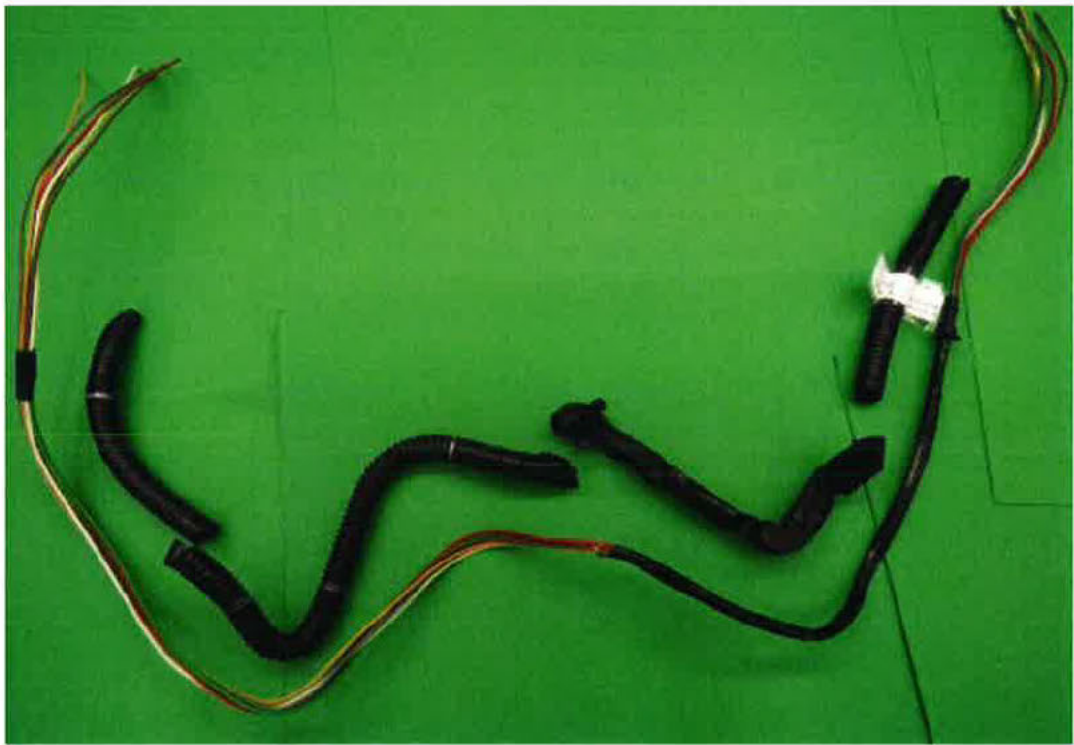




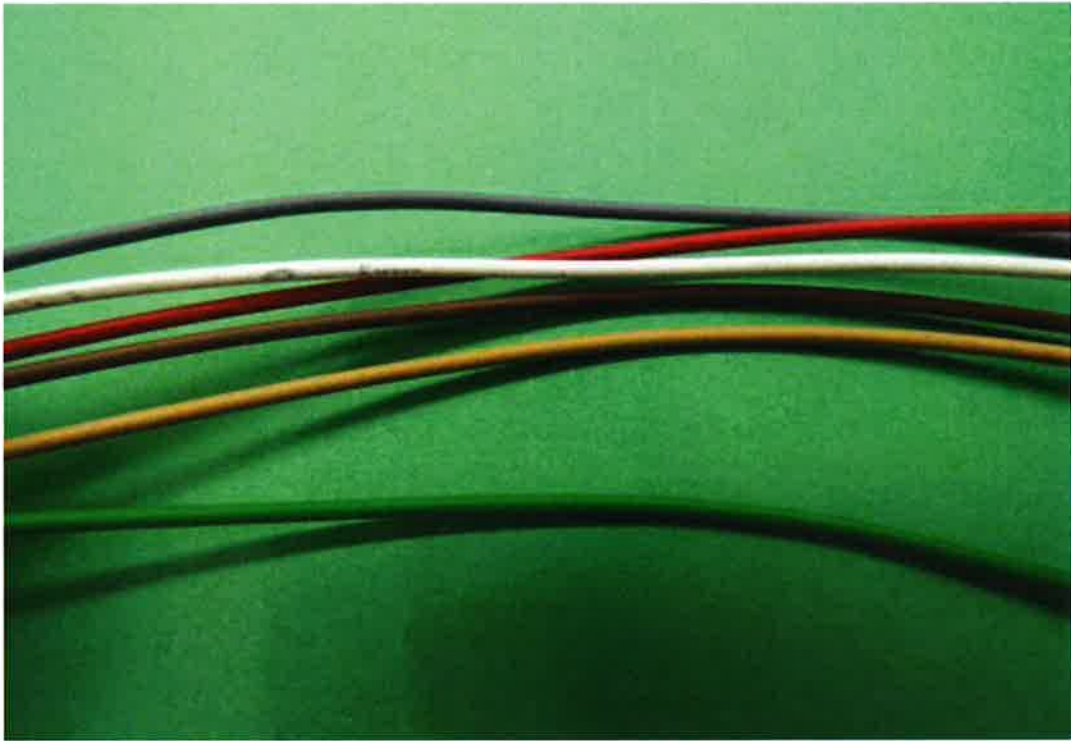
**Figure 29 - Wire Harness Assembly #3 - General Mode
Post Durability Cycling Overview**







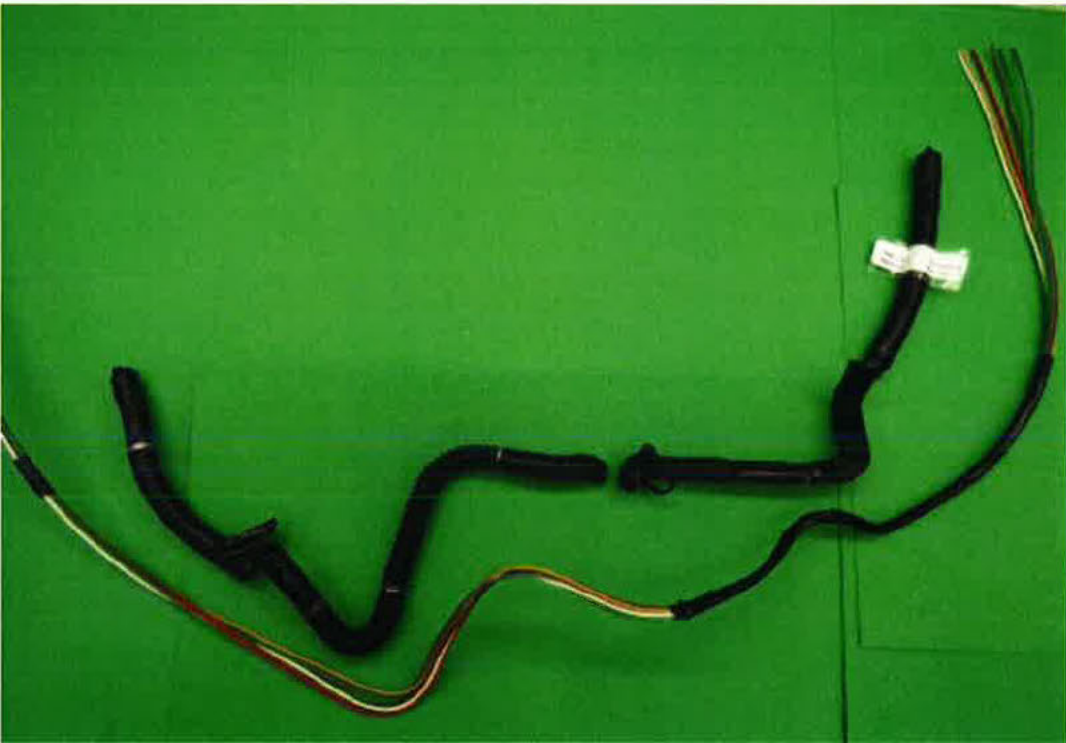
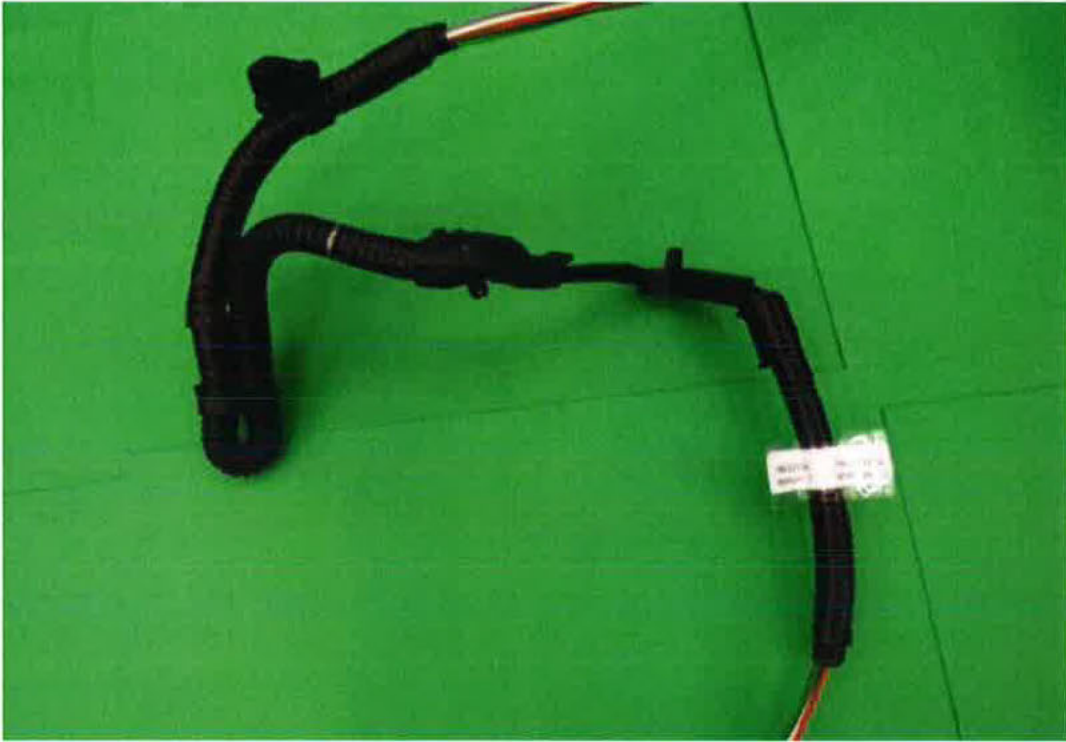
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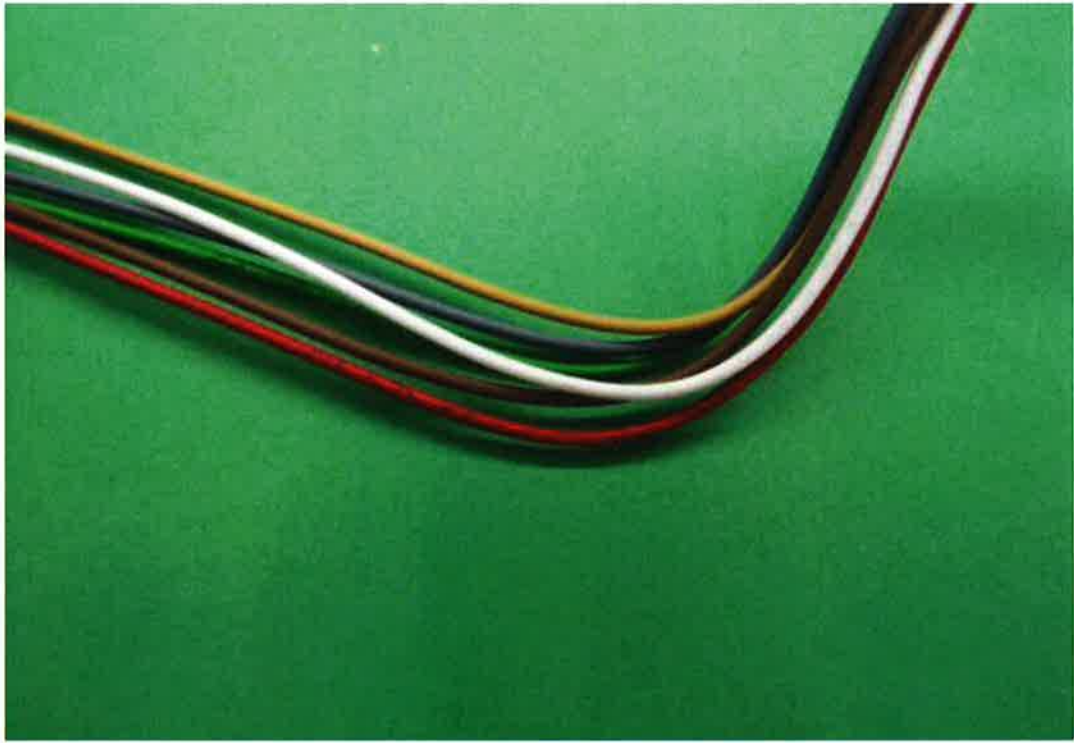


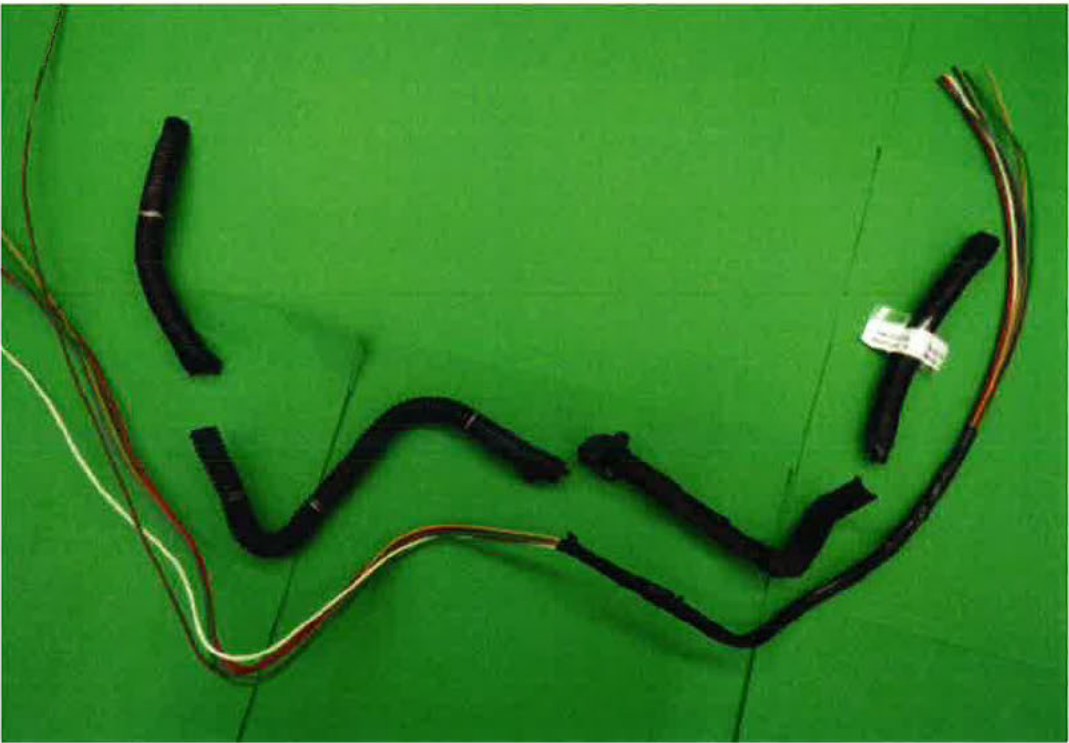
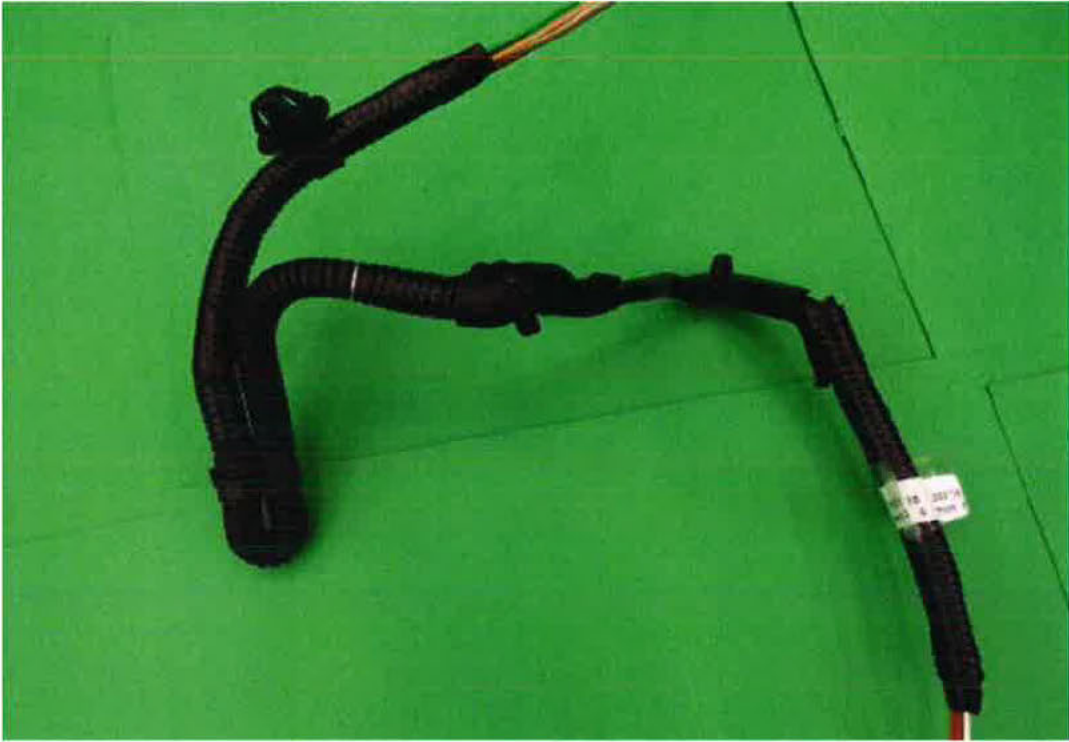
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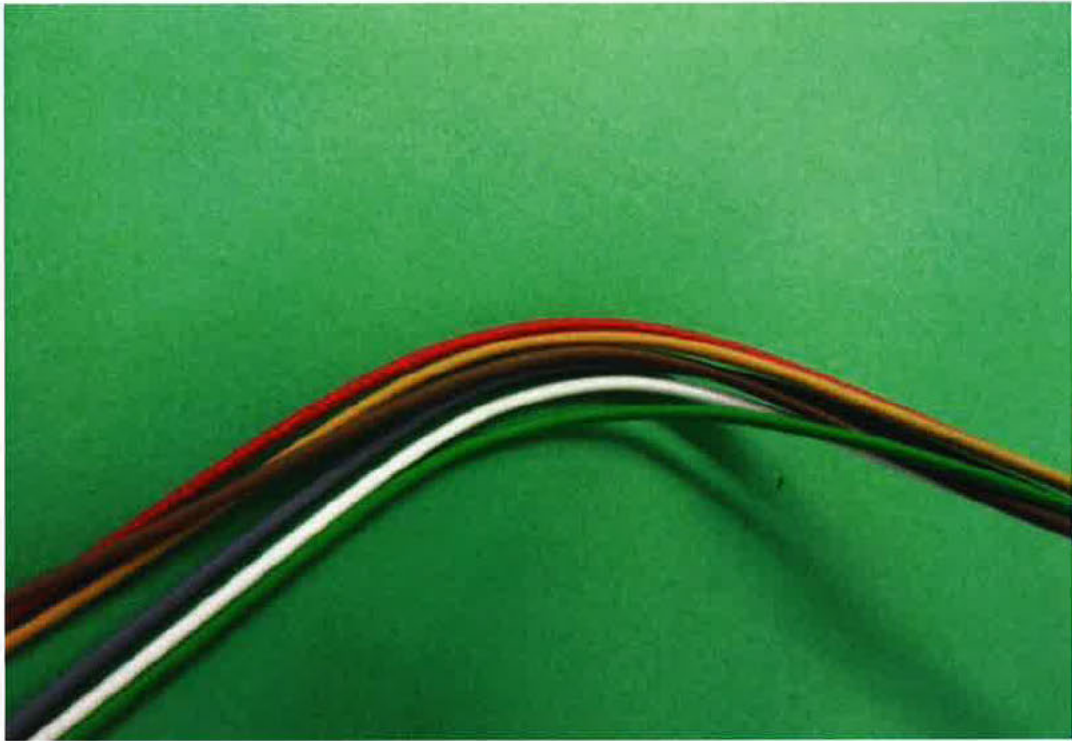
Control

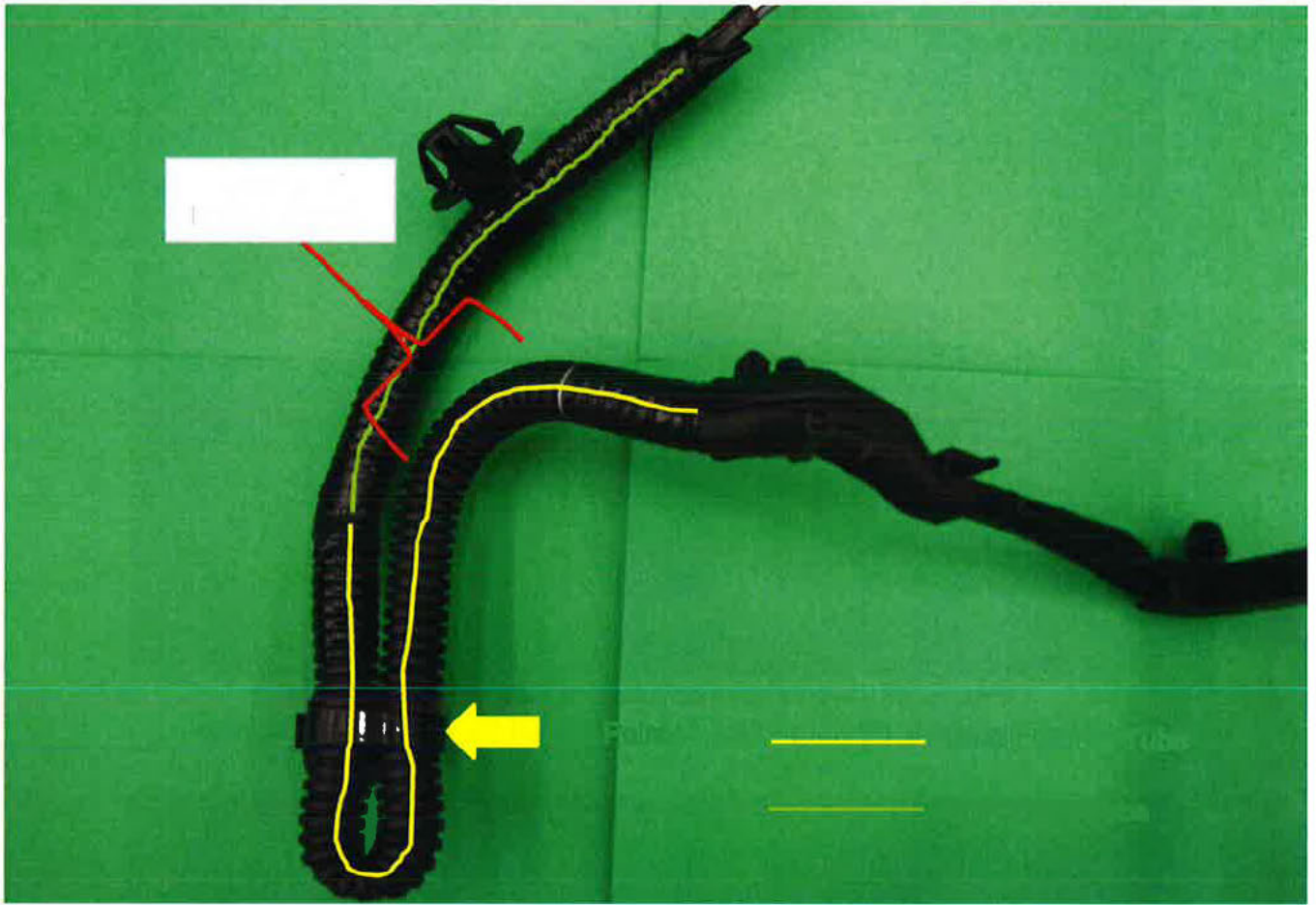
Visual Inspection Photographs







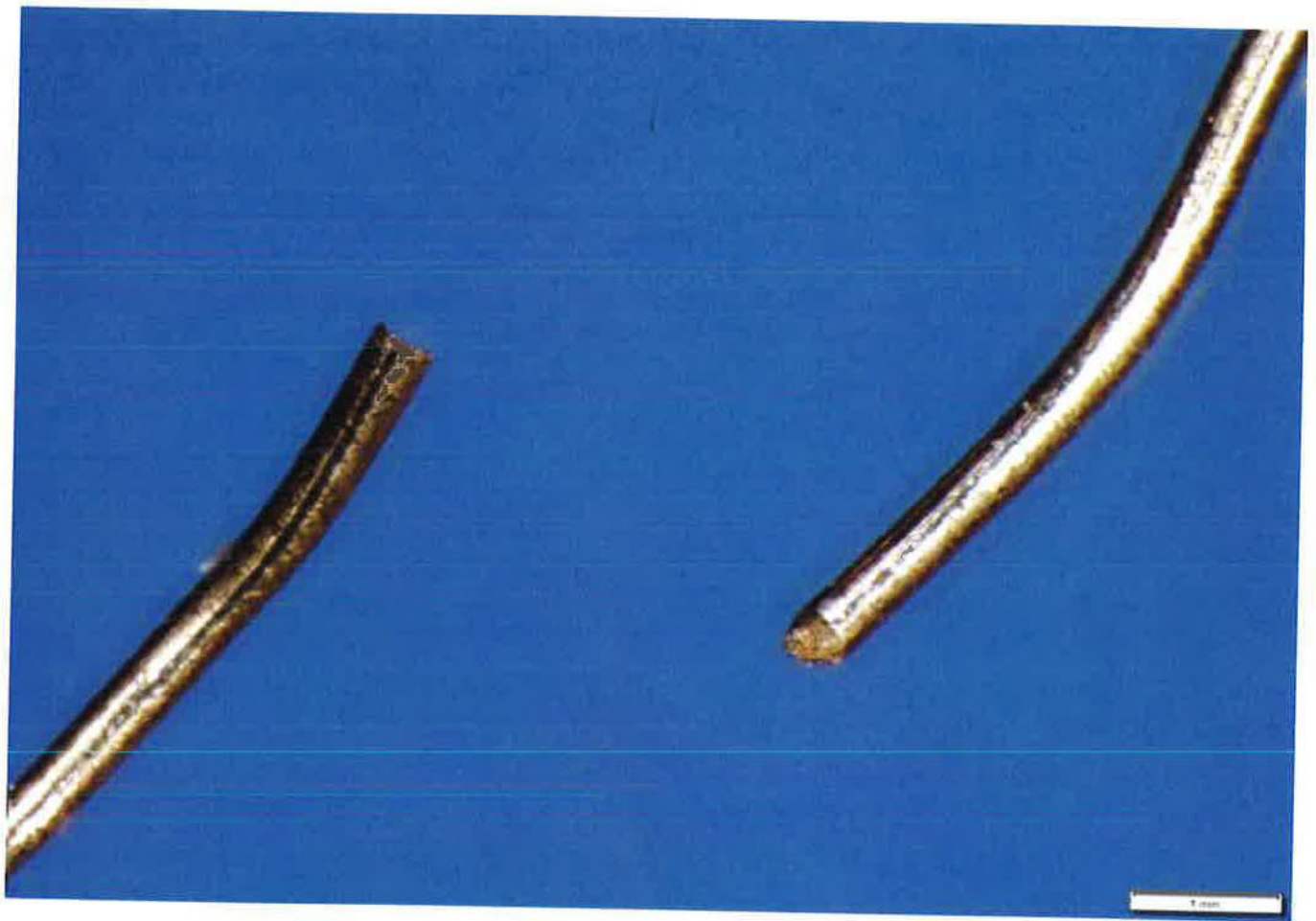




M



M otog



17 -18M Ridgeline

Rear Camera Inop–Tailgate wire Harness

HNA18071902

HNA19121302

- **Summary**
- **Market Data**
- **Cause Analysis**
- **Root Cause**
- **Countermeasure**





Summary

HNA18071902 – 17-19M Ridgeline Rear Camera Inop - Tailgate Harness Failure Corr Tube Pull Out

HNA19121302 – 17-19M Ridgeline Rear Camera Inop - Tailgate Harness Corrugated Tube Break

QIS Ranking : A-rank for 19M due to FMVSS 111



Customer Contention

Customers are stating that the rear view camera is not working
Dealers are finding broken / cut / torn wires at the pivot point of the tailgate



Occurrence Detail

Model	B-Rank	
	2017 KA/KL	2018 KA/KL
Claims	506	532
Defect%	1.023%	2.496%
Sales	49,441	21,317

Cause of Occurrence

Corr tube pulls away from harness protector. Wires broke due to over bending
Corr tube broke near the harness protector. Wires broke due to over bending



Countermeasure

HNA18071902

Corr tube pulls away from harness protector:

1. Apply Correct Z-Tape
2. Maximize length of corrugate tube at harness protector
3. APTIV applied update to existing 100% visual inspection

HNA19121302

Corr tube broke:

1. Apply Correct Z-Tape
2. Inspection board was implemented for service line for clip location and taping length
3. Improved clips on service line for better control of orientation.



Affected Models

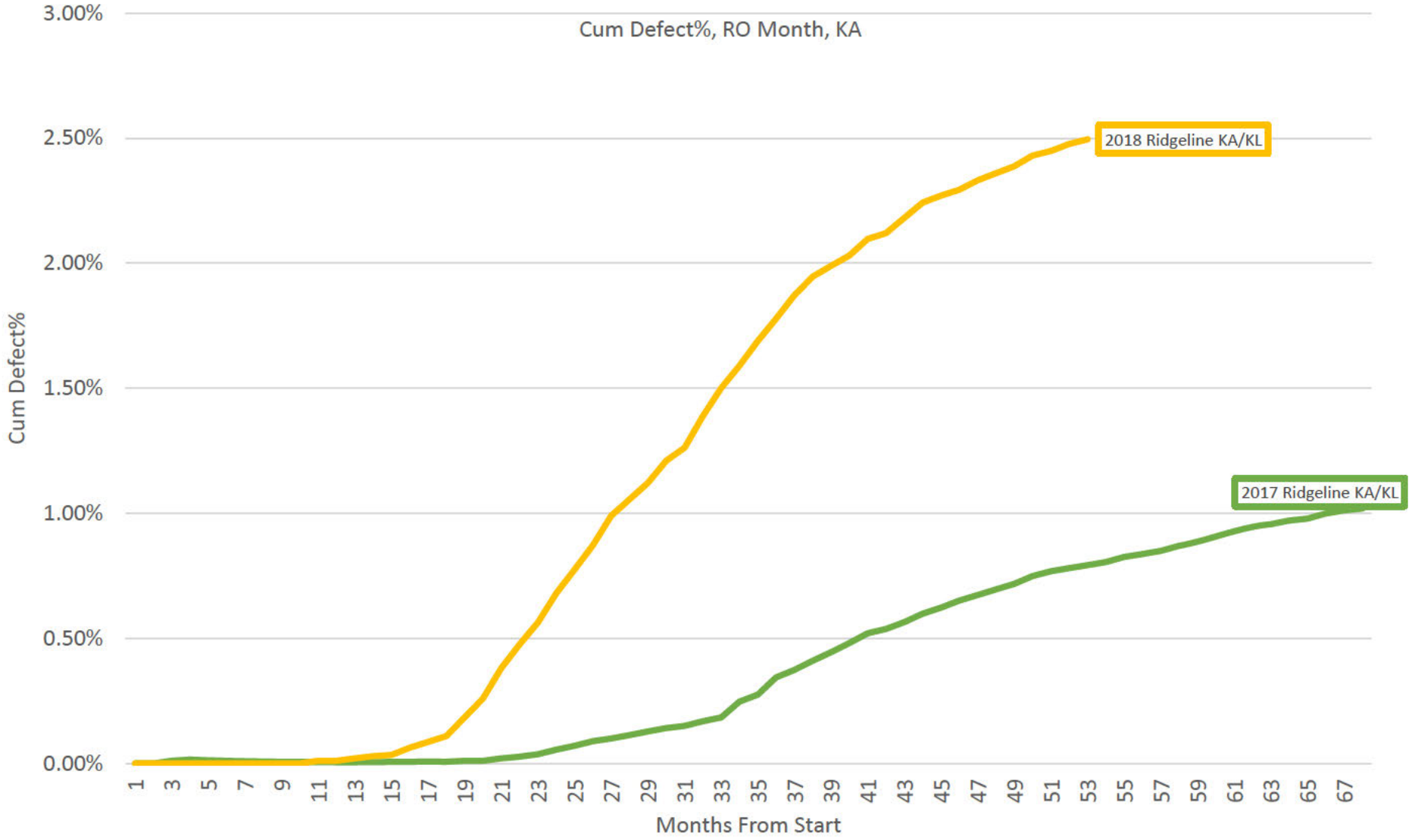
17-18M Ridgeline

Repair Method / Service Direction

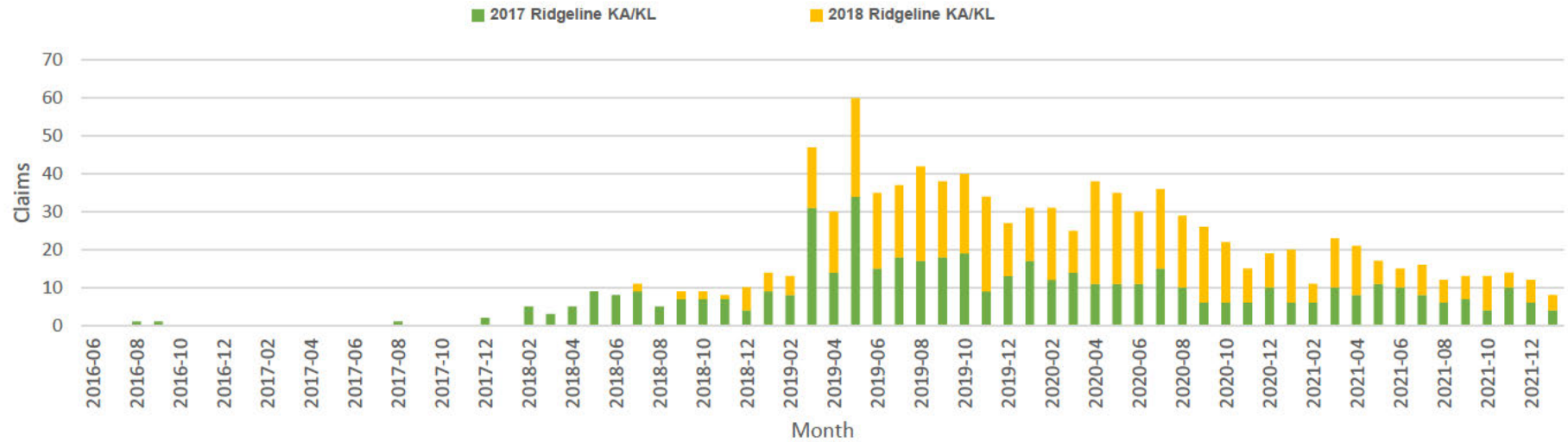
Dealers are replacing the tailgate harness

Part Number	Part Name
32109	Tailgate harness

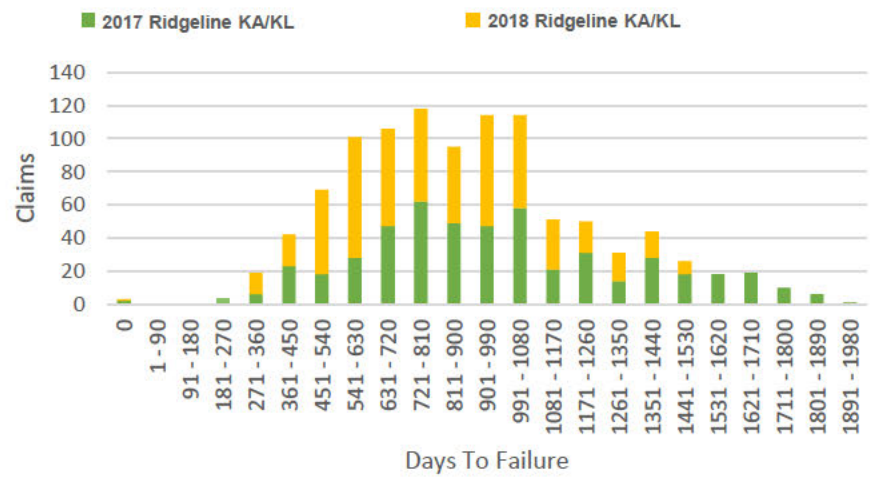
(17 – 18MY Replaced 32109)



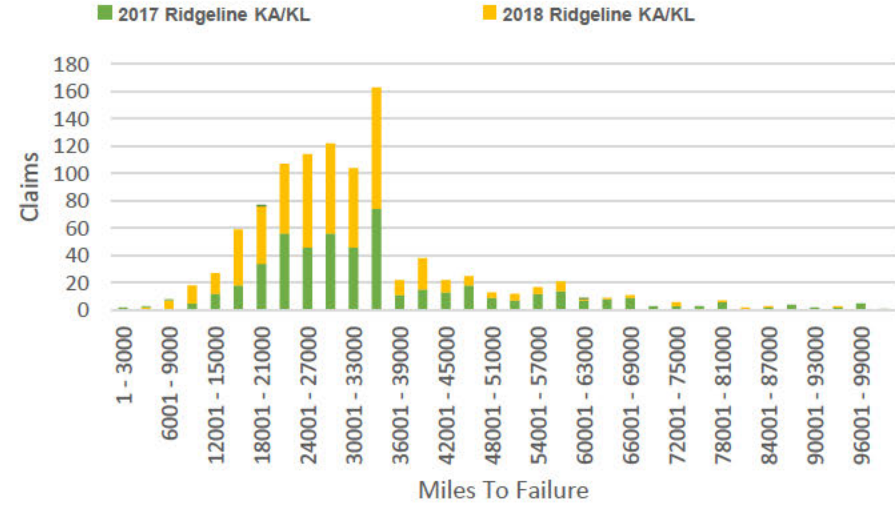
Claim/Month, RO Month

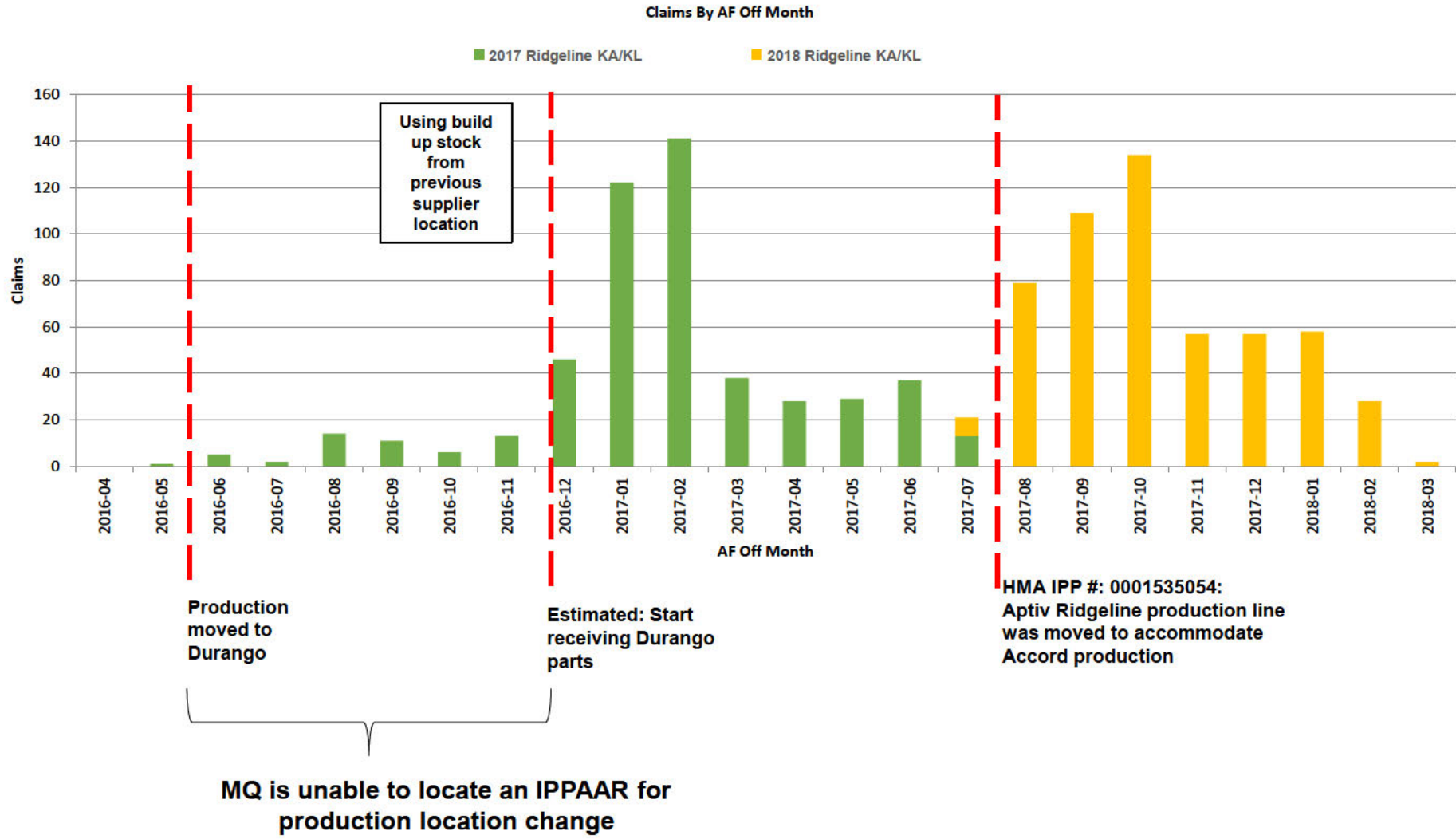


Claims By Days To Fail



Claims By Miles To Fail





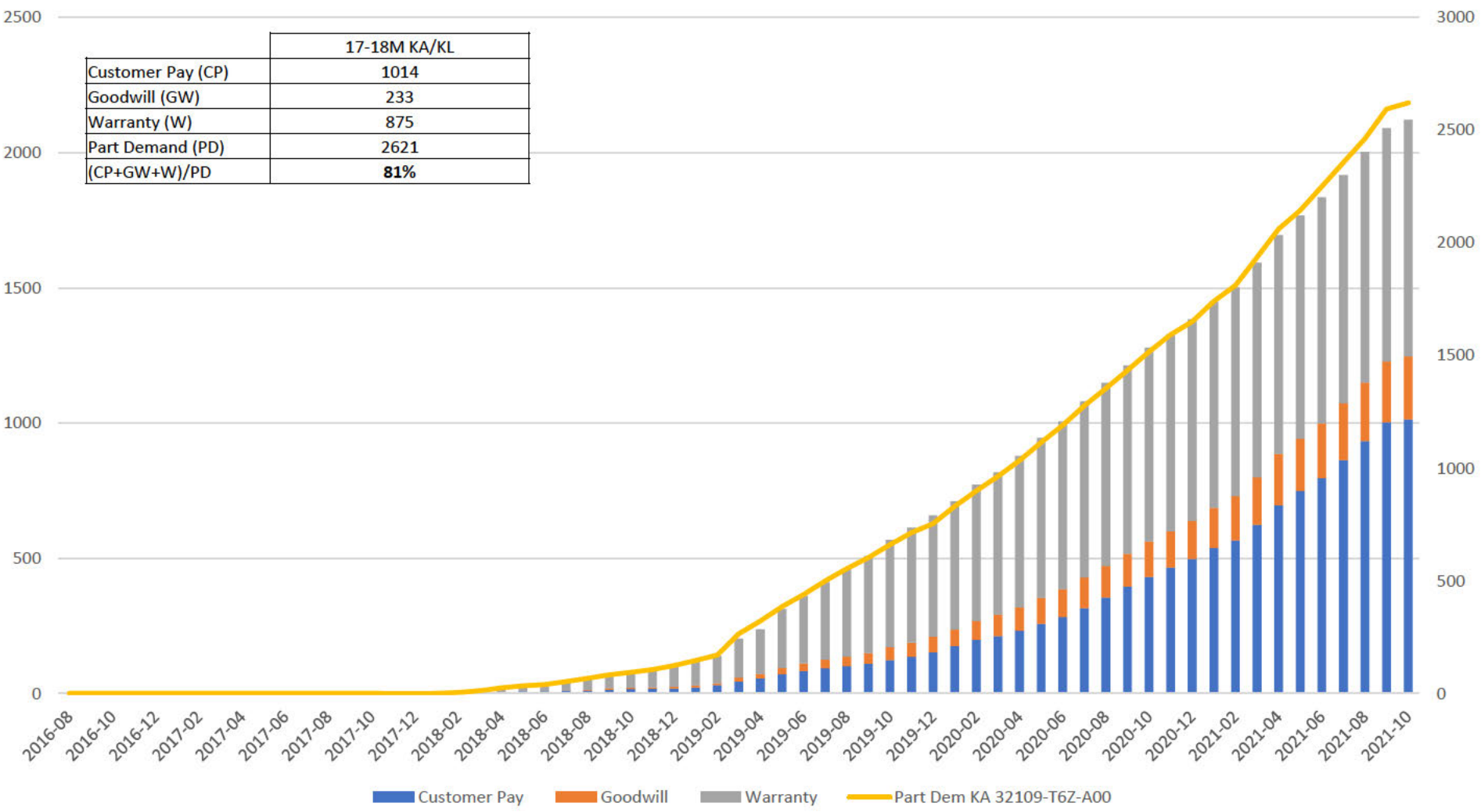
Production spikes align with Aptiv production line change points

- Aptiv production line move to Durango: No IPPAAR record found. HMA line application is estimated by Aptiv production records
- HMA IPP # 0001535054: Aptiv production line move



17-18M vs Part Demand (KA/KL)

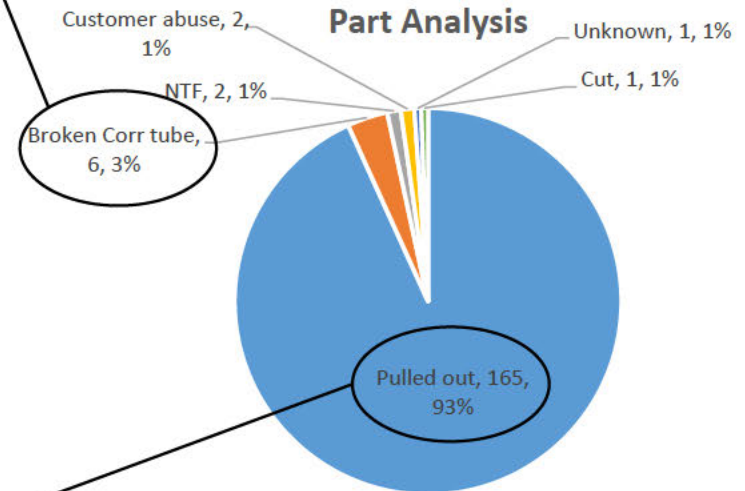
	17-18M KA/KL
Customer Pay (CP)	1014
Goodwill (GW)	233
Warranty (W)	875
Part Demand (PD)	2621
$(CP+GW+W)/PD$	81%



Warranty + Goodwill+ Customer Pay covers majority of part demand



Corr tube broke



QIS HNA18071902 Themed up



Figure 5. Fractured wire ends from warranty harnesses.



Material Analysis: wire breaks due to over bending

Corr tube pull out



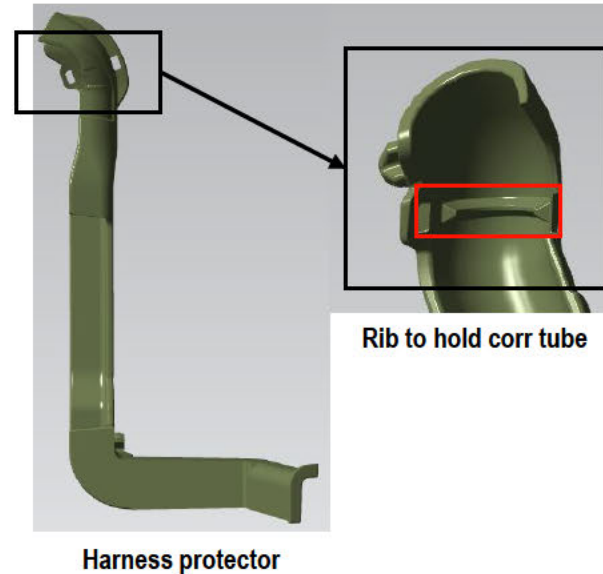
Part Inspection

- Mass production parts were inspected
- Parts had two variations in the failure area
 - The tightness of the zip tie
 - Length of corr tube into the harness protector

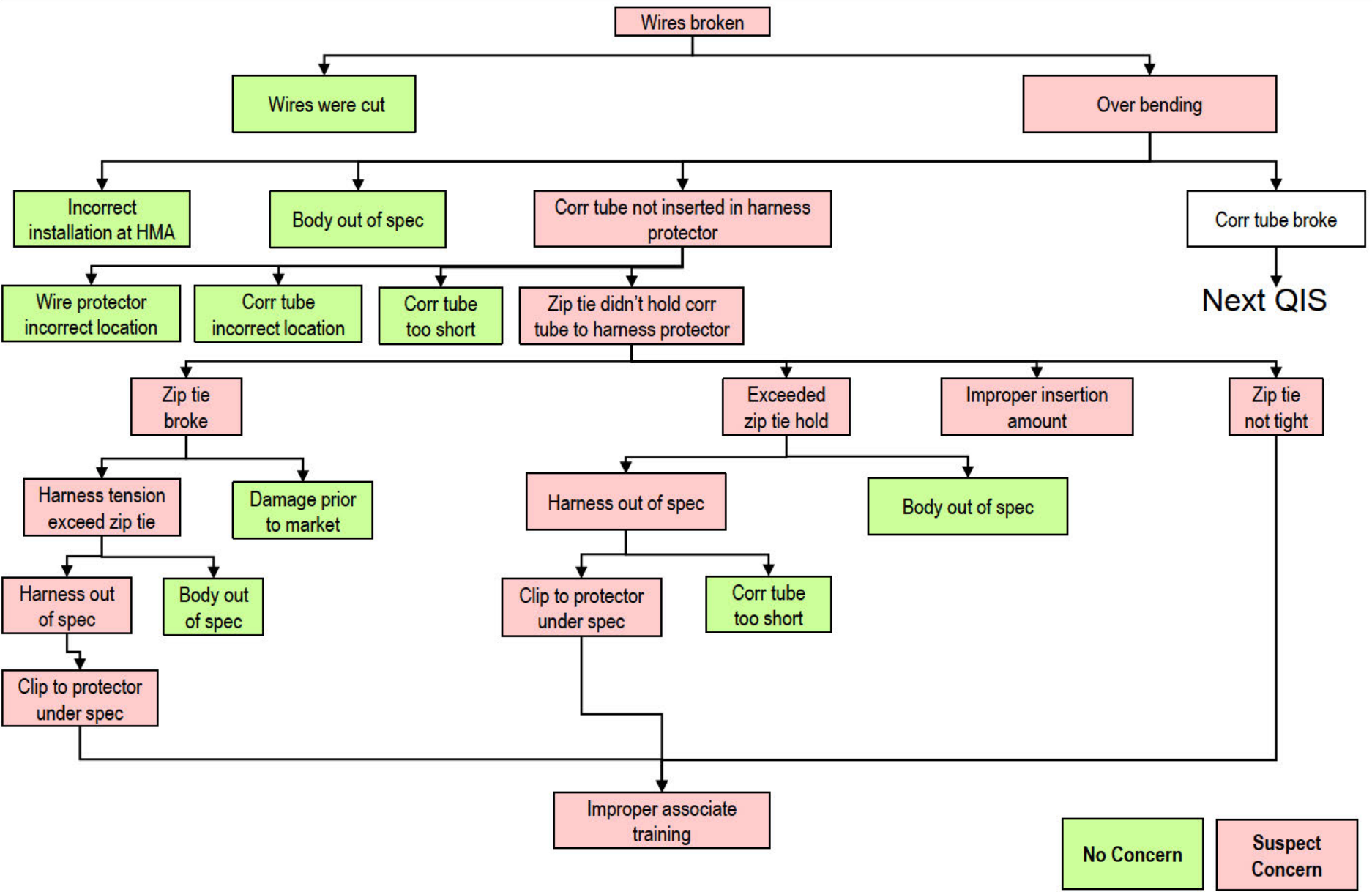
		Zip tie Tightness
		Tight
		Loose
Corr tube length	Long	Short

Harness Protector Design

- Harness protector has a rib in the area where parts are failing
- Rib designed to keep harness in place while tailgate is cycled
 - Parts with loose zip tie and short length of corr tube will not engage the rib



2 variations lead in the failure area (Zip tie tightness, corr tube length)
Harness protector has a rib to keep the corr tube in place
If rib is not engaged the harness can fall out of the protector



**Suspect Items for Corr tube pull out: Zip tie not being tightened, not full insertion of corr tube into protector
 Clip to protector being under spec was found during the investigation into broken corr tube in late 2019**



3 Countermeasures for 17-18MY QIS: HNA18071902 Corr tube pull out

- C/M applied to service parts. 17-18M were no longer in production

CM #	Countermeasure	Result	Supplier Implementation
1	Apply Correct Z Tape (to Honda spec)	APTIV associates were retrained on Z Taping and Z Taping verification added to weekly audit	7/24/2018
2	Maximize length of corrugate tube at harness protector	APTIV deemed ok with current board layout and drawing.	7/30/2018
3	APTIV applied update to existing 100% visual inspection	Visual inspection board updated to include corr tube placement into harness protector 9/03/2018	9/03/2018

Investigation Activity

Supplier Bend Testing

- 7 Parts went through the bend test (same parameters as the PV bend test)
- 4/7 parts with minimal zip tie tightness, corr tube placement and Z-Tape
 - Values were chosen based on 10 suspect parts from HMA
- 2/7 suspect parts from HMA
 - 2/7 CM confirmation
- PV test is 50,000 Cycles
- 25,000 Flip then 25,000 Swing
 - 6,250 Cycles at -25C and 17,750 at 25C



Swing cycle



Flip cycle

This activity was for 17-19M investigation (as stated in the QIS)

Sample Number	Sample Type	Testing Reason	Z-TAPE	ZIP TIE TIGHTNESS	CORR TUBE LENGTH
#1	Created for cycle testing	Understand Failure mode	NO	Loose	5 mm
#2	Created for cycle testing	Understand Failure mode	NO	Loose	3 mm
#3	Created for cycle testing	Understand Failure mode	YES	Tight	3 mm
#4	Created for cycle testing	Understand Failure mode	YES	Loose	3 mm
#5	Part taken from HMA 7/2018	Understand Failure mode	YES	57 mm Diameter	5 mm
#6	Part taken from HMA 7/2018	Understand Failure mode	YES	54.5 mm Diameter	5 mm
#7	Part shipped from HMA 2/2019	CM 1 3	YES	Tight	Max

7 Parts going through bend test



Bend test setup



Investigation Activity

Supplier Bend Testing

- PV test is 50,000 Cycles
- 25,000 horizontal then 25,000 vertical
- 6,250 Cycles at -25C and 18,750 at 25 C

Sample Number	Z-Tape	Zip Tie Tightness	Corr Tube length	Corr Tube Out	Strands Broke	Judgement
1	No	Loose	5 mm	No	No	O
2	No	Loose	3 mm	Yes	Yes	Δ
3	Yes	Tight	3 mm	No	No	O
4	Yes	Loose	3 mm	Yes	Yes	Δ
5	Yes	Loose	5 mm	Yes	No	Δ
6	Yes	Tight	5 mm	No	No	O
7	C/M 1-3	C/M 1-3	C/M 1-3	No	Yes	Δ

No broken wires, 3 Corr tubes out
 Broken strands happened at PV jugged as OK at PV timing
 Corr tube was not pulled out from harness protector on the counter measures 1-3 part
 PV test did not recreate market condition of an INOP harness on suspect parts

- MQ cycle testing follows the APTIV bend testing
- 50,000 total cycles
- Alternating flip and swing cycles
- 1 Swing Cycle = 1 Cycle Count
- 1 Flip Cycle = 1 Cycle Count

Key differences from supplier testing:

- On vehicle
- Alternating swing/flip cycle vs all flip then all swing

MQ Cycle Testing

•3 Parts went through MQ cycle testing

Trial #	Z-Tape	Zip Tie Tightness	Corr Tube length	Result
1 (Pre-CM)	Yes	Loose	3 mm	Corr tube pulled out
2 (Pre-CM)	Yes	Tight	3 mm	Corr tube broke
3 (PCM)	Yes	Tight	Max	Corr tube broke

Matches 2nd market failure type



Flip cycle



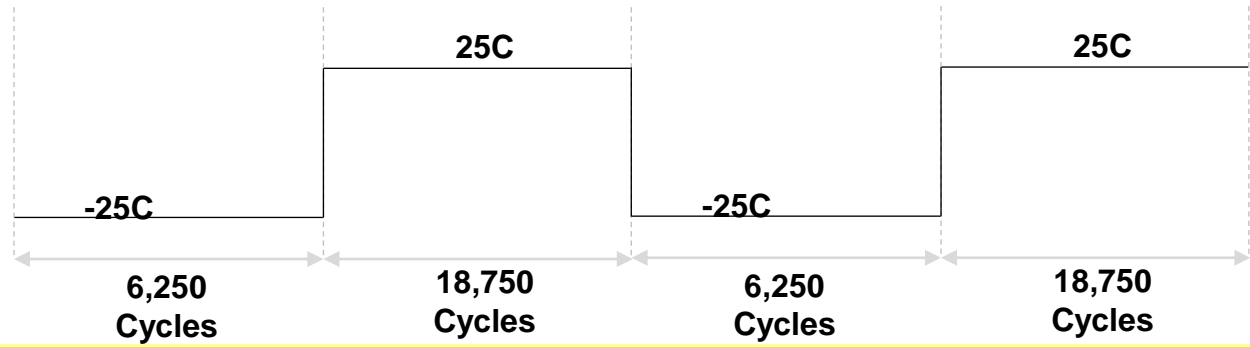
Swing cycle



Market returned part



Recreation testing

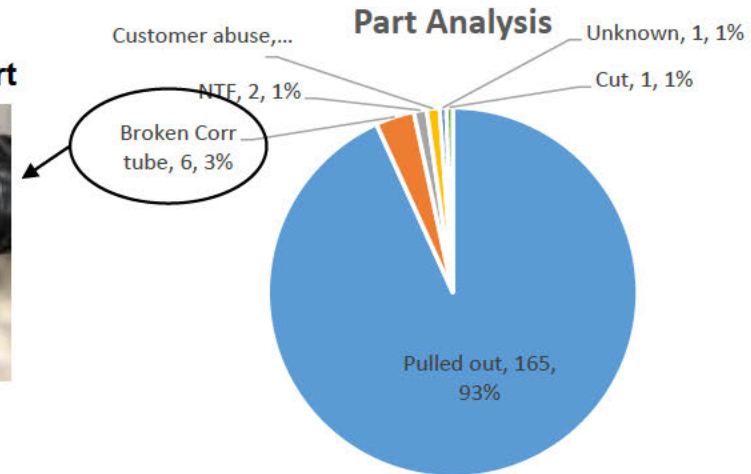


Clip to harness protector was not measured before testing (can not be measured after failure/damaged)
 Clip to harness protector was not a concern point at this time
 2 parts had corr tube break, similar failure mode was seen in part analysis

Corr tube break occur with supplier supplied parts during corr tube pull out C/M testing



Corr tube broke warranty part

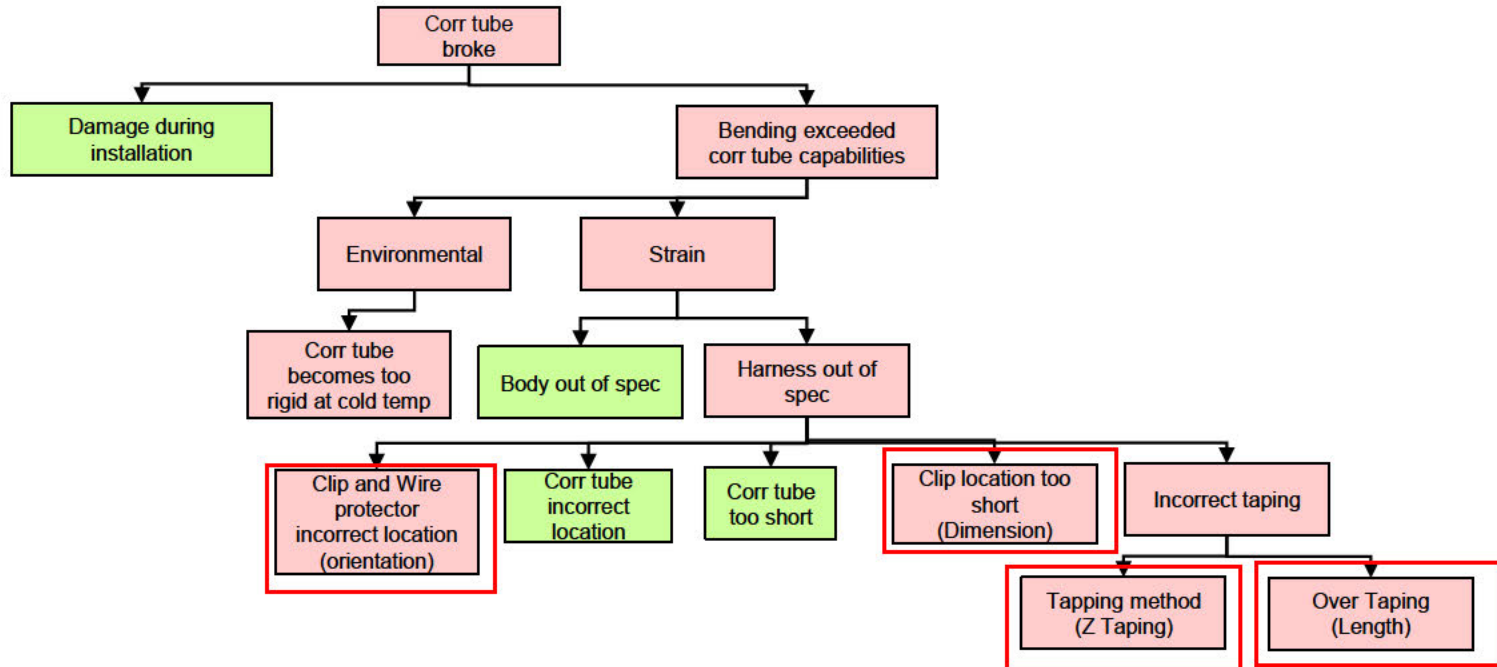


Similar failure found on some warranty parts



MQ theme up QIS HNA19121302 for corr tube break concern

- Issued QIS as design due to supplier supplied part failure during testing



FTA analysis determine supplier mfg control items are possible causes

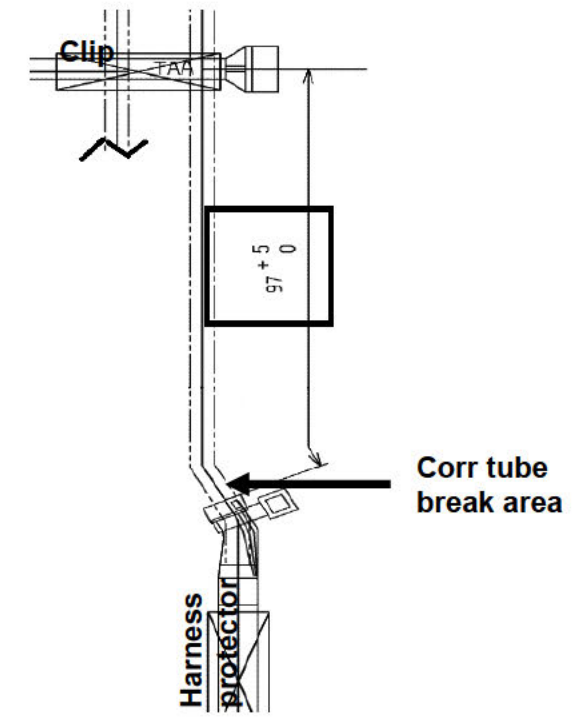
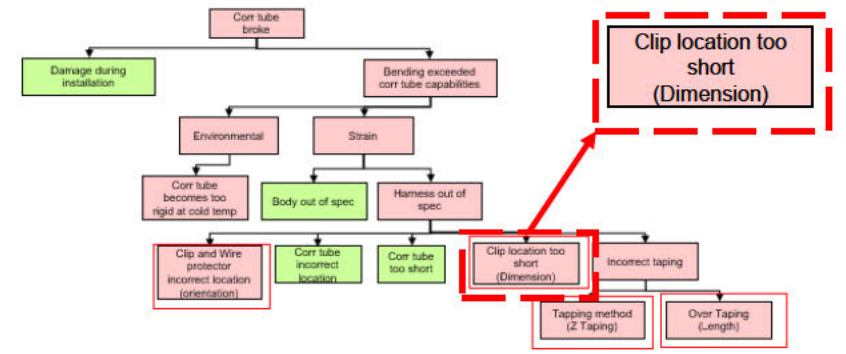
- Unable to confirm dimensions on test/market parts due to damage

MP Inspection Data Sheets

Body Clip to Harness Protector Concerns

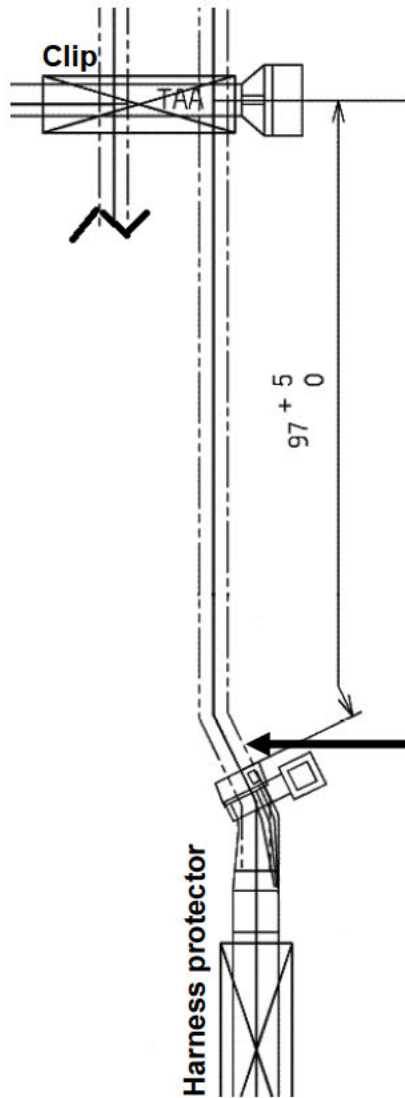
17 MY HIDS for 32109

HONDA INSPECTION DATA SHEET										
DATE: 2/11/2016										
PART NUMBER: 32109-T6Z-A000		SIDE: <input type="checkbox"/> Right <input type="checkbox"/> Left		PART RANK: C		HONDA				
PART NAME: WIRE HARN TAILGATE		MODEL: T6Z		WH0						
SUPPLIER: Delphi packard		FACILITY: RBE IX Juarez Mex.		REGULATION PART: YES NO		DATE				
DATA PURPOSE: <input checked="" type="checkbox"/> NEW MODEL INSPECTION		REPORT FREQUENCY TO HONDA: F-FILE M-MONTHLY		DC NUMBER: TE		LOT NUMBER/ EVENT:				
REVISION RECORD										
REV	DATE	DC LEVEL	CONTENT	HONDA	HONDA	SUPPLIER	SUPPLIER	TOOLING LEVEL:		
02	16-Oct-15	T6Z -A000						HANDWORK: <input type="checkbox"/> Y <input checked="" type="checkbox"/> X		
01	#####	T62A-F-1114						COMMENTS: DUE TO APPROVAL		
01	#####	T62A-F-0590	INITIAL ISSUE					DE		
No.	INSPECTION ITEM	METHOD	CHECK AND FREQUENC	REWORKING FREQUENC	TOLERANCE H/L	TOLERANCE H/U	NOMINAL	20407 2'21	20389 2'21	20416 2'21
10	CLIP C 3 TO CHANNEL, L=97	Measurement Tape	100%	F	92	102	97	101	100	101



17M IDS had incorrect dimension values for clip.

Harness protector to Clip Concerns



Measured 51 service parts

- Below spec: N=17
- In spec: N=33
- Above spec: N=1
- Spec: 97mm (-0, +5)

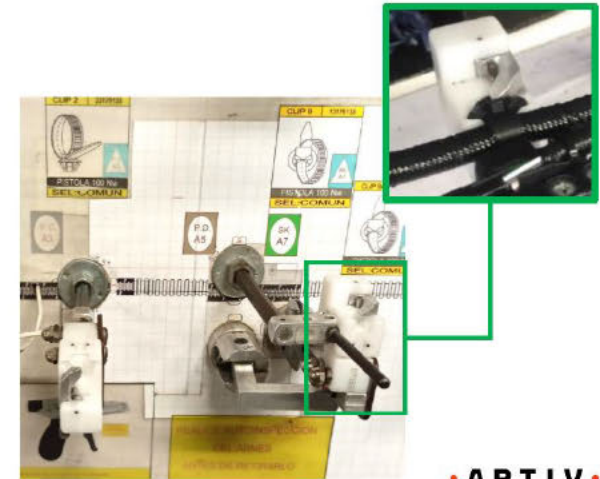
Measurement	Total	Judgement	Grand Total
93	2	Out of spec	17
94	1		
95	1		
96	13		
97	5	In spec	33
98	3		
99	5		
100	13		
101	3		
102	4		
103	1	Out of spec	1

Supplier CM

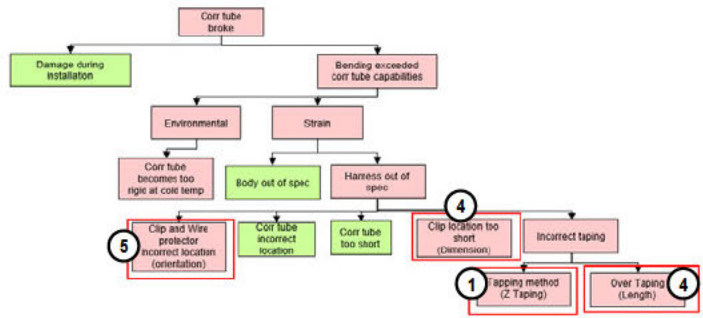
BEFORE: Tooling at Service parts area, was not adequate to fit in the clip, causing variation on the clip position



AFTER: Clip holders were added to assure a fixed position of the clips



Service parts were out of spec
 Supplier was not properly holding TAA Clip when harness was assembled. CM added fixture to hold the clip when part assembled

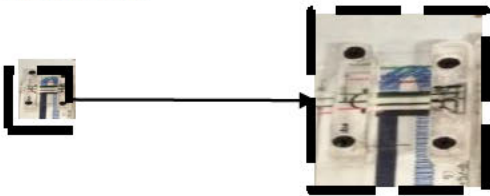


- C/M applied to service parts. 17-18M were no longer in production

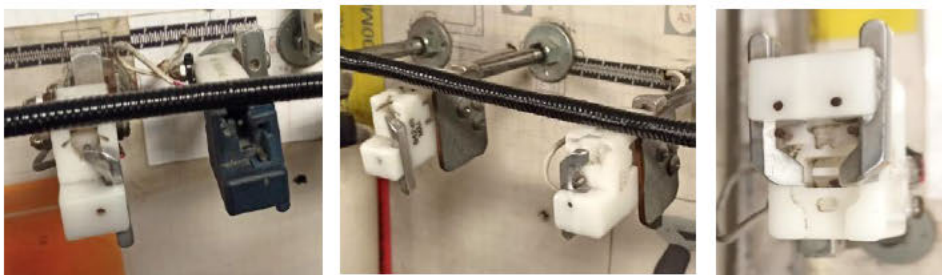
CM #	Countermeasure	Result	Supplier Implementation
1	Apply Correct Z Tape (to Honda spec)	APTIV associates were retrained on Z Taping and Z Taping verification added to weekly audit	7/24/2018
4	Inspection board was implemented at SP Previous inspection was done physical measurement and comparing to drawing	Improve inspection for clip/corr tube/taping	7/2020
5	Clip holders added to service production board	Improve control on clip orientation	8/2020

Carryover C/M from corr tube pullout investigation

④ Inspection board

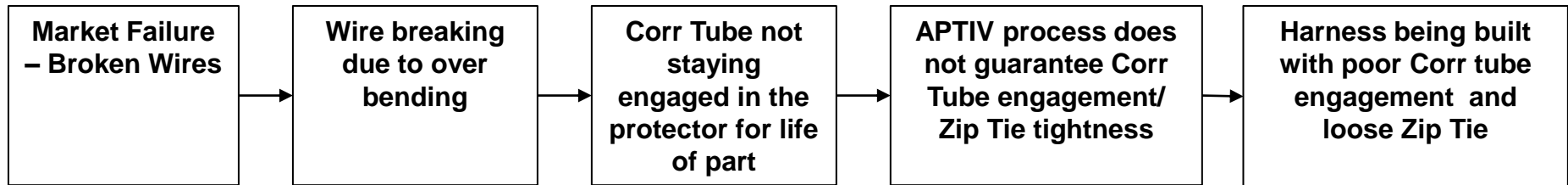


⑤ Service production board



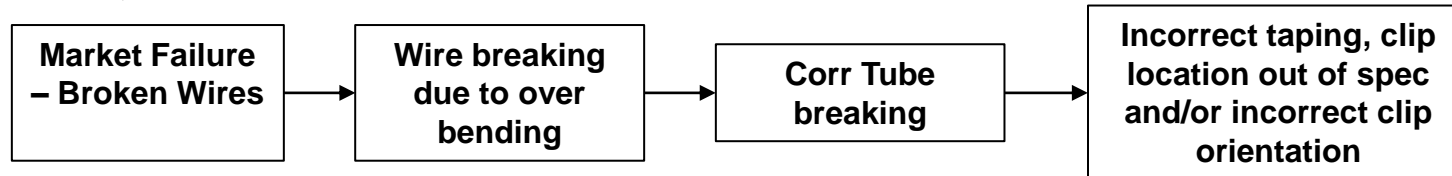
Corr tube coming out from harness protector

QIS: HNA18071902



Corr tube breaking

QIS: HNA19121302

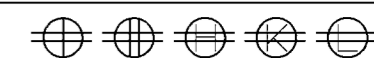


Summary

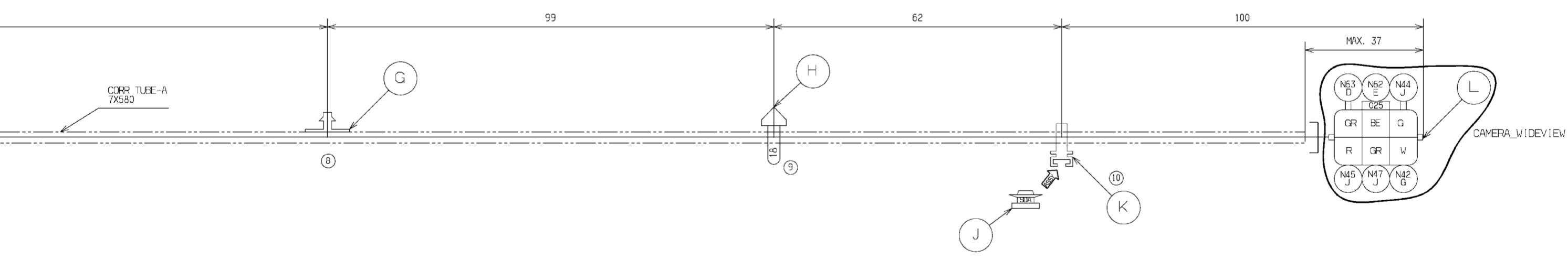
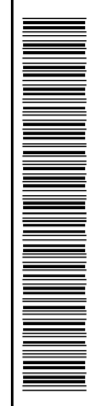
- Warranty indicates a durability issue

Model	B-Rank	
	2017 KA/KL	2018 KA/KL
Claims	506	532
Defect%	1.023%	2.496%
Sales	49,441	21,317

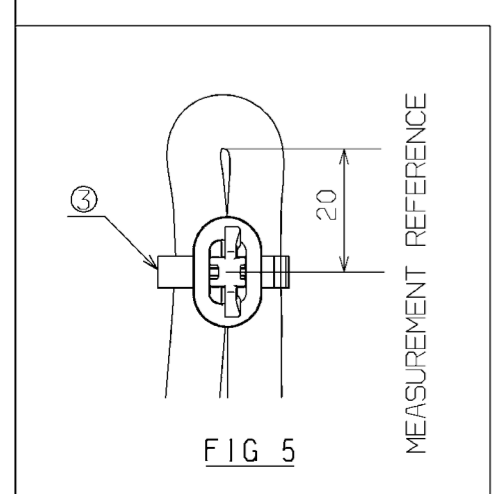
- CMs for corr tube pull out
 - Supplier manufacture issues identified
 - Z-tape
 - Corrugated tube not fully insertion into harness protector
 - Zip tie not tight
 - C/Ms applied from 8/2018
- 2nd QIS (corr tube break) due C/M parts failed MQ recreation testing similar to warranty parts
 - FTA identified supplier mfg as suspect
 - 17M IDS had incorrect spec values for clip locations <- Causes increase strain on corrugated tube
 - Confirmed service parts were out of spec.
 - C/M were applied suspect concerns from 7/2018
 - MQ confirmed service inventory contained final C/M parts



NO.	DWG. NO.	NAME	QTY.	MATERIAL	REMARKS	DWG. S.P.
A	91786-SNA -0030-H1	WPC 6P 025 M	1			○ X
B	91535-STK -0030-H1	CLIP, COUPLER	1			○ ○
C	91540-TAA -0030-H1	CLIP WIRE HARN	2			○ ○
D	39532-T6Z -A010-M1	PROTECTOR WIRE HARNESS	1			○ X
E	32113-TA0 -0030-H1	CABLE BAND	1	SUMITOMO 6900-6075		○ ○
F	91537-SR3 -0030	CLIP WIRE HARN	1			○ ○
G	90627-SA5 -0030	CLIP WIRE HARN	2			○ ○
H	91540-TA0 -0030-H1	CLIP BAND HARN (UND DIA. 1.8)	2			○ ○
J	91533-SDA -0030-H1	CLIP, COUPLER	1			○ ○
K	91531-SDA -0030-H1	CLIP, BAND HARN	1			○ ○
L	91787-SNA -0030-H1	WPC 6P 025 F	1			○ X



CORR TUBE-A
7X580

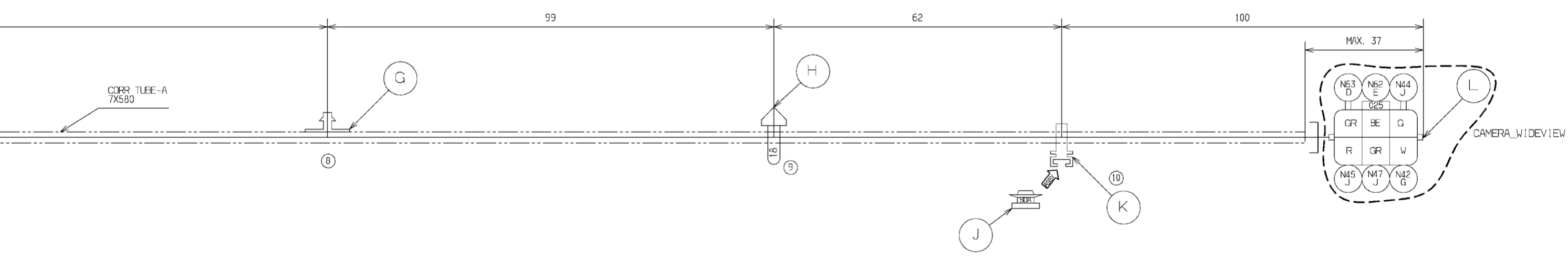


2D

CATIA V5

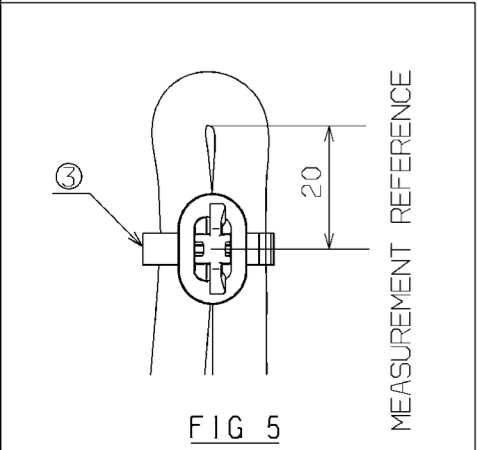
SPECIFICATION		SCALE	MATERIAL	MASS ROM
3210Z-TAA -0004		FREE		0.100kg
APPLICABLE DWG		DRAWN	DESIGNED	RESPONSIBLE
		J. LIRA	N. HASHIMOTO	R. PROFERA
				PHAN
		10 AUG 17		
		NAME		
		WIRE, HARN, TAILGAT		
		E		
		DWG. NO.		
		30		
01	A-17-09020	MAJ REV	29 AUG 17	-
REVISION RECORD		DATE	DR	CHK
SIZE	(REFERENCE) (Y-A000)	A000		
A0				

NO.	DWG. NO.	NAME	QTY.	MATERIAL	REMARKS	DWG. S.P.
A	91786-SNA -0030-H1	WPC 6P 025 M	1			○ X
B	91535-STK -0030-H1	CLIP, COUPLER	1			○ ○
C	91540-TAA -0030-H1	CLIP WIRE HARN	2			○ ○
D	39532-T6Z -A010-M1	PROTECTOR WIRE HARNESS	1			○ X
E	32113-TA0 -0030-H1	CABLE BAND	1	SUMITOMO 6900-6075		○ ○
F	91537-SR3 -0030	CLIP WIRE HARN	1			○ ○
G	90627-SA5 -0030	CLIP WIRE HARN	2			○ ○
H	91540-TA0 -0030-H1	CLIP, BAND HARN (UND DIA. 1.8)	2			○ ○
J	91533-SDA -0030-H1	CLIP, COUPLER	1			○ ○
K	91531-SDA -0030-H1	CLIP, BAND HARN	1			○ ○
L	91787-SNA -0030-H1	WPC 6P 025 F	1			○ X



NOTE:

1. - PROTECTOR ASSEMBLY MUST BE ACCORDING THIS DRAWING (INCLUDING FIG. 1 AND FIG. 6). QUALITY MUST BE SECURED BEFORE HARNESS PART IS SHIPPED TO HONDA FACTORY.



2D

CATIA V5

		<small>■ This drawing is a business secret of Honda Motor Co., Ltd. and/or the company herein, and any copy, use or transfer without prior approval, constitutes illegal misconduct. ■ 本圖樣是屬於本田技研工業株式會社及/或在此記載的人或法人所有的營業秘密。未經事先許可而擅自複製、使用或轉讓給他人均屬違法行為。 ■ 本圖樣包含本田技研工業(株)及/或其子公司之營業秘密。未經事先許可而擅自複製、使用或轉讓給他人均屬違法行為。 ■ 本圖樣包含所有權人、受用者、又或引據者之營業秘密。未經事先許可而擅自複製、使用或轉讓給他人均屬違法行為。</small>	
		SPECIFICATION : 3210Z-TAA -0004 APPLICABLE DWG :	SCALE : FREE MATERIAL : MASS ROM : 0.100kg
DRAWN : SANDOVAL DESIGNED : E. 13 NOV 18	RESPONSIBLE : GARRETT NAME : WIRE, HARN, TAILGAT E. DWG. NO. : 30	02 A-19-01329 MAJ REV 07MAR19 - - 32109-T6Z -A020	
REVISION RECORD :		DATE DR CHK	
SIZE (REFERENCE) (A-A012)			

Report Information :

Report ID : [REDACTED]	# of Attachments : 0	Zone / District : 06 / 06K
Report Method : V s t		Create Date : 06/08/2017 14:48:59
Brief Description : Aud o un t not d sp ay ng on screen		

Customer Information :

Customer Name :	City / State : Graham / NC
Delivery Date : 05/30/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63212513
NHTSA Model : RIDGELINE	Model ID : YK2F1HEW	Style :
Model Year : 2017	Mileage : 330	Transmission : 6AT
VIN : 5FPYK2F19HB [REDACTED]	Unit Status : So d to Customer	Body : 2SPORT
	Date of Occurrence : 06/05/2017	Engine Type:

Dealer Information :

Dealer Number / Contact : 208689 / Erc	
Phone Number : (336) 584-4870	Extension :

Claim Information :

NHTSA Component Code : 11 - ELECTRICAL SYSTEM		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9311 / RADIO DISPLAY ISSUE		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s): 39100-T6Z-A12RM

Complaint / Symptom:

Disp ay wou d not work for audio. Back up camera and diagnostic screen functioned properly.

Probable Cause :

Fau ty audio unit

Corrective Action :

Rep ace audio unit

Report Information :

Report ID : [REDACTED]	# of Attachments : 0	Zone / District : 09 / 09E
Report Method : Phone		Create Date : 10/23/2017 13:10:38
Brief Description : Rear backup camara nop		

Customer Information :

Customer Name :	City / State : Groton / CT
Delivery Date : 10/20/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64201941
NHTSA Model : RIDGELINE	Model ID : YK3F1JEW	Style :
Model Year : 2018	Mileage : 5	Transmission : 6AT
VIN : 5FPYK3F1XJB [REDACTED]	Unit Status : In-Stock	Body : 4SPORT
	Date of Occurrence : 10/20/2017	Engine Type:

Dealer Information :

Dealer Number / Contact : 207844 / Fred Rev or	
Phone Number : (860) 449-0411	Extension :

Claim Information :

NHTSA Component Code : 13 - VISIBILITY		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 8630 / MIRROR PROBLEM		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Rear backup camera inop

Probable Cause :

Was not p ugged in

Corrective Action :

P ug in the connector

Report Information :

Report ID : [REDACTED]	# of Attachments : 0	Zone / District : 09 / 09D
Report Method : V s t		Create Date : 02/15/2018 22:00:09
Brief Description : back up camera nop		

Customer Information :

Customer Name :	City / State : Ch copee / MA
Delivery Date : 10/23/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64205999
NHTSA Model : RIDGELINE	Model ID : YK3F7JKNW	Style :
Model Year : 2018	Mileage : 6953	Transmission : 6AT
VIN : 5FPYK3F72JB [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-E
	Date of Occurrence : 02/13/2018	Engine Type:

Dealer Information :

Dealer Number / Contact : 208185 / Jason A er	
Phone Number : (413) 593-6727	Extension :

Claim Information :

NHTSA Component Code : NR - NON REPORTABLE		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7800 / ELEC COMPONENT GENERAL		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) : 3952-T6Z-A41

Complaint / Symptom:

Back up camera is sti not working properly even after being rep aced.

Probable Cause :

Navi unit.

Corrective Action :

rep ace navi

Report Information :

Report ID : [REDACTED]	# of Attachments : 1	Zone / District : 08 / 08C
Report Method : Phone		Create Date : 08/13/2018 11:42:37
Brief Description : Broken w res at ta gate for back up camera.		

Customer Information :

Customer Name :	City / State : C ve / IA
Delivery Date : 03/01/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63237318
NHTSA Model : RIDGELINE	Model ID : YK3F5HENW	Style :
Model Year : 2017	Mileage : 35902	Transmission : 6AT
VIN : 5FPYK3F52HB [REDACTED]	Unit Status : So d to Customer	Body : 4RTL
	Date of Occurrence : 08/10/2018	Engine Type:

Dealer Information :

Dealer Number / Contact : 208518 / Mke Haynes	
Phone Number : (515) 253-3040	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7430 / BACK-UP, PARKING WARN PROB		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Back up camera wi not work

Probable Cause :

Broken wires in wire harness at tai gate

Corrective Action :

Rep ace harness.

Report Information :

Report ID : [REDACTED]	# of Attachments : 1	Zone / District : 05 / 05K
Report Method : V s t		Create Date : 03/01/2019 21:13:22
Brief Description : WIRE BROKEN IN HARNESS		

Customer Information :

Customer Name :	City / State : PUNXSUTAWNEY / PA
Delivery Date : 09/22/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64203290
NHTSA Model : RIDGELINE	Model ID : YK3F6JGNW	Style :
Model Year : 2018	Mileage : 14402	Transmission : 6AT
VIN : 5FPYK3F63JE [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-T
	Date of Occurrence : 02/26/2019	Engine Type:

Dealer Information :

Dealer Number / Contact : 207356 / BUTCH NOEL	
Phone Number : (724) 349-3000	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7923 / USE 9700		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:
BACK UP CAMERA INOP

Probable Cause :
BROKEN WIRE IN HARNESS

Corrective Action :
REPLACE HARNESS

Report Information :

Report ID : [REDACTED]	# of Attachments : 3	Zone / District : 07 / 07A
Report Method : V s t		Create Date : 04/23/2019 18:44:18
Brief Description : W re Harness Damage		

Customer Information :

Customer Name :	City / State : P ggott / AR
Delivery Date : 06/16/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63253294
NHTSA Model : RIDGELINE	Model ID : YK3F7HKNW	Style :
Model Year : 2017	Mileage : 32981	Transmission : 6AT
VIN : 5FPYK3F79HE [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-E
	Date of Occurrence : 04/23/2019	Engine Type:

Dealer Information :

Dealer Number / Contact : 208495 /	
Phone Number : (870) 932-1468	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9701 / RR VIEW CAMERA INOP		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Back up camera not working. Customer saw wiring harness in hinge area on driver's side rubbed bare.

Probable Cause :

improper wire harness routing.

Corrective Action :

Rep ace harness

Report Information :

Report ID : [REDACTED]	# of Attachments : 7	Zone / District : 09 / 09F
Report Method : V s t		Create Date : 08/23/2019 04:39:25
Brief Description : Ta gate w re harness defect		

Customer Information :

Customer Name :	City / State : Corfu / NY
Delivery Date : 11/08/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64205777
NHTSA Model : RIDGELINE	Model ID : YK3F5JENW	Style :
Model Year : 2018	Mileage : 43661	Transmission : 6AT
VIN : 5FPYK3F56JB [REDACTED]	Unit Status : So d to Customer	Body : 4RTL
	Date of Occurrence : 08/21/2019	Engine Type:

Dealer Information :

Dealer Number / Contact : 207494 / Joe Co os mo	
Phone Number : (716) 632-3323	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9701 / RR VIEW CAMERA INOP		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s): 32109-T6Z-A00

Complaint / Symptom:

CS: rear camera is inop

Probable Cause :

Wire on harness is seperated

Corrective Action :

R & R tai gate wire harness

Report Information :

Report ID : [REDACTED]	# of Attachments : 2	Zone / District : 09 / 09C
Report Method : V s t		Create Date : 12/30/2019 14:32:46
Brief Description : Backup camera nop, broken w res at tai gate		

Customer Information :

Customer Name :	City / State : G / MA
Delivery Date : 02/25/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63237370
NHTSA Model : RIDGELINE	Model ID : YK3F8HKNW	Style :
Model Year : 2017	Mileage : 22034	Transmission : 6AT
VIN : 5FPYK3F85HB [REDACTED]	Unit Status : So d to Customer	Body : 4BLACK
	Date of Occurrence : 12/30/2019	Engine Type:

Dealer Information :

Dealer Number / Contact : 208555 / Br an gannon	
Phone Number : 4137743200	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9701 / RR VIEW CAMERA INOP		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Backup camera inoperative.

Probable Cause :

Broken wires at hinge point, drivers bottom corner, of tai gate where harness enters tai gate.

Corrective Action :

Rep ace tai gate harness

Report Information :

Report ID : [REDACTED]	# of Attachments : 1	Zone / District : /
Report Method : V s t		Create Date : 03/24/2020 23:30:01
Brief Description : 17-19M R dge ne Rear Camera Inop - Ta gate Harne		

Customer Information :

Customer Name :	City / State : Raymond / OH
Delivery Date : 03/31/2018	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64221640
NHTSA Model : RIDGELINE	Model ID : YK2F5JENW	Style : 2RTL
Model Year : 2018	Mileage :	Transmission : 6AT
VIN : 5FPYK2F58JB [REDACTED]	Unit Status :	Body : 2RTL
	Date of Occurrence :	Engine Type: 6 CYL 280.0 HP 3.5 L

Dealer Information :

Dealer Number / Contact : /	
Phone Number :	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : N/A / GENRAL-IF POSS DO NOT USE		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) : 32109

Complaint / Symptom:

Tai gate harness fai ure causing rear camera INOP.

Probable Cause :

Do a hea thy vehic e check on HAM manager ease vehic es. List of VINS is attached.

Corrective Action :

None taken, MITS for data co ection. List of VINS attached.

Report Information :

Report ID : [REDACTED]	# of Attachments : 1	Zone / District : 08 / 08D
Report Method : V s t		Create Date : 06/01/2020 14:47:00
Brief Description : Rear v ew camera noperat ve		

Customer Information :

Customer Name :	City / State : Cedar Lake / IN
Delivery Date : 02/28/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63239011
NHTSA Model : RIDGELINE	Model ID : YK3F7HKNW	Style :
Model Year : 2017	Mileage : 27673	Transmission : 6AT
VIN : 5FPYK3F77HE [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-E
	Date of Occurrence : 05/28/2020	Engine Type:

Dealer Information :

Dealer Number / Contact : 207921 / Shawn Haugh	
Phone Number : (219) 922-3100	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9700 / RR VIEW CAMERA GEN		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) : 32109-t6z-a00

Complaint / Symptom:

Customer states the rear view camera on works on fish eye setting

Probable Cause :

Rear tai gate harness where it passes from the bate to the body has worn through f ex

Corrective Action :

Rep aced rear tai gate harness

Report Information :

Report ID : [REDACTED]	# of Attachments : 6	Zone / District : 06 / 06C
Report Method : V s t		Create Date : 10/13/2020 16:16:15
Brief Description : Super Tech FQR: B ank Rear v ew cam w/ nes on y		

Customer Information :

Customer Name :	City / State : Norfo k / VA
Delivery Date : 03/16/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63243087
NHTSA Model : RIDGELINE	Model ID : YK3F6HGNW	Style :
Model Year : 2017	Mileage : 48990	Transmission : 6AT
VIN : 5FPYK3F66HE [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-T
	Date of Occurrence : 10/12/2020	Engine Type:

Dealer Information :

Dealer Number / Contact : 206735 / W am Jansak Jr	
Phone Number : 7574901111	Extension : 2511

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9702 / RR VIEW CAMERA BLANK DISPLAY		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Customers states on y ines for rear view camera shows on disp ay

Probable Cause :

Fau ty sub harness for rear view camera

Corrective Action :

Rep aced sub harness

Report Information :

Report ID : [REDACTED]	# of Attachments : 7	Zone / District : 04 / 04C
Report Method : V s t		Create Date : 12/01/2020 01:25:02
Brief Description : backup camera d sp b ack, harness rub through		

Customer Information :

Customer Name :	City / State : Independence / OH
Delivery Date : 04/16/2018	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64217148
NHTSA Model : RIDGELINE	Model ID : YK3F5JENW	Style :
Model Year : 2018	Mileage : 17253	Transmission : 6AT
VIN : 5FPYK3F59JB [REDACTED]	Unit Status : So d to Customer	Body : 4RTL
	Date of Occurrence : 10/27/2020	Engine Type:

Dealer Information :

Dealer Number / Contact : 207532 / Brad Haag	
Phone Number : (440) 243-5577	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7430 / BACK-UP, PARKING WARN PROB		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) : 32109-T6Z-A00

Complaint / Symptom:

Customer comp ained when putting into reverse, rearview camera disp ay is b ack but grid ines visib e.

Probable Cause :

Technician found that harness rubbed through at driver's side hinge area

Corrective Action :

Rep aced harness.

Report Information :

Report ID : ██████████	# of Attachments : 0	Zone / District : 09 / 09H
Report Method : Phone		Create Date : 12/15/2020 20:53:53
Brief Description : Backup camera intermittently not coming on when in reverse		

Customer Information :

Customer Name :	City / State : Norwood / MA
Delivery Date : 10/27/2016	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63222429
NHTSA Model : RIDGELINE	Model ID : YK3F8HKNW	Style :
Model Year : 2017	Mileage : 22154	Transmission : 6AT
VIN : 5FPYK3F89HB ██████████	Unit Status : Sold to Customer	Body : 4BLACK
	Date of Occurrence : 11/06/2020	Engine Type:

Dealer Information :

Dealer Number / Contact : 208679 / Owen Garber	
Phone Number : (781) 255-6000	Extension :

Claim Information :

NHTSA Component Code : 26 - FORWARD COLLISION AVOIDANCE		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7400 / DS(DRIVING SUPPORT GENERAL)		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) : 32109-T6Z-A00

Complaint / Symptom:

Backup camera intermittently not coming on when in reverse.

Probable Cause :

Inspected vehicle found back up camera would stop working when opening the tail gate. Vehicle has damage to the tail gate harness where it bends on the drivers side of the tail gate. Damage is design related not external as it bends/flexes in that spot when the tail gate is opened/closed. Manipulated harness in that spot and was able to get back up imager to reappear. Replaced tail gate harness to repair the vehicle.

Corrective Action :

replaced harness, all operating properly now

Report Information :

Report ID : [REDACTED]	# of Attachments : 2	Zone / District : 02 / 02F
Report Method : V s t		Create Date : 12/23/2020 00:46:20
Brief Description : Lost communication with rear camera due to zip tie		

Customer Information :

Customer Name :	City / State : Bur ngt on / WA
Delivery Date : 09/05/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64201620
NHTSA Model : RIDGELINE	Model ID : YK3F7JKNW	Style :
Model Year : 2018	Mileage : 30048	Transmission : 6AT
VIN : 5FPYK3F72JB [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-E
	Date of Occurrence : 11/30/2020	Engine Type:

Dealer Information :

Dealer Number / Contact : 208819 / Brandon Johnson	
Phone Number : (360) 757-7467	Extension :

Claim Information :

NHTSA Component Code : 11 - ELECTRICAL SYSTEM		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7210 / WIRING HARNESS PROB		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Customer lost communication with his back up camera.

Probable Cause :

ZIP tie installed during production rubbed through harness.

Corrective Action :

We found that the harness going into the tail gate was rubbed through where a factory zip tie was retaining it. Repair harness.

Report Information :

Report ID : [REDACTED]	# of Attachments : 3	Zone / District : 03 / 03T
Report Method : V s t		Create Date : 03/02/2021 23:40:03
Brief Description : Customer states backup camera are nop.		

Customer Information :

Customer Name :	City / State : Be Ar / MD
Delivery Date : 02/28/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63238637
NHTSA Model : RIDGELINE	Model ID : YK3F7HKNW	Style :
Model Year : 2017	Mileage : 27596	Transmission : 6AT
VIN : 5FPYK3F72HB [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-E
	Date of Occurrence : 02/24/2021	Engine Type:

Dealer Information :

Dealer Number / Contact : 208730 / Chr ssy Frankos	
Phone Number : (410) 893-0600	Extension :

Claim Information :

NHTSA Component Code : 11 - ELECTRICAL SYSTEM		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : B1389 / TAILGATE MTR CLTCH CIR MALF		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Customer states the rear back up camera is inoperative, advise.

Probable Cause :

Technician dup icated customers concern. The wiring harness in the rear of the Ridge ine causing the back up camera to not work. Harness is frayed when opening and c osing the rear tai gate.

Corrective Action :

Technician was ab e to repair harness for proper operation. DPSM authorized one time goodwi f for customer satisfaction since vehic e has minima mi es and ow usage. Camera and tai gate operating as designed.

Report Information :

Report ID : [REDACTED]	# of Attachments : 2	Zone / District : 03 / 03T
Report Method : V s t		Create Date : 03/23/2021 03:15:54
Brief Description : Customer states the rear backup camera nop.		

Customer Information :

Customer Name :	City / State : Kngsv e / MD
Delivery Date : 03/03/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63241276
NHTSA Model : RIDGELINE	Model ID : YK3F7HKNW	Style :
Model Year : 2017	Mileage : 107938	Transmission : 6AT
VIN : 5FPYK3F73HB [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-E
	Date of Occurrence : 03/09/2021	Engine Type:

Dealer Information :

Dealer Number / Contact : 208730 / Chr ssy Frankos	
Phone Number : (410) 893-0600	Extension :

Claim Information :

NHTSA Component Code : 17 - LATCH		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 8240 / TAILGATE, HATCH SKIN & HINGE		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s): 32109-T6Z-A00

Complaint / Symptom:

Customer states the rear backup camera does not work. Check and advise.

Probable Cause :

Technician was ab e to dup icate the concern. Found brake in rear tai gate harness wiring.

Corrective Action :

Remove portion to expose rear tai gate harness and made repair. Checked operation of the camera and tai gate function. Vehicle is operating as designed.

Report Information :

Report ID : [REDACTED]	# of Attachments : 2	Zone / District : 06 / 06X
Report Method : V s t		Create Date : 04/19/2021 13:35:00
Brief Description : Back-up camera INOP		

Customer Information :

Customer Name :	City / State : Danev e / IL
Delivery Date : 03/13/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63238328
NHTSA Model : RIDGELINE	Model ID : YK3F7HKNW	Style :
Model Year : 2017	Mileage : 83520	Transmission : 6AT
VIN : 5FPYK3F7XHE [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-E
	Date of Occurrence : 04/02/2021	Engine Type:

Dealer Information :

Dealer Number / Contact : 207196 / Tom A sop	
Phone Number : (217) 443-6803	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7430 / BACK-UP, PARKING WARN PROB		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Back-up camera not working. Traced prob em to broken wires at the eft rear tai gate opening.

Probable Cause :

Fxing of wires when opening and c osing tai gate.

Corrective Action :

Rep aced the wire harness assemb y.

Report Information :

Report ID : [REDACTED]	# of Attachments : 3	Zone / District : 06 / 06X
Report Method : V s t		Create Date : 04/19/2021 13:40:39
Brief Description : Back-up camera INOP		

Customer Information :

Customer Name :	City / State : Danev e / IL
Delivery Date : 06/26/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63238223
NHTSA Model : RIDGELINE	Model ID : YK3F6HGNW	Style :
Model Year : 2017	Mileage : 54913	Transmission : 6AT
VIN : 5FPYK3F66HE [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-T
	Date of Occurrence : 04/16/2021	Engine Type:

Dealer Information :

Dealer Number / Contact : 207196 / Tom A sop	
Phone Number : (217) 443-6803	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7430 / BACK-UP, PARKING WARN PROB		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Back-up camera not working. Traced prob em to broken wires at the eft rear tai gate opening.

Probable Cause :

Fxing of wires when opening and c osing tai gate.

Corrective Action :

Rep aced the wire harness assemb y.

Report Information :

Report ID : [REDACTED]	# of Attachments : 3	Zone / District : 06 / 06D
Report Method : V s t		Create Date : 06/22/2021 19:53:43
Brief Description : CUSTOMER STATES THE BACK UP CAMERA DOES NOT WORK		

Customer Information :

Customer Name :	City / State : DUBLIN / OH
Delivery Date : 12/31/2018	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64218382
NHTSA Model : RIDGELINE	Model ID : YK3F8JKNW	Style :
Model Year : 2018	Mileage : 50000	Transmission : 6AT
VIN : 5FPYK3F83JB [REDACTED]	Unit Status : So d to Customer	Body : 4BLACK
	Date of Occurrence : 06/17/2021	Engine Type:

Dealer Information :

Dealer Number / Contact : 208548 / TOM RANKIN	
Phone Number : (614) 764-9449	Extension : 9449

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9703 / RR VIEW CAMERA VIEW ISSUE		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s): 32109-T6Z-A00

Complaint / Symptom:

CUSTOMER STATES THE BACK UP CAMERA DOES NOT WORK

Probable Cause :

UNSURE

Corrective Action :

INSPECTION OF THE VEHICLE FINDS THAT THE REAR TAIL GATE HARNESS HAS BEEN RUBBING ON THE BODY DUE TO THE TAIL GATE OPENING AND CLOSING OVER TIME. TECH RELACED REAR TAIL GATE HARNESS. NO PRIOR BODY REPAIR TO THIS AREA OF THE VEHICLE.

Report Information :

Report ID : [REDACTED]	# of Attachments : 4	Zone / District : 03 / 03X
Report Method : V s t		Create Date : 09/08/2021 20:28:37
Brief Description : Customer sees harness cut at rear ta gate.		

Customer Information :

Customer Name :	City / State : Ster ng / VA
Delivery Date : 11/30/2016	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63227698
NHTSA Model : RIDGELINE	Model ID : YK3F7HKNW	Style :
Model Year : 2017	Mileage : 71156	Transmission : 6AT
VIN : 5FPYK3F7XHB [REDACTED]	Unit Status : So d to Customer	Body : 4RTL-E
	Date of Occurrence : 08/26/2021	Engine Type:

Dealer Information :

Dealer Number / Contact : 208341 / Dave Wa ace	
Phone Number : (703) 444-2010	Extension :

Claim Information :

NHTSA Component Code : 17 - LATCH		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 7850 / PTG(POWER TAILGATE) PROB		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Customer sees harness cut at rear tai gate.

Probable Cause :

DPSM authorization for goodwi submission for repair to rear tai gate harness. Note: Seeing a arge amount of these harness issues on Ridge ines.

Corrective Action :

DPSM goodwi rep acement harness. FQR reporting on y.

Report Information :

Report ID : [REDACTED]	# of Attachments : 1	Zone / District : 01 / 01D
Report Method : V s t		Create Date : 11/18/2021 17:54:09
Brief Description : Rear back up camera does not operate		

Customer Information :

Customer Name :	City / State : Va ejo / CA
Delivery Date : 03/20/2017	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y63240296
NHTSA Model : RIDGELINE	Model ID : YK3F8HKNW	Style :
Model Year : 2017	Mileage : 89000	Transmission : 6AT
VIN : 5FPYK3F86HE [REDACTED]	Unit Status : So d to Customer	Body : 4BLACK
	Date of Occurrence : 11/16/2021	Engine Type:

Dealer Information :

Dealer Number / Contact : 206883 /	
Phone Number : (707) 551-3200	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9701 / RR VIEW CAMERA INOP		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s): 32109-T6Z-A00

Complaint / Symptom:

Customer states back up camera does not operate. Confirmed customers concern that back up camera does not operate when in reverse.

Probable Cause :

Found tai gate harness has an open.

Corrective Action :

Rep aced tai gate harness and confirmed rear back up camera operates when in reverse.

Report Information :

Report ID : [REDACTED]	# of Attachments : 6	Zone / District : 06 / 06H
Report Method : V s t		Create Date : 12/10/2021 21:48:45
Brief Description : Rear View Camera Inop - Wire Pinched By Tailgate		

Customer Information :

Customer Name :	City / State : Mansfield / OH
Delivery Date : 01/25/2018	

Vehicle Information:

Make : Honda	Model Series : RIDGELINE	Engine Number : J35Y64211400
NHTSA Model : RIDGELINE	Model ID : YK3F7JKNW	Style :
Model Year : 2018	Mileage : 29423	Transmission : 6AT
VIN : 5FPYK3F74JB [REDACTED]	Unit Status : Sold to Customer	Body : 4RTL-E
	Date of Occurrence : 12/10/2021	Engine Type:

Dealer Information :

Dealer Number / Contact : 206920 / Scott Robles	
Phone Number : (419) 780-3687	Extension :

Claim Information :

NHTSA Component Code : 28 - BACKOVER PREVENTION		
Claim Number :	Fire? : NO	Rollover? : NO
Complaint code : 9701 / RR VIEW CAMERA INOP		
Labor Operation Cd / Desc :		
Labor Op Full Code / Desc :		

Failed Part(s) :

Complaint / Symptom:

Rear view camera inoperable. This is the second vehicle this dealer has repaired for this same complaint. The other vehicle was a 2019 Ridgeline.

Probable Cause :

Wire is getting pinched by the lower-left part of the tailgate due to how the harness is routed.

Corrective Action :

Replace wire harness.

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11 *Attorneys for Plaintiffs and the Putative Class*

12 [Additional counsel on signature page]

13 **IN THE UNITED STATES DISTRICT COURT**
 14 **FOR THE CENTRAL DISTRICT OF CALIFORNIA**

15 [Redacted]
 16 [Redacted]
 17 [Redacted]
 18 [Redacted] and [Redacted], on
 behalf of themselves and all others
 19 similarly situated,
 20
 21 Plaintiffs,
 22 v.
 23 AMERICAN HONDA MOTOR CO.,
 INC.,
 24 Defendant.
 25

Case No. [Redacted]

SECOND AMENDED CLASS ACTION COMPLAINT

JURY TRIAL DEMANDED

1 Plaintiffs [REDACTED]
2 [REDACTED], and [REDACTED] (collectively,
3 “Plaintiffs”), by and through their attorneys, file this action on behalf of themselves
4 and all others similarly situated against Defendant, American Honda Motor Co., Inc.
5 (“Honda USA,” “Defendant,” or “Honda”), and allege as follows:

6 **NATURE OF THE ACTION**

7 1. Plaintiffs bring this action individually, and on behalf of a nationwide
8 class and classes for the commonwealths of Massachusetts and Pennsylvania, and
9 the states of New Hampshire, Michigan, New York, Oklahoma, and Washington
10 (more fully defined below), for the benefit and protection of purchasers and lessees
11 of Honda’s model years 2017, 2018, and 2019 Ridgeline vehicles (together, the
12 “Vehicle(s)” or “Class Vehicle(s)”).

13 2. As alleged herein, the Class Vehicles are defective and unsafe. The
14 Vehicles have a dangerous and defective tailgate wiring harness configuration that
15 results in damage to the harness that causes critical vehicle safety components,
16 namely the Vehicles’ backup camera, to function intermittently or to fail altogether.
17 This poses a significant safety hazard to drivers and occupants of Class Vehicles,
18 and other members of the public.

19 3. The defect is the result of the tailgate wiring harness being comprised
20 of inadequate materials such that normal operation of the tailgate causes the wiring
21 harness to fatigue and eventually sever the connection to the Vehicles’ backup
22 cameras (the “Defect”).

23 4. Honda is well aware of the Defect. Consumers presenting Class
24 Vehicles for a Defect-related repair are informed that Honda knows about the issue,
25 that dealerships are seeing the issue frequently, and some consumers are informed
26 that replacement harnesses have been on backorder. Nevertheless, when owners and
27

1 lessees of the Class Vehicles seek a repair for the Defect, they routinely are told there
2 is no recall and are forced to pay for this safety-related repair at their own expense.

3 5. Prior to selling the Vehicles, Honda knew that the tailgate wiring
4 harnesses were defective, yet omitted and kept this material fact from Plaintiffs and
5 other class members. Rigorous pre-release testing made Honda aware of the Defect.

6 6. Honda has also issued a series of technical service bulletins (“TSB”)
7 announcing that it is collecting sample Class Vehicle tailgate harnesses as part of an
8 investigation that appears to be directly related to the Defect. The Defect is also
9 widely discussed and complained about, including on message boards devoted to the
10 Honda Ridgeline and in complaints made directly to the National Highway Traffic
11 Safety Administration (NHTSA), all of which Honda reviews and is aware.
12 Nevertheless, Honda has failed to recall the Vehicles, has not successfully remedied
13 the Defect, has not made owners and lessees of the Class Vehicles whole, and has
14 not made the Class Vehicles safe.

15 7. The defective wiring harnesses included in the Class Vehicles did not
16 perform as warranted, and Honda omitted information about the Defect.

17 8. As a result of Honda’s misconduct, Plaintiffs and class members were
18 each injured on account of receiving Vehicles that were fundamentally different
19 from what they believed they were purchasing, and less valuable than was
20 represented.

21 9. In manufacturing, marketing, and selling and/or leasing these unsafe
22 Vehicles, Honda has engaged in unfair, deceptive, and misleading consumer
23 practices, and has breached its warranty with the Vehicles’ purchasers and lessees,
24 including Plaintiffs.

25 10. As a result of the Defect, Plaintiffs and class members are unable to
26 utilize their Vehicles as advertised and in a safe manner, and have incurred damages.

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1 11. The Defect presents a safety concern, and though numerous consumers
2 have complained about it, Honda has failed to adequately address the Defect.

3 12. Plaintiffs bring this action to obtain redress for those who have
4 purchased or leased the Vehicles across the United States. Plaintiffs seek remedies
5 for Honda’s breaches of express and implied warranties, fraud, unjust enrichment,
6 violations of state consumer protection laws, and seek declaratory and injunctive
7 relief to prevent Honda’s continued misconduct.

8 **JURISDICTION AND VENUE**

9 13. This Court has subject matter jurisdiction under 28 U.S.C.
10 § 1332(d)(2)(A) because the claims relating to the matter in controversy exceed \$5
11 million, exclusive of interest and costs, the proposed classes have at least 100
12 members, and this is a class action in which certain of the class members (including
13 Plaintiffs) and Defendants are citizens of different states.

14 14. Venue is proper in this judicial District under 28 U.S.C. § 1391 because
15 Honda USA is headquartered in this judicial District, Honda conducts significant
16 business throughout this District, and a substantial part of the acts and omissions
17 giving rise to Plaintiffs’ claims occurred in, or emanated from, this District.

18 15. At all pertinent times, Honda was engaged in the marketing,
19 advertisement, sale, and lease of the Class Vehicles, which are the subject of this
20 lawsuit, in this District and throughout the United States.

21 **PARTIES**

22 **Plaintiff** [REDACTED]

23 16. Plaintiff [REDACTED] is an adult individual who resides in and is
24 a citizen of Medfield, Massachusetts. In or about July 2017, Plaintiff [REDACTED]
25 purchased a new 2017 Honda Ridgeline at Boch Honda, an authorized Honda
26

1 dealership located in Norwood, Massachusetts. Plaintiff [REDACTED] uses his Class
2 Vehicle for family and household use.

3 17. In or about May 2020, Plaintiff began experiencing the Defect, and his
4 backup camera began intermittently failing. Plaintiff took his Class Vehicle to Boch
5 Honda and presented the vehicle for a repair. Plaintiff [REDACTED] insisted that the
6 backup camera is a safety concern and that Boch Honda should provide a repair at
7 no charge, but the dealership stated that because there is no recall for the issue, he
8 would have to pay for a repair. The dealership charged Plaintiff [REDACTED] \$421.85
9 to repair the Defect.

10 18. While Honda’s dealership temporarily eliminated the Defect at Plaintiff
11 [REDACTED] cost, Honda failed to permanently repair or otherwise correct the
12 Defect in the Vehicle in order to permit Plaintiff to safely continue driving it without
13 the risk of the backup camera failing again.

14 19. Plaintiff anticipates that he will soon experience the unsafe wiring
15 Defect and resultant backup camera failure as he continues to use the dual-action
16 tailgate on his Class Vehicle.

17 20. Plaintiff has sustained out of pocket damages, has lost time associated
18 with getting the Vehicle repaired, and lost use of his Vehicle during the time it was
19 being repaired, all as a result of the Defect.

20 21. Because of the Defect, and Honda’s inability or refusal to permanently
21 remedy the issue, Plaintiff continues to be exposed to a safety risk associated with
22 backup camera failure in his Class Vehicle.

23 22. At the time of purchasing his Vehicle, Plaintiff did not know that the
24 Vehicle contains an unsafe wiring Defect that causes backup camera failure, and that
25 he would not be able to safely drive the Vehicle without risk of his backup camera
26 failing. Had Honda disclosed the Defect on its website, through its dealership, in its
27 warranty manual, or elsewhere prior to Plaintiff purchasing his Class Vehicle,

1 Plaintiff [REDACTED] would not have purchased the Vehicle, or would not have paid
2 the purchase price that he did. Plaintiff relied upon Honda that it was providing the
3 full picture of information regarding his Vehicle, and relied upon the idea that Honda
4 would not withhold material information about safety defects in the Vehicle,
5 including the Defect. As a result, Plaintiff received less than what he paid for his
6 Vehicle and did not receive the benefit of his bargain.

7 **Plaintiff [REDACTED]**

8 23. Plaintiff [REDACTED] is an adult individual who resides in and is a
9 citizen of Waltham, Massachusetts. On or about January 15, 2018, Plaintiff [REDACTED]
10 purchased a new 2018 Honda Ridgeline at Bernardi Honda, an authorized Honda
11 dealership located in Natick, Massachusetts. With his Class Vehicle, Plaintiff [REDACTED]
12 also purchased a new Honda Care Extended Warranty, for approximately \$2,500.
13 Plaintiff [REDACTED] uses his Class Vehicle for family and household use.

14 24. In or about October 2018, Plaintiff began experiencing the Defect, and
15 his backup camera failed. On or about October 15, 2018, Plaintiff took his Class
16 Vehicle to Bernardi Honda and presented the vehicle and the issue for a repair.
17 Because his Vehicle was still in warranty under the Honda extended warranty, the
18 dealership agreed to replace Plaintiff's tailgate wiring harness at no cost. The
19 dealership informed him however that there was no manufacturer fix for the Defect.
20 The mileage at the time was approximately 15,000 miles.

21 25. Following the repair, from time to time, Plaintiff Qu has experienced
22 intermittent backup camera failure. Most recently, in March 2021, Plaintiff [REDACTED] began
23 experiencing backup camera failure. Specifically, the backup camera in his Class
24 Vehicle began flickering. The Defect continues to manifest in his Vehicle.

25 26. While Honda's dealership temporarily eliminated the Defect after
26 Plaintiff [REDACTED] first presentment of the Vehicle, Honda failed to permanently repair
27 or otherwise correct the Defect in the Vehicle in order to permit Plaintiff to safely
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1 continue driving it without the risk of the backup camera failing again. The
2 dealership also acknowledged that it cannot fix Defect by replacing the wiring
3 harness.

4 27. Plaintiff anticipates that he will continue to experience the unsafe
5 wiring Defect and resultant backup camera failure as he continues to use the dual-
6 action tailgate on his Class Vehicle. Plaintiff's Vehicle currently has 79,500 miles
7 on the odometer, and his Vehicle will soon be out of his extended warranty, leaving
8 Plaintiff with no recourse for the wiring Defect and continued backup camera
9 failures.

10 28. Because of the Defect, and Honda's inability or refusal to permanently
11 remedy the issue, Plaintiff continues to be exposed to a safety risk associated with
12 backup camera failure in his Class Vehicle.

13 29. At the time of purchasing his Vehicle, Plaintiff did not know that the
14 Vehicle contains an unsafe wiring Defect that causes backup camera failure, and that
15 he would not be able to safely drive the Vehicle without risk of his backup camera
16 failing. Had Honda disclosed the Defect on its website, through its dealership, in its
17 warranty manual, or elsewhere prior to Plaintiff purchasing his Class Vehicle,
18 Plaintiff [REDACTED] would not have purchased the Vehicle, or would not have paid the
19 purchase price that he did. Plaintiff relied upon Honda that it was providing the full
20 picture of information regarding his Vehicle, and relied upon the idea that Honda
21 would not withhold material information about safety defects in the Vehicle,
22 including the Defect. As a result, Plaintiff received less than what he paid for his
23 Vehicle and did not receive the benefit of his bargain.

24 **Plaintiff** [REDACTED]

25 30. Plaintiff [REDACTED] is an adult individual who resides in and is a
26 citizen of Philadelphia, Pennsylvania. On or about October 27, 2017, Plaintiff [REDACTED]
27 purchased a new 2018 Honda Ridgeline at Keenan Honda, an authorized Honda
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1 dealership located in Doylestown, Pennsylvania. At the time she purchased her
2 Vehicle, Plaintiff also purchased an extended warranty for her Vehicle for
3 approximately \$2,100. Plaintiff Webb uses her Class Vehicle for family and
4 household use.

5 31. In or about June of 2020, Plaintiff [REDACTED] began experiencing the Defect.
6 When putting her Class Vehicle in reverse, she would experience a black screen on
7 the backup camera, an orange grid, and could not actually see a picture on the
8 display.

9 32. Within approximately a few weeks of the Defect manifesting, Plaintiff
10 took her Vehicle to Keenan Honda and presented it for a repair.

11 33. At the dealership, a dealership representative examined the Vehicle and
12 tried to convince Plaintiff [REDACTED] that the wiring damage may have been caused by
13 another vehicle colliding with her car, and otherwise blame Plaintiff for the Defect.
14 The dealership then provided a price for the repair and indicated that the Defect was
15 not covered under her extended warranty. The dealership charged Plaintiff [REDACTED]
16 approximately \$183.91 to repair the Defect.

17 34. While Honda's dealership temporarily eliminated the Defect at Plaintiff
18 [REDACTED] cost, Honda failed to permanently repair or otherwise correct the Defect in
19 the Vehicle in order to permit Plaintiff to safely continue driving it without the risk
20 of the backup camera failing again.

21 35. The Defect has manifested once again in Plaintiff's Vehicle. In or about
22 early May 2021, the backup camera began failing again, including displaying a black
23 screen and orange grid, but no actual backup picture or display.

24 36. Plaintiff continues to experience the unsafe Defect and resultant backup
25 camera failure as she continues to use the dual-action tailgate on her Class Vehicle.

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1 37. Plaintiff Webb feels unsafe operating her Vehicle due to the backup
2 camera failure and will likely have no choice but to obtain a repair for the issue at
3 her own expense.

4 38. Plaintiff has sustained out of pocket damages and has lost time
5 associated with getting the Vehicle repaired as a result of the Defect. Furthermore,
6 Honda has failed to provide an adequate repair, and the repair it did provide—for
7 which it charged Plaintiff [REDACTED]—failed. The Vehicle remains unsafe and defective.

8 39. Because of the Defect, and Honda’s inability or refusal to permanently
9 remedy the issue, Plaintiff continues to be exposed to a safety risk associated with
10 backup camera failure in her Class Vehicle.

11 40. At the time of purchasing her Vehicle, Plaintiff did not know that the
12 Vehicle contains an unsafe wiring Defect that causes backup camera failure, and that
13 she would not be able to safely drive the Vehicle without risk of her backup camera
14 failing. Honda omitted this information, which was material to her purchasing
15 decision, given the significant safety implications of a non-functioning backup
16 camera. Plaintiff [REDACTED] relied on and was deceived by this omission in deciding to
17 purchase her Vehicle. Had Honda disclosed the Defect on its website, through its
18 dealership, in its warranty manual, or elsewhere prior to Plaintiff purchasing her
19 Class Vehicle, Plaintiff [REDACTED] would not have purchased the Vehicle, or would not
20 have paid the purchase price that she did. Plaintiff relied upon Honda that it was
21 providing the full picture of information regarding her Vehicle, and relied upon the
22 idea that Honda would not withhold material information about safety defects in the
23 Vehicle, including the Defect. As a result, Plaintiff received less than what she paid
24 for her Vehicle and did not receive the benefit of her bargain.

25 **Plaintiff [REDACTED]**

26 41. Plaintiff [REDACTED] is an adult individual who resides in and is a
27 citizen of Chichester, New Hampshire. On or about August 22, 2017, Plaintiff

1 [REDACTED] purchased a new 2017 Honda Ridgeline at William F. Fenton, Inc. d/b/a
2 Honda of Keene, an authorized Honda dealership located in Keene, New Hampshire.
3 Plaintiff [REDACTED] uses his Class Vehicle for family and household use.

4 42. In or about summer of 2020, Plaintiff began experiencing the Defect,
5 and his backup camera failed for two weeks. The camera then began working again.
6 Then, in May 2021, the camera began failing once again. When the Defect manifests,
7 the camera does not display a picture, and only displays yellow lines.

8 43. Plaintiff tried to put the Class Vehicle on a code reader but this did not
9 work. He also attempted to reset all codes, but this too did not fix the issue. Plaintiff
10 has called two dealerships—Grappone Honda in Concord, New Hampshire, and
11 Honda of Keene—to learn more about the issue and figure out a gameplan for
12 attempting to repair the Defect.

13 44. The dealership in Concord at first did not return Plaintiff's call. On or
14 about June 29, 2021, Plaintiff was able to reach Grappone Honda, and the dealership
15 informed him that the repair estimate would be \$690. Due to the unreasonable
16 expense of the repair, the cost of which Plaintiff would have to bear, he decided not
17 to bring his Class Vehicle in for repair. Plaintiff [REDACTED] then spoke with Honda of
18 Keene, which told him that the repair would be approximately \$100 at Plaintiff's
19 expense. Due to the associated repair costs, which Honda's dealerships have
20 indicated would be shifted to Plaintiff, he has opted not to obtain a repair.

21 45. As a result of the Defect and the resultant backup camera failure in
22 Plaintiff's Class Vehicle, in or about June 2021, Plaintiff [REDACTED] accidentally
23 backed up into his wife's parked vehicle in his driveway, which was parked behind
24 his Class Vehicle. Plaintiff anticipates that he will continue to experience the unsafe
25 wiring Defect and resultant backup camera failure as he continues to use the dual-
26 action tailgate on his Class Vehicle.

1 46. Plaintiff [REDACTED] feels unsafe operating his vehicle due to the backup
2 camera failure. Because Plaintiff's young granddaughter frequently visits his house,
3 he feels he had no choice but to obtain a repair for the issue.

4 47. Plaintiff has sustained harm, has lost time associated with calling
5 dealerships and attempting to correct the Defect himself, and remains in a position
6 where he is driving a vehicle that contains an unsafe wiring defect that causes his
7 backup camera to fail. Because of the Defect, Plaintiff continues to be exposed to a
8 safety risk associated with backup camera failure in his Class Vehicle.

9 48. At the time of purchasing his Vehicle, Plaintiff did not know that the
10 Vehicle contains an unsafe wiring Defect that causes backup camera failure, and that
11 he would not be able to safely drive the Vehicle without risk of his backup camera
12 failing. Had Honda disclosed the Defect on its website, through its dealership, in its
13 warranty manual, or elsewhere prior to Plaintiff purchasing his Class Vehicle, this
14 would have materially impacted Plaintiff's considerations in negotiating the
15 purchase of his Class Vehicle, and Plaintiff [REDACTED] would not have paid the
16 purchase price that he did. Plaintiff relied upon Honda that it was providing the full
17 picture of information regarding his Vehicle, and relied upon the idea that Honda
18 would not withhold material information about safety defects in the Vehicle,
19 including the Defect. As a result, Plaintiff received less than what he paid for his
20 Vehicle and did not receive the benefit of his bargain.

21 **Plaintiff [REDACTED]**

22 49. Plaintiff [REDACTED] is an adult individual who resides in and is a citizen
23 of Rochester, New York. In or about October 2018, Plaintiff [REDACTED] purchased a used
24 2018 Honda Ridgeline at O'Connor Chevrolet in Henrietta, New York. Plaintiff
25 [REDACTED] uses his Class Vehicle for family and household use.

26 50. In or about November 2020, Plaintiff experienced the Defect, and his
27 backup camera failed completely. Plaintiff called Ralph Honda, an authorized Honda

1 dealership located in Rochester, New York. A representative at Ralph Honda told
2 Plaintiff [REDACTED] that because he was slightly out of warranty, the cost of a repair
3 would not be covered, and he received a quote from Ralph Honda dealership to
4 perform the repair for in excess of \$1,000. This was too expensive so Plaintiff [REDACTED]
5 declined a repair.

6 51. In or about January 2021, Plaintiff [REDACTED] performed an attempted repair
7 on his Vehicle because of how expensive the repair from Honda was estimated to
8 be. Plaintiff [REDACTED] spliced in and soldered new wiring to replace the broken sections
9 of wiring in his Vehicle's tailgate wiring harness. This attempted repair allowed his
10 backup camera to work sometimes, as opposed to being completely inoperable;
11 however, Plaintiff [REDACTED] backup camera in his Vehicle still only works
12 intermittently.

13 52. The cost of the materials he purchased to perform this repair was
14 approximately \$66.35.

15 53. Plaintiff has sustained out of pocket damages as a result of the Defect.
16 Plaintiff continues to be exposed to a safety risk associated with backup camera
17 failure in his Class Vehicle due to the Defect.

18 54. At the time of purchasing his Vehicle, Plaintiff did not know that the
19 Vehicle contains an unsafe wiring Defect that causes backup camera failure, and that
20 he would not be able to safely drive the Vehicle without risk of his backup camera
21 failing. Had Honda disclosed the Defect on its website, in its warranty manual, or
22 elsewhere prior to Plaintiff purchasing his Class Vehicle, Plaintiff [REDACTED] would not
23 have purchased the Vehicle, or would not have paid the purchase price that he paid.
24 Plaintiff relied upon Honda that it was providing the full picture of information
25 regarding his Vehicle, and relied upon the idea that Honda would not withhold
26 material information about safety defects in the Vehicle, including the Defect. As a
27

1 result, Plaintiff [REDACTED] received less than what he paid for his Vehicle and did not
2 receive the benefit of his bargain.

3 **Plaintiff [REDACTED]**

4 55. Plaintiff [REDACTED] is an adult individual who resides in and is a
5 citizen of Monroe, New York. In February 2019, Plaintiff [REDACTED] purchased a new
6 2018 Honda Ridgeline at Bronx Honda, an authorized Honda dealership located in
7 Bronx, New York. Plaintiff [REDACTED] uses his Class Vehicle for family and household
8 use.

9 56. In or about July 2021, Plaintiff began experiencing the Defect, and his
10 backup camera began intermittently failing. Specifically, backup camera would go
11 in and out of function. Within about a week of Plaintiff [REDACTED] first experiencing
12 intermittent backup camera failure, the camera failed completely. Plaintiff began
13 calling different Honda dealerships about a potential repair, including Middletown
14 Honda (in Middletown, New York); Bronx Honda; and Yonkers Honda (in Yonkers,
15 New York). These dealerships provided over-the-phone quotes to Plaintiff [REDACTED]
16 of between \$400-800. These quotes were too expensive so Plaintiff [REDACTED] declined
17 a repair.

18 57. Plaintiff [REDACTED] then went to the Middletown Honda dealership and
19 obtained information about the wiring harness and the replacement part number. He
20 then purchased a replacement wiring harness online from PartSource for
21 approximately \$68.77. Plaintiff [REDACTED] has yet to get the wiring harness installed
22 because of the expensive cost of labor associated with this repair.

23 58. Plaintiff has sustained out of pocket damages as a result of the
24 Defect. Because of the Defect, Plaintiff continues to be exposed to a safety risk
25 associated with backup camera failure in his Class Vehicle.

26 59. At the time of purchasing his Vehicle, Plaintiff did not know that the
27 Vehicle contains an unsafe wiring Defect that causes backup camera failure, and that

1 he would not be able to safely drive the Vehicle without risk of his backup camera
2 failing. Had Honda disclosed the Defect on its website, through its dealership, in its
3 warranty manual, or elsewhere prior to Plaintiff purchasing his Class Vehicle,
4 Plaintiff [REDACTED] would not have purchased the Vehicle, or would not have paid the
5 purchase price that he paid. Plaintiff relied upon Honda that it was providing the full
6 picture of information regarding his Vehicle, and relied upon the idea that Honda
7 would not withhold material information about safety defects in the Vehicle,
8 including the Defect. As a result, Plaintiff [REDACTED] received less than what he paid
9 for his Vehicle and did not receive the benefit of his bargain.

10 **Plaintiff [REDACTED]**

11 60. Plaintiff [REDACTED] is an adult individual who resides in and is a
12 citizen of Grand Haven, Michigan. In or about June 2020, Plaintiff [REDACTED]
13 purchased a pre-owned 2018 Honda Ridgeline directly from the previous owner of
14 the vehicle. Plaintiff [REDACTED] uses his Class Vehicle for family and household use.

15 61. In or about spring of 2021, Plaintiff began experiencing the Defect, and
16 his backup camera showed a black screen from time to time. About two weeks after
17 the first signs of failure, his backup camera completely failed and has not functioned
18 since. On or about October 22, 2021, Plaintiff [REDACTED] called Betten Baker Honda,
19 located in Muskegon, Michigan, and a dealership representative told Plaintiff that
20 the dealership is aware of the Defect in the Ridgeline model but that there is no recall
21 from Honda to address the issue. The representative asked Plaintiff [REDACTED] to bring
22 his Vehicle to the dealership for a diagnostic test and stated that the test alone would
23 cost approximately \$90. Plaintiff [REDACTED] did not visit the dealership for the
24 diagnostic test and declined to incur charges for the inspection of a Defect of which
25 the dealership was already aware. The mileage on his Vehicle at this time was
26 approximately 62,000 miles.

1 62. On or about June 23, 2021, Plaintiff [REDACTED] purchased an OEM
2 replacement wiring harness online from HondaPartsConnection.com for
3 approximately \$77.08, with the intention of repairing the Defect himself. After
4 deciding that the replacement of the wiring harness required more expertise than he
5 had, Plaintiff [REDACTED] spoke to a third-party repair shop to get expert support for
6 installation.

7 63. The service personnel at the repair shop said the shop preferred not to
8 install parts ordered directly by customers, but would do so if Plaintiff paid a
9 premium charge for their labor (\$120 per hour, rather than \$80 per hour). Also, the
10 service personnel said the repair shop could not provide an accurate estimate of the
11 total cost of replacement and that the labor cost would depend on the amount of labor
12 time required to attempt the repair service.

13 64. Plaintiff [REDACTED] has sustained out of pocket damages as a result of the
14 Defect, has lost time associated with calling the dealership and attempting to correct
15 the Defect himself, and remains in a position where he is driving a vehicle that
16 contains an unsafe wiring defect that causes his backup camera to fail. Plaintiff
17 [REDACTED] continues to be exposed to a safety risk associated with backup camera
18 failure in his Class Vehicle due to the Defect.

19 65. At the time of purchasing his Vehicle, Plaintiff [REDACTED] did not know
20 that the Vehicle contains an unsafe wiring Defect that causes backup camera failure,
21 and that he would not be able to safely drive the Vehicle without risk of his backup
22 camera failing. Had Honda disclosed the Defect on its website, in its warranty
23 manual, or elsewhere prior to Plaintiff purchasing his Class Vehicle, Plaintiff
24 [REDACTED] would not have purchased the Vehicle, or would not have paid the purchase
25 price that he paid. Plaintiff [REDACTED] relied upon Honda that it was providing the full
26 picture of information regarding his Vehicle, and relied upon the idea that Honda
27

1 would not withhold material information about safety defects in the Vehicle,
2 including the Defect. As a result of the Defect, Plaintiff [REDACTED] has been harmed.

3 **Plaintiff [REDACTED]**

4 66. Plaintiff [REDACTED] is an adult individual who resides in and is a
5 citizen of Tulsa, Oklahoma. On or about November 16, 2018, Plaintiff [REDACTED]
6 purchased a new 2019 Honda Ridgeline at South Pointe Honda, an authorized Honda
7 dealership located in Tulsa, Oklahoma. With his Class Vehicle, Plaintiff [REDACTED] also
8 purchased Honda Care Extended Warranty, for approximately \$3,225, under a 6-
9 year/100,000 mile contract. Plaintiff [REDACTED] uses his Class Vehicle for family and
10 household use.

11 67. In or about September 2021, Plaintiff began experiencing the Defect,
12 and his backup camera failed. On or about October 2, 2021, Plaintiff emailed South
13 Pointe Honda regarding the failed backup camera. On or about October 4, 2021,
14 Plaintiff [REDACTED] took his Class Vehicle to South Pointe Honda and presented the
15 vehicle and the issue for a repair. The dealership told Plaintiff that because of the
16 deductibles on his Vehicle's warranty, it would cost approximately \$200 to replace
17 the tailgate wiring harness. The dealership told Plaintiff that there are a lot of people
18 waiting for the same part due to the Defect and that it would take months before
19 Plaintiff's replacement wiring harness would arrive. The mileage at the time was
20 approximately 70,370 miles.

21 68. Honda has failed to permanently repair or otherwise correct the Defect
22 in the Vehicle in order to permit Plaintiff to safely continue driving it.

23 69. Plaintiff continues to experience the unsafe wiring Defect and resultant
24 backup camera failure, and thus continues to be exposed to a safety risk. Plaintiff's
25 Vehicle currently has 71,152 miles on the odometer, and his Vehicle will soon be
26 out of his extended warranty, leaving Plaintiff with no recourse for the wiring Defect
27 and continued backup camera failure.

1 70. At the time of purchasing his Vehicle, Plaintiff did not know that the
2 Vehicle contains an unsafe wiring Defect that causes backup camera failure, and that
3 he would not be able to safely drive the Vehicle without risk of his backup camera
4 failing. Had Honda disclosed the Defect on its website, through its dealership, in its
5 warranty manual, or elsewhere prior to Plaintiff purchasing his Class Vehicle,
6 Plaintiff [REDACTED] would not have purchased the Vehicle, or would not have paid the
7 purchase price that he did. Plaintiff relied upon Honda that it was providing the full
8 picture of information regarding his Vehicle, and relied upon the idea that Honda
9 would not withhold material information about safety defects in the Vehicle,
10 including the Defect. As a result, Plaintiff received less than what he paid for his
11 Vehicle and did not receive the benefit of his bargain.

12 **Plaintiff [REDACTED]**

13 71. Plaintiff [REDACTED] is an adult individual who resides in and is a citizen
14 of Tenino, Washington. On or about March 12, 2017, Plaintiff [REDACTED] purchased a new
15 2017 Honda Ridgeline at Capitol City Honda, an authorized Honda dealership
16 located in Olympia, Washington. Plaintiff Wall uses his Class Vehicle for family
17 and household use.

18 72. In or about August 2021, Plaintiff began experiencing the Defect, and
19 his backup camera failed. Soon after noticing the Defect, Plaintiff [REDACTED] called
20 Capitol City Honda regarding the camera failure and was asked to bring his Vehicle
21 to the dealership for inspection. On or about September 3, 2021, Plaintiff took his
22 Class Vehicle to Capitol City Honda and presented the vehicle and the issue for a
23 repair. The service department at the dealership kept the Vehicle over the weekend
24 to inspect the Defect and finalized the service on September 9.

25 73. The dealership performed a repair to address the Defect and charged
26 Plaintiff [REDACTED] approximately \$562.53. The technician's note on the repair receipt
27 indicates that "the tailgate was pinching the rear camera wiring harness." Plaintiff
28

1 [REDACTED] received a multi-point inspection report, as well as a repair receipt, at the time
2 of pick up.

3 74. While Honda's dealership temporarily eliminated the Defect at Plaintiff
4 [REDACTED] cost, Honda failed to permanently repair or otherwise correct the Defect in
5 the Vehicle in order to permit Plaintiff to safely continue driving it without the risk
6 of the backup camera failing again.

7 75. Plaintiff anticipates that he will soon experience the unsafe wiring
8 Defect and resultant backup camera failure as he continues to use the dual-action
9 tailgate on his Class Vehicle.

10 76. Plaintiff has sustained out of pocket damages, has lost time associated
11 with getting the Vehicle repaired, and lost use of his Vehicle during the time it was
12 being repaired, all as a result of the Defect.

13 77. Because of the Defect, and Honda's inability or refusal to permanently
14 remedy the issue, Plaintiff [REDACTED] continues to be exposed to a safety risk associated
15 with backup camera failure in his Class Vehicle.

16 78. At the time of purchasing his Vehicle, Plaintiff did not know that the
17 Vehicle contains an unsafe wiring Defect that causes backup camera failure, and that
18 he would not be able to safely drive the Vehicle without risk of his backup camera
19 failing. Had Honda disclosed the Defect on its website, through its dealership, in its
20 warranty manual, or elsewhere prior to Plaintiff purchasing his Class Vehicle,
21 Plaintiff [REDACTED] would not have purchased the Vehicle, or would not have paid the
22 purchase price that he did. Plaintiff relied upon Honda that it was providing the full
23 picture of information regarding his Vehicle, and relied upon the idea that Honda
24 would not withhold material information about safety defects in the Vehicle,
25 including the Defect. As a result, Plaintiff received less than what he paid for his
26 Vehicle and did not receive the benefit of his bargain.

1 **Defendant American Honda Motor Co., Inc. (Honda USA)**

2 79. Honda USA is a North American subsidiary of Honda Japan, and was
3 founded in 1959. It is headquartered in Torrance, California, and, thus, is a citizen
4 of California. Honda USA markets, sells, and leases the Class Vehicles throughout
5 the United States, including in this District. Honda USA is responsible for sales,
6 marketing, service, distribution, import, and export of Honda-branded products,
7 including vehicles and parts, in California, and in the United States. Honda USA is
8 also the warrantor and distributor of Honda vehicles, including the Vehicles, in
9 California and throughout the United States. Honda USA has thousands of
10 authorized dealerships across the United States—which are its agents—and controls
11 the distribution of automobiles, parts, services, and warranty repairs Honda vehicles
12 throughout the United States, all of which are under Honda USA’s control. Honda
13 USA authorizes these distributors and dealerships to sell Honda vehicles, parts, and
14 accessories and to service and repair Honda vehicles using Honda parts.

15 **SUBSTANTIVE ALLEGATIONS**

16 80. This action is brought against Defendant on behalf of Plaintiffs and all
17 persons who purchased or leased model year 2017-2019 Honda Ridgeline vehicles.

18 81. Honda sells Class Vehicles to its authorized distributors and
19 dealerships, which, in turn, sell or lease those vehicles to consumers. After these
20 dealerships sell cars to consumers, including Plaintiffs and members of the classes,
21 they purchased additional inventory from Honda to replace the vehicles sold and
22 leased, increasing Honda’s revenues. Thus, Plaintiffs’ and class members’ purchases
23 of Vehicles accrue to the benefit of Honda by increasing its revenues.

24 ***Overview of the Honda Ridgeline***

25 82. The Honda Ridgeline was initially introduced in 2006 (first generation)
26 and, after a hiatus in production, re-introduced in 2017 (second generation). The
27

1 second-generation Ridgelines were first placed on the market for sale in mid-2016,
 2 and first sold as a model year 2017 vehicle. The Ridgeline is a mid-size unibody
 3 pickup truck with a crew-cab short-box configuration. One of the features of the
 4 Ridgeline is the inclusion of a two-way or “dual-action” tailgate system. The dual-
 5 action tailgate allows owners and lessees of the Class Vehicles to open the tailgate
 6 vertically—as can be done with most traditional pick-up trucks—but also
 7 horizontally, such that the tailgate can “swing” open. The images below depict both
 8 options for opening the tailgate in the Vehicles:



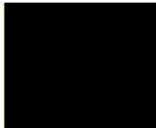
Vertical (traditional pick-up truck) tailgate action



Horizontal (“swinging”) tailgate action

83. Based on publicly available automobile sales data, Honda sells a substantial number of Class Vehicles.

84. The Monroney (window) stickers for the Vehicles inform consumers that an included safety feature in the Vehicles is a backup camera. An example of this is depicted below, under "SAFETY"¹:

<p>Year: 2018 Make: Honda Model: Ridgeline RTL-E AWD VIN: 5FPYK3F7XJ80</p>	<p>Engine: V6 Cylinder Engine Transmission: 6-Speed Automatic Colors: White Diamond Pearl (NH-603P) / beige Mileage: 51,500</p>	<p>Stock #</p>
<p>MECHANICAL</p> <ul style="list-style-type: none"> 4.25 Axle Ratio GVWR: 6,019 lbs Electronic Transfer Case Automatic Full-Time All-Wheel Battery w/Run Down Protection Trailer Wiring Harness 1499# Maximum Payload Gas-Pressurized Shock Absorbers Front And Rear Anti-Roll Bars Electric Power-Assist Speed-Sensing Steering 19.5 Gal. Fuel Tank Single Stainless Steel Exhaust Permanent Locking Hubs Strut Front Suspension w/Coil Springs Multi-Link Rear Suspension w/Coil Springs 4-Wheel Disc Brakes w/4-Wheel ABS, Front Vented Discs, Brake Assist and Hill Hold Control Brake Actuated Limited Slip Differential 	<ul style="list-style-type: none"> 8-Way Driver Seat Passenger Seat 60-40 Folding Split-Bench Front Facing Fold-Up Cushion Rear Seat Manual Tilt/Telescoping Steering Column Illuminated Front Cupholder Rear Cupholder Compass Valet Function Remote Releases -Inc: Mechanical Fuel HomeLink Garage Door Transmitter Cruise Control w/Steering Wheel Controls Distance Pacing HVAC -Inc: Underseat Ducts and Console Ducts Illuminated Locking Glove Box Driver Foot Rest Full Cloth Headliner Urethane Gear Shifter Material Interior Trim -Inc: Piano Black Instrument Panel Insert, Piano Black Door Panel Insert, Piano Black Console Insert and Metal-Look Interior Accents Driver And Passenger Visor Vanity Mirrors w/Driver And Passenger Illumination Full Floor Console w/Covered Storage Mini Overhead Console w/Storage, Conversation Mirror, 2 12V DC Power Outlets and 1 AC Power Outlet Front And Rear Map Lights Fade-To-Off Interior Lighting Pickup Cargo Box Lights Bluetooth HandsFreeLink Instrument Panel Bin, Driver And Passenger Door Bins and 2nd Row Underseat Storage Delayed Accessory Power Systems Monitor Digital/Analog Display Outside Temp Gauge Manual Adjustable Front Head Restraints and Manual Adjustable Rear Head Restraints Driver And Front Passenger Armrests and Rear Center Armrest 2 Seatback Storage Pockets Perimeter Alarm 2 12V DC Power Outlets Air Filtration 2 12V DC Power Outlets and 1 AC Power Outlet 	<p>CITY MPG 18</p> <p>HIGHWAY MPG 25</p> <p><small>Actual mileage will vary with options, driving conditions, driving habits and vehicle's condition.</small></p>
<p>EXTERIOR</p> <ul style="list-style-type: none"> Tires: P245/60R18 105H A/S Regular Composite Box Style Drop-In Bed Liner Steel Spare Wheel Compact Spare Tire w/Box Carrier Clearcoat Paint Express Open/Close Sliding And Tilting Glass 1st Row Sunroof w/Sunshade Body-Colored Front Bumper w/Black Rub Strip/Fascia Accent Black Rear Step Bumper w/Chrome Bumper Insert Black Bodyside Cladding and Black Wheel Well Trim Chrome Side Windows Trim, Black Front Windshield Trim and Black Rear Window Trim Chrome Door Handles Body-Colored Power w/Tilt Down Heated Side Mirrors w/Manual Folding Power Rear Window w/Defroster Deep Tinted Glass Variable Intermittent Wipers Galvanized Steel/Aluminum Panels Grille w/Chrome Bar Tailgate w/Swing-Out Rear Cargo Access Integrated Storage Cargo Lamp w/High Mount Stop Light LED Brakelights Fully Automatic Projector Beam Led Low Beam Daytime Running Auto High-Beam Headlamps w/Delay-Off 	<p>SAFETY</p> <ul style="list-style-type: none"> Side Impact Beams Dual Stage Driver And Passenger Seat-Mounted Side Airbags Blind Spot Information System Blind Spot Collision Mitigation Braking System and Rear Cross Traffic Alert Tire Specific Low Tire Pressure Warning Dual Stage Driver And Passenger Front Airbags Curtain 1st And 2nd Row Airbags Airbag Occupancy Sensor Rear Child Safety Locks Outboard Front Lap And Shoulder Safety Belts -Inc: Rear Center 3 Point, Height Adjusters and Pretensioners Back-Up Camera 	<p>MSRP INSTALLED OPTIONS</p> <p>[WA] White Diamond Pearl \$0 Original Shipping Charge \$995</p> <p>RETAIL PRICE (ORIGINALLY NEW) \$41,720.00</p>
<p>ENTERTAINMENT</p> <ul style="list-style-type: none"> Radio w/Seek-Scan, Clock, Steering Wheel Controls and Voice Activation Audio Theft Deterrent Integrated Roof Antenna 2 LCD Monitors In The Front Turn-By-Turn Navigation Directions 	<p>INTERIOR</p> <ul style="list-style-type: none"> Heated Front Bucket Seats -Inc: 10-way power adjustable driver's seat including power lumbar support, 2-position memory and front passenger's seat w/4-way power adjustment 	<p>Used</p> <p>PRICE \$32,795.00</p> <p>Get more information on your smartphone:</p> 
<p>HONDA COLUMBIA Honda</p> <p>The Smart Choice</p> <p>www.columbiahonda.com 573-442-3107</p>		

MonroneyLabels.com

¹ MONRONEYLABELS.COM, 2018 Honda Rideline Rtl E Awd,

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The Defective Tailgate Wiring Harness in the Ridgelines

85. The Class Vehicles are equipped with defective tailgate wiring harnesses, highlighted in the image below²:



² The following photos are “screen grabs” at 0:19 and 0:39 and of the YouTube video, *2017 Honda Ridgeline – Backup Camera Stopped Working (Wiring Destroyed)*, YOUTUBE (Feb. 28, 2021), <https://www.youtube.com/watch?v=myDPBpgwFrY>.

1 86. The tailgate wiring harness is composed of several separate wires
2 responsible for transmitting power and data to the backup camera in a wire loom.
3 Due to a defect in materials and workmanship, the wiring insulators, strain reliefs,
4 and the metal conductors inside these wires are prone to fatiguing and breaking,
5 resulting in an intermittent or permanent short circuit and the malfunction of the
6 backup camera. By nature, the Defect becomes increasingly severe over time.

7 87. When the tailgate is opened horizontally, at the location of the tailgate
8 pivot, the tailgate pinches the tailgate wiring harness, causing the wiring coating and
9 the internal wiring to wear, and eventually break or sever. The materials used for the
10 wiring and the wiring coatings in the tailgate wiring harness are inadequate to
11 withstand the wear caused by the repeated “swinging” opening and closing of the
12 Vehicles’ tailgate.

13 88. As the wiring materials wear and become damaged, the backup cameras
14 in the Vehicles begin to work intermittently due to short-circuiting, or the cameras
15 fail altogether when the circuit is broken due to wires severing.

16 ***Class Members’ Experiences With the Defect***

17 89. The internet is replete with complaints from Class Vehicle owners and
18 lessees who, like Plaintiffs, have experienced the unsafe Defect and resultant backup
19 camera failure. Honda did not repair or otherwise correct the Defect in the Vehicles
20 in order to permit Plaintiffs or class members to safely continue driving their
21 Vehicles without risk of the tailgate wiring harness being damaged or severed and,
22 as a result the backup camera failing, creating a risk of crashes and fatal back-overs.

23 90. Entire message board threads are devoted to complaints and discussion
24 about the Defect. For example, on ridgelineownersclub.com, there is a discussion
25 thread entitled “2017-2018 broken tailgate harness causes backup camera failure,”
26
27

1 with sixteen (16) pages of complaints and discussion about the Defect.³ A sampling
2 of the discussion is below (all sic):

3

4 


5 

6 Joined Oct 17, 2017
1 Posts

7 #2 · Jul 10, 2018

I have just experienced this same issue on my 17' Sport. Head unit never engaged backup camera screen when shifted into reverse. Just went blank or displayed the last screen shown. Took my RL in to the shop and yup, cut in the wire harness to the tailgate camera like you mentioned... They are replacing it now.

8  Reply  Save  Share

9 

10 zroger73
Administrator

11 Joined Jul 21, 2007
18,585 Posts

12 #11 · May 10, 2019

13 **Moderator's note:** Thread title changed and relevant posts merged.

14 Apparently, Honda is aware of this issue and is investigating. On February 25, 2019, Honda sent the following message to dealers:

15 **"Background**
American Honda (AHM) is collecting a HEALTHY tailgate harness from certain 2017-2018 Ridgelines which fits the criteria listed below.

16 **Qualifiers**
AHM is interested ONLY if the vehicle meets the following requirements:
1. Tailgate harness (P/N 32109-T6Z-A00) has not been replaced.

17 **Action Required**
If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at [...]. TRS will need to record certain vehicle information and provide you with further instructions.*

18 

19 

20 Joined Feb 14, 2011
7 Posts

21 #14 · May 15, 2019

22 This happened to my 2017 Sport, also fixed by dealership, about 6 weeks for harness to show up.

23  Reply  Save  Share

24

25 ³ RIDGELINE OWNERS CLUB, *2017-2018 broken tailgate harness causes backup*
26 *camera failure*, [https://www.ridgelineownersclub.com/threads/2017-2018-](https://www.ridgelineownersclub.com/threads/2017-2018-broken-tailgate-harness-causes-backup-camera-failure.217776/)
27 [broken-tailgate-harness-causes-backup-camera-failure.217776/](https://www.ridgelineownersclub.com/threads/2017-2018-broken-tailgate-harness-causes-backup-camera-failure.217776/) (last visited Nov.
28 12, 2021).

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#16 · Jun 18, 2019


Last night my backup camera went out. Took a look at the wiring harness and see a cut wire. After lifting the tailgate, there is a lot of movement in that wiring harness and I can see eventually all of the wires being cut.

Since its just out of warranty, the dealer won't cover it and was just thinking about splicing it which should work but eventually with all of the movement with the harness just see it being an ongoing problem.

I'm interested if any other RL owners have had this problem and what solutions they may have to fix it.

I've attached a photo to show the issue.

Thanks in advance!



#21 · Jun 18, 2019

I called their Technical Research & Support group spoke to Kyle who said they are aware of the issue and pointed me back to the dealer. I'll let you know what the dealer says. It has 38K miles so just out of warranty.


Like Reply Save Share

#23 · Jun 18, 2019

My 2017 (12K miles) loom had a break at the same point but it did not cut through the wires (yet). I was able to add another (more flexible) loom over the top (Painless Powerbraided) for now. I'm going to keep an eye on it to see if it gets abraded again.

Like Reply Save Share


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Registered
Joined Aug 8, 2017
51 Posts

#31 · Jul 16, 2019 (Edited by Moderator)



It went totally black. The guideline overlay still works fine, but no picture at all. Had it in to the dealer yesterday and they found the issue was not with the camera, but in the wiring harness in the tailgate. They said it got pinched at the tailgate swing point. All the insulation rubbed off and the wire died. I am due to receive a new harness in a couple of days. The tech mentioned they have seen another case like this in their database. Has anyone else had this problem?

Mods, please feel free to merge.



Joined Mar 26, 2018
8 Posts

#45 · Sep 22, 2019

I have a 2017 with 41,000 miles. Same issue with the broken tailgate wiring harness. My harness break looks like all the photos posted here. I bought a new wiring harness but it is the same as my current installed one; not a new revised one. Went to install it and using YouTube videos got the tailgate plastic panels removed. Looks pretty straight forward until where the harness wire disappears past the tailgate hinge. The final connection is in the last 10-12" of wire. It appears the connection is maybe under/in the bumper housing but I cannot find any video that shows how to get at this section of the truck. Anyone else replaced the tailgate wiring harness themselves? I am about 2 hours from the closest dealer but I may take the new harness to them and have them install it at my expense since I am out of warranty.


Registered 
Joined Nov 12, 2017
7 Posts



#57 · Nov 18, 2019

doubledouble said: 

2018 Touring:
Tailgate wiring exposed in hinge. Plastic cover has split/separated, may never have been attached correctly. I'll let the dealer fix this before I take it apart again, installing my Pop & Lock.

Update: Dealer has ordered new tailgate (camera) wiring harness




Yes - same thing has happened to my 2017 - dealer quoted \$780 to repair...this appears to be a common problem and a design defect.


Registered 
Joined Oct 26, 2019
111 Posts


#72 · Dec 19, 2019


My dealer told me that they can only replace my cracking tailgate harness with the same one since Honda only made the new part available for 2019 rather than supersceding the old part number for 2017/18.

Looks like I'll just be fixing it myself vs getting a harness that's just as prone to failure.

 Reply  Save  Share

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 #82 · Jan 10, 2020

 said: [↗](#)

Thanks for the update. That now makes four broken camera wiring harnesses reported here - two 2017's and two 2018's.

Unless Honda made a running change to address this issue on vehicles manufactured beginning May 2018, I can see a recall coming for "inspect and replace or modify camera harness" since backup cameras have been mandatory since that date.

I don't know if you are still counting, but I bought a 2017 Ridgeline Black edition last month, drove it 350 miles, hauled the Xmas tree, and my camera quit. Exact same spot as your picture shows.


Joined Jan 10, 2020
7 Posts

 #116 · Apr 27, 2020

Here is my Question.... I read all about this issue. My 2017 RTL-T (USA) back up cam/display went out, the wires are visibly broken, at the same spot as everyone else's. I seen the How to.. repair pic and helpful hints. It doesn't look to bad. But I, just don't have the time. The Honda dealership quoted \$2100 , (\$350 Part and 8.5 hours Labor) is that correct!! has anyone else had the same quote.


I'm not Slow! I'm just in ECON Model :grin:

Joined Oct 17, 2016
38 Posts


 #137 · May 3, 2020

Add me to the list of 2017 wiring harness failures. 58000 miles. not willing to pay 100 dollars for the dealership to diagnose. My break looks exactly like the rest of the pictures here. Guess I get all the "breaks". Wind noise from drivers side, bad injectors, now broken wiring harness.


Joined Apr 3, 2018
2 Posts

 #198 · 6 mo ago

Just had the harness replaced in my 2018 G2 (56,000 mi.), \$468.00. I had the service advisor check for a recall or bulletin because I had read about the issue on the forum. My original intent was to modify the wiring with the broken conductors, but I got lazy and it has turned cold. Glad to read that the part number changed. I'm keeping my fingers crossed.

 Nittany

Joined Aug 29, 2018
5 Posts


 #187 · 8 mo ago

My local Honda Dealer provided me with their estimate to fix wiring harness to camera on my 2018 Ridgeline. At time of service, I also had a B16 service and 4W alignment done. **Harness Estimate: \$1,600 +.** "a very labor intensive repair", "not related to engineering defect", and to "try getting fixed through my insurance company".

Advise to all: (under warranty) Get this work done the second you see or suspect breakage. Do not accept "jury-rigged" repairs like electrical tape.

Record your vehicle with NHTSA to get this known safety defect documented outside of Honda's corporate bubble.

I personally feel/hope this is an inevitable vehicle safety recall or class action lawsuit .

Registered 
Joined Sep 21, 2018
3 Posts

1 91. Another site called vehie.com⁴ contains numerous complaints about the
2 Defect:

3 **2017 Honda Ridgeline**

4 Parts: ELECTRICAL SYSTEM
Date of Incident: Mar-01, 2021
Date complaint filed: 14:09 Mar-03, 2021
5 Back up camera wire broke at tailgate hinge. Flawed design

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7 **2017 Honda Ridgeline**

8 Parts: ELECTRICAL SYSTEM
Date of Incident: Feb-02, 2021
Date complaint filed: 17:53 Mar-04, 2021
9 BACKUP CAMERA FAILED DUE TO WIRING HARNESS BEING LOCATED ON A BEND POINT. WHEN YOU OPEN THE TAILGATE YOU CAN SEE
10 THE EXPOSED WIRES THAT BEND WHEN OPENED. THIS HAPPENED AFTER I OPENED THE TAILGATE ON AN EXTREMELY COLD DAY (-10F).
11 IT LOOKS LIKE THIS FAILED DUE TO REPEATED OPENINGS OF THE TAILGATE. WHEN THE TAILGATE IS CLOSED THE WIRE HARNESS IS
LOOSE BUT WHEN IT IS OPENED THE HARNESS IS STRESSED BY PART OF THE TAILGATE. UPON TROUBLING SHOOTING THE ISSUE ONLINE
I FOUND MULTIPLE PEOPLE ARE HAVING THE SAME ISSUE. THERE ALSO SEEMS TO BE TSB FOR WORKING HARNESSES BUT NOTHING IF
YOURS HAS ALREADY BROKEN. [HTTPS://WWW.RidgelineOWNERSCLUB.COM/THREADS/2017-2018-BROKEN-TAILGATE-HARNESS-
CAUSES-BACKUP-CAMERA-FAILURE.217776/](https://www.RidgelineOWNERSCLUB.COM/THREADS/2017-2018-BROKEN-TAILGATE-HARNESS-CAUSES-BACKUP-CAMERA-FAILURE.217776/)

12 **2019 Honda Ridgeline**

13 Parts: ELECTRICAL SYSTEM | BACK OVER PREVENTION
Date of Incident: Apr-01, 2021
Date complaint filed: 15:18 Apr-15, 2021
14 Wire harness to backup camera is faulty causing camera screen failure to detect persons or objects.

15 **2019 Honda Ridgeline**


16 Parts: UNKNOWN OR OTHER | BACK OVER PREVENTION
Date of Incident: Feb-03, 2021
Date complaint filed: 09:03 Apr-26, 2021
17 Wiring harness broke at tail gate hinge. Harness fails dues to flexing when tailgate is opened and closed. Rear camera fails to operate. Can no
18 longer to objects or pedestrians when backing up. Did not see any object on the screen and almost back into a pedestrian in a parking lot.

19 **2019 Honda Ridgeline**

20 Parts: ELECTRICAL SYSTEM | BACK OVER PREVENTION
Date of Incident: Apr-09, 2021
Date complaint filed: 11:53 Apr-23, 2021
21 BACKUP CAMERA WHICH IS A MANDATORY SAFTEY FEATURE STOPPED WORKING. WIRING HARNESS WHERE IT ENTERS THE TAILGATE
22 WAS PINCHED AND WIRES SEVERED. THIS WAS FIXED UNDER WARRANTY. DEALER STATED THERE IS A TECHNICAL BULLETIN TO ROUTE
THE WIRING HARNESS DIFFERENTLY TO MINIMIZE THIS ISSUE. THERE ARE PLENTY OF COMPLAINTS ON THE [Honda Ridgeline](#) FORUMS OF
BACKUP CAMERAS FAILING DUE TO WIRING HARNESS ISSUE. PLEASE INVESTIGATE AS I BELIEVE HONDA SHOULD BE OFFERING AN
EXTENDED WARRANTY ON THE WIRING HARNESS AS THIS IS A MANDATORY SAFETY FEATURE THAT IS NOT RELIABLE.

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26 ⁴ VEHIE AUTOMOTIVE RESEARCH, *Honda Ridgeline Complaints*,
27 https://www.vehie.com/complaints/honda?vehie_model=ridgeline (last visited
28 Nov. 12, 2021).

92. The following are some examples of complaints from owners and lessees of the Vehicles concerning the Defect available through NHTSA's website⁵:

May 5, 2021 NHTSA ID NUMBER: 11415248 

Components: UNKNOWN OR OTHER, BACK OVER PREVENTION

NHTSA ID Number: 11415248

Incident Date May 4, 2021

Consumer Location MILLTOWN, NJ

Vehicle Identification Number 5FPYK3F65HB****

Summary of Complaint

CRASH	No	THE BACK UP CAMERA HAS CEASED WORKING DUE TO THE WIRING HARNESS BEING CUT AND CRIMPED IN THE TAILGATE ASSEMBLY. IT APPEARS TO BE A EXAMPLE OF A POOR DESIGN THAT COULD BE A SAFETY ISSUE. THE CONSTANT OPENING AND CLOSING OF THE GATE AND THE CHOICE OF POOR MATERIALS DOES NOT PROTECT THE WIRING. I NOTICED IT WHEN ATTEMPTING TO LEAVE A PARKING LOT. THROUGH MY RESEARCH IT IS A COMMON OCCURRENCE ON THESE MODELS.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
HONDA	RIDGELINE	2017

⁵ NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN., *Safety Issues & Recalls*, <https://www.nhtsa.gov/recalls#vehicle> (last visited Nov. 12, 2021).

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April 21, 2021 NHTSA ID NUMBER: 11413184



Components: ELECTRICAL SYSTEM, VISIBILITY/WIPER, BACK OVER PREVENTION

NHTSA ID Number: 11413184

Incident Date January 1, 2021

Consumer Location GERMANTOWN, OH

Vehicle Identification Number 5FPYK3F73HB****

Summary of Complaint


CRASH	No	THE REAR BACKUP CAMERA THAT IS USED EVERY SINGLE DAY HAS GONE COMPLETELY BLACK. THE WIRE HARNESS THAT RUNS FROM THE TRUCK TO THE TAILGATE HAVE SPLIT DUE TO OPENING AND CLOSING. THIS IS A VERY COMMON PROBLEM THAT IS NOT THE EASIEST TO FIX WHICH COSTS THE OWNERS. THIS WILL HAPPEN TO EVERY SINGLE 2017-2019 RIDGELINE. IT IS SIMPLY CAUSED BY OPENING AND CLOSING TAILGATE IN THE PARKED POSITION.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
HONDA	RIDGELINE	2017

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February 7, 2021 NHTSA ID NUMBER: 11395026 

Components: ELECTRICAL SYSTEM, BACK OVER PREVENTION

NHTSA ID Number: 11395026
 Incident Date February 6, 2021
 Consumer Location MECHANICSBURG, PA
 Vehicle Identification Number 5FPYK3F81JB****

Summary of Complaint

CRASH	No	THE TAILGATE WIRING HARNESS IS DAMAGED BY ROUTINE OPENING OF THE TAILGATE. THIS CAUSES THE WIRES TO BE SEVERED, CAUSING FAILURE OF THE BACKUP CAMERA AND OTHER ELECTRICAL SYSTEMS IN THE TAILGATE. THE WIRING HARNESS BY DESIGN IS NOT STRONG ENOUGH TO HANDLE THE OPENING AND CLOSING OF THE TAILGATE.
FIRE	No	
INJURIES	0	
DEATHS	0	


THIS IS AN ISSUE MANY OWNERS ARE EXPERIENCING

[HTTPS://WWW.RIDGELINEOWNERSCLUB.COM/THREADS/2017-2018-BROKEN-TAILGATE-HARNESS-CAUSES-BACKUP-CAMERA-FAILURE.217776/PAGE-10](https://www.ridgelineownersclub.com/threads/2017-2018-broken-tailgate-harness-causes-backup-camera-failure.217776/page-10)

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
HONDA	RIDGELINE	2018

April 15, 2021 NHTSA ID NUMBER: 11408256 

Components: ELECTRICAL SYSTEM, BACK OVER PREVENTION

NHTSA ID Number: 11408256
 Incident Date April 1, 2021
 Consumer Location WEST SENECA, NY
 Vehicle Identification Number 5FPYK3F57KB****

Summary of Complaint

CRASH	No	WIRE HARNESS TO BACKUP CAMERA IS FAULTY CAUSING CAMERA SCREEN FAILURE TO DETECT PERSONS OR OBJECTS.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
HONDA	RIDGELINE	2019

1 93. Backup cameras are a critical safety feature in automobiles. Back-over
2 crashes kill hundreds of people each year and injure thousands more.⁶ Recognizing
3 the danger posed by back-over crashes, in 2008 Congress passed the Cameron
4 Gulbransen Kids Transportation Safety Act of 2007, requiring regulators to enact
5 measures requiring the adoption of technology to improve rearview visibility, which
6 was finally embodied in Federal Motor Vehicle Safety Standard number 111. The
7 Cameron Gulbransen Kids Transportation Safety Act of 2007 states that the reason
8 for requiring a rearview camera is “to reduce death and injury resulting from backing
9 incidents, particularly involving small children and disabled persons.” 122 Stat. 639,
10 640. Accordingly, functioning backup cameras are a requirement of baseline vehicle
11 functionality and a minimum level of quality. The defective tailgate wiring harness
12 causes the backup camera on the Class Vehicles to malfunction or fail and, thus, the
13 Defect poses a serious safety hazard.

14 94. Compounding the seriousness of the Defect, Honda has not issued a
15 TSB that actually provides a fix for the Defect. It has issued a series of similar
16 bulletins that appear to relate only to the investigation of the Defect, all of which
17 similarly state:

18 **Background**

19 American Honda (AHM) is collecting a HEALTHY tailgate harness
20 from certain 2017-2018 Ridgelines which fits the criteria listed below.

21 **Qualifiers**

22 AHM is interested ONLY if the vehicle meets the following
23 requirements:

- 24 1. Tailgate harness . . . has not been replaced.

25 ⁶ See, Nathan Bomey, *Backup cameras now required in new cars in the U.S.*,
26 USA TODAY (May 2, 2018, 8:14 A.M.),
27 <https://www.usatoday.com/story/money/cars/2018/05/02/backup-cameras/572079002/>.

Action Required

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group TRS will need to record certain vehicle information and provide you with further instructions.⁷

95. Honda has issued at least eleven (11) TSBs of this nature under the following TSB numbers⁸:

- AER19020A
- APAS02252019902
- APAS03212019901
- APAS04022019903
- APAS04182019904
- APAS05072019
- APAS05242019
- APAS06192019904
- APAS07082019
- APAS07302019
- APAS08142019906

96. Despite issuing all of the foregoing TSBs—a tacit recognition of the Defect in and of itself—Honda has not issued a recall relating to the Defect.

Honda Knew the Tailgate Wiring Harnesses in the Ridgelines are Defective

97. At the same time Honda was selling the Class Vehicles to Plaintiffs and the car-buying public, Honda was well aware of the problems with Class Vehicles’

⁷ NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN., ENGINEERING REQUEST FOR INVESTIGATION, <https://static.nhtsa.gov/odi/tsbs/2019/MC-10154180-0001.pdf>.

⁸ See ABOUTAUTOMOBILE, *2017 Honda Ridgeline Tailgate Technical Service Bulletins*, <https://www.aboutautomobile.com/Technical-Service-Bulletin/2017/Honda/Ridgeline/Tailgate> (last visited Nov. 12, 2021); *2018 Honda Ridegeline Tailgate Technical Service Bulletins*, <https://www.aboutautomobile.com/Technical-Service-Bulletin/2018/Honda/Ridgeline/Tailgate> (last visited Nov. 12, 2021).

1 tailgate wiring harnesses, both from the internal validation and testing that Honda
2 performed and from its past experience and expertise designing automotive wiring.

3 98. The fact that metal wire has a finite fatigue life and wiring applications
4 involving large deflection (such as the tailgate wiring harness) require special
5 attention to guarantee function over a large number of load cycles is readily obvious
6 to qualified engineers, and is well known to Honda.

7 99. Honda requires that each component is tested for durability before mass
8 production. Honda employs several teams of engineers whose work is focused on
9 testing the durability of the wiring harness, including closure design engineers,
10 harness function test engineers (responsible for the integrity and function of the
11 harness system for the entire vehicle, including testing on the completed vehicle,
12 bench testing, and simulation testing such as the testing described in paragraph 102,
13 *infra*), exterior performance test engineers, electrical validation test technicians, and
14 reliability test engineers responsible for guaranteeing full vehicle and component
15 performance for durability requirements.

16 100. In its 2015 Sustainability Report, Honda quotes its founder as stating,
17 “We have to aim for 120% product quality . . . It is unacceptable that even one
18 customer in a thousand—even one customer in ten thousand—should receive a
19 defective product.”⁹ Honda’s rigorous testing to ensure this quality revealed to
20 Honda that the wiring harness was defective.

21 101. In this report, Honda states that as a part of its production preparation
22 phase it “assur[es] long-term reliability through aggressive durability testing” and
23 that it “subjects new and redesigned models to a rigorous regimen of long-distance
24 durability testing before beginning mass production in order to verify that there

25 _____
26 ⁹ HONDA, *Honda Sustainability Report 2015*, p.56,
27 <https://global.honda/about/sustainability/report/pdf-download/2015.html> (last
28 visited Nov. 12, 2021).

1 are no quality issues.”¹⁰ Honda uses the phrase “durability testing” to refer to its
2 process of ensuring products will last their full life-cycle. After this testing, “every
3 single part” is disassembled to “verify that there are no quality issues through a
4 process consisting of several thousand checks.”¹¹ Because simply using the vehicle
5 is what prompts the defect to manifest, Honda’s long-distance durability testing
6 necessarily uncovered the defect.

7 102. Honda also utilizes test fixtures designed to replicate average use
8 of doors, liftgates, tailgates, and trunk lids. These test fixtures are, themselves, the
9 testing that Honda performs (among other testing) on the Vehicles. This industry-
10 standard testing proceeds by using mechanical equipment to repeatedly open and
11 close the doors, liftgates, tailgates, and trunk lids, which is precisely what causes the
12 wiring defect. Because Honda performed this mechanical testing using testing
13 fixtures, and tested the tailgate on Class Vehicles for tens of thousands of load cycles
14 before taking the Vehicles to the market for sale, Honda discovered, and knew or
15 should have known about, the wiring defect before the Vehicles were sold or leased.

16 103. Federal regulations require automobile manufacturers to build vehicles
17 that comply with the Federal Motor Vehicle Safety Standards (49 C.F.R. § 571). The
18 existence of these standards necessarily requires Honda to extensively test its
19 vehicles prior to selling them. During the course of these and other quality validation
20 testing conducted by its engineers prior to their sale, Honda became aware of the
21 defective wiring harness.

22 104. Honda was also aware of the Defect based upon the raft of negative
23 consumer responses and reactions about the Class Vehicles, yet it continued to sell
24 and lease the Vehicles with the Defect.

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26 ¹⁰ *Id* at p.57.

27 ¹¹ *Id*.

1 105. In 2017, Honda restructured its quality information collection
2 procedures and “establish[ed] a structure that enhances the link between service and
3 quality assurance and further strengthens the flow of customer feedback.”¹²

4 106. In line with this restructuring, Honda closely reviews Honda and
5 Honda-related automobile message boards, consumer websites, complaints on the
6 NHTSA website, and other websites and sources relating to its vehicles and defects,
7 complaints, or other issues pertaining to the Honda’s vehicles, including the Class
8 Vehicles. It specifically pays considerable attention to electrical issues in its
9 automobiles, as properly functioning electrical systems are necessary to ensure that
10 critical safety features are operable. Notably, Honda previously issued a recall for
11 2017 Ridgelines relating to electrical failures in those vehicles caused by moisture
12 intrusion in the tailgate harness. See [https://hondanews.com/en-](https://hondanews.com/en-US/releases/statement-by-american-honda-regarding-rear-wire-harness-recall-2017-ridgeline-awd)
13 [US/releases/statement-by-american-honda-regarding-rear-wire-harness-recall-](https://hondanews.com/en-US/releases/statement-by-american-honda-regarding-rear-wire-harness-recall-2017-ridgeline-awd)
14 [2017-ridgeline-awd](https://hondanews.com/en-US/releases/statement-by-american-honda-regarding-rear-wire-harness-recall-2017-ridgeline-awd). Although this recall was unrelated to the Defect, in the course
15 of its investigation into the moisture intrusion defect, Honda necessarily discovered
16 the Defect in the 2017 Ridgelines at the time it issued this recall, and could and
17 should have issued a recall relating to the Defect at that time, or any time thereafter,
18 but it has failed to do so.

19 107. Honda specifically monitors customers’ complaints made to NHTSA.
20 Federal law requires automakers like Honda to be in close contact with NHTSA
21 regarding potential automobile defects, including imposing a legal requirement
22 (backed by criminal penalties) compelling the confidential disclosure of defects and
23 related data by automakers to NHTSA, including field reports, customer complaints,
24 and warranty data. See TREAD Act, Pub. L. No. 106-414, 114 Stat.1800 (2000).

25 _____
26 ¹² HONDA, *Honda Sustainability Report 2017*, p.57,
27 <https://global.honda/about/sustainability/report/pdf-download/2017.html> (last
28 visited Nov. 12, 2021).

1 108. Automakers have a legal obligation to identify and report emerging
2 safety-related defects to NHTSA under the Early Warning Report requirements. *Id.*
3 Similarly, automakers monitor NHTSA databases for consumer complaints
4 regarding their automobiles as part of its ongoing obligation to identify potential
5 defects in their vehicles, including safety-related defects. *Id.* Honda USA is Honda
6 Japan's agent to interface with NHTSA to monitor complaints, respond to inquiries,
7 conduct recalls, and assist NHTSA with investigations. Thus, Honda knew or should
8 have known of the complaints about the Defect logged by NHTSA Office of Defect
9 Investigation (ODI), and the content, consistency, and large number of those
10 complaints alerted, or should have alerted, Honda to the Defect.

11 109. Honda had knowledge, or should have known, about the Defect from
12 all of these sources, yet it issued a series of TSBs that did nothing to remedy the
13 Defect; continued to sell Class Vehicles with a well-known safety issue; declined to
14 issue a recall despite the prevalence of the issue; and has sat on its hands as Honda
15 dealerships routinely charge class members large sums of money when they present
16 their Vehicles for repair of the Defect after it inevitably manifests.

17 110. Honda had knowledge that its omissions regarding the safety and
18 performance of the Vehicle were misleading, yet it continued to make the same
19 omissions regarding the Vehicles to Plaintiffs and members of the proposed classes,
20 despite the fact that Honda knew that the Vehicles were defective.

21 111. To date, Honda has failed to remedy the Defect and continued to sell
22 the Class Vehicles despite its knowledge of the Defect.

23 112. To date, Honda has not demonstrated that it is capable of providing an
24 adequate repair for the Defect, and Plaintiffs and class members do not know
25 whether Honda is capable of providing a repair for the Defect. As such, and without
26 the benefit of discovery, it is for all practical purposes impossible to know at this
27 time whether a remedy at law or in equity will provide the appropriate full relief for
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1 Plaintiffs and members of the class. As a result, Plaintiffs, at this stage of the
2 litigation, seek both restitution and a remedy at law, where the claims so permit.
3 Further, Plaintiffs seek an injunction enjoining Honda and its agents, servants, and
4 employees, and all persons acting under, in concert with, or for it from selling or
5 leasing Class Vehicles without notice that they are subject to the Defect, which
6 cannot be repaired, and that this remains the situation.

7 CALIFORNIA CONTACTS

8 113. Honda USA is a corporation organized and in existence under the laws
9 of the state of California and registered to do business in the State of California.
10 Honda USA is headquartered at 1919 Torrance Boulevard, Torrance, California.

11 114. Honda USA does substantial business in California, with a significant
12 portion of the sales and leases made in California. In fact, a majority of its work in
13 sales, marketing, distribution, import, export, and warranty of Honda-branded
14 products, including vehicles and parts, takes place in California.

15 115. California hosts a significant portion of Defendant's U.S. operations,
16 including sales and service offices and financial service offices, among others. Two
17 Honda research and design facilities are located in California: one in Torrance and
18 the other in Mountain View.

19 116. In addition, the conduct that forms the basis for each and every class
20 member's claims against Defendant emanated from Honda USA's headquarters in
21 California, and is consistent with directives of Defendant's personnel in California.

22 117. Honda USA's marketing and advertising personnel are located at its
23 California headquarters, and the advertising and marketing schemes, as well as the
24 Owner's Guides and Owner's Manuals describing the safety and performance of the
25 Vehicles (which omitted to describe the Defect), were made and implemented from
26 Honda USA's California headquarters.

1 118. Honda USA's California personnel implemented its deceptive
2 advertising scheme and other materials and have refused to repair the Defect in
3 Plaintiffs' Vehicles.

4 119. Defendant's personnel responsible for communicating with dealers
5 regarding known problems with the defective Vehicles are also located at the
6 California headquarters, and the decision to not inform authorized dealers of the
7 Defect was made and implemented from Honda USA's California headquarters.

8 120. Defendant has significant contacts with the state of California, and the
9 conduct at issue herein emanated from California.

10 121. As a result of Defendant's conduct, Plaintiffs and class members have
11 suffered injury in fact and have otherwise suffered damages, and have been harmed
12 and will continue to be harmed in the future, unless Defendant is held accountable
13 through this litigation.

14 122. Plaintiffs seek actual damages, disgorgement of profits, statutory
15 damages, attorneys' fees, costs, injunctive relief, and all other relief available, as
16 defined herein.

17 **THE LIMITED REMEDIES' FAILURE OF THEIR ESSENTIAL PURPOSE**

18 123. Given the inherently defective nature of the Vehicles and their
19 propensity to malfunction (or continue to malfunction) and require repair, and given
20 Honda's total inability to repair the Defect and its non-disclosure and affirmative
21 concealment of these facts, enforcement of the unilaterally imposed durational and
22 damage limits of the express warranty would so oppress and surprise the Plaintiffs
23 and class members as to render these durational and damage limits unconscionable
24 and hence unenforceable.

25 124. Under the applicable warranty, Plaintiffs and class members are entitled
26 to the repair and replacement of defective parts. However, because the Defect
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1 persists after any repairs and replacements authorized by Defendant are made, and
2 because Defendant knew that these actions were insufficient to cure the Defect,
3 Plaintiffs and class members are left without any remedy under a warranty to correct
4 the Defect. Indeed, Defendant has had numerous opportunities to correct the Defect
5 but has failed to do so.

6 125. When class members present their Vehicles for a Defect-related repair,
7 Honda is unable to remedy the Defect. Continued presentment of Vehicles by
8 Plaintiffs and class members to Honda in hopes of a repair or remedy would thus be
9 futile. Simply put, Defendant's express warranty fails its essential purpose, so that
10 class members are without the benefit of their primary bargain—reliable and
11 operational Vehicles that are safe and free of material defects.

12 126. The warranty service provided at Honda's, Honda's dealership's, and
13 Honda's other agents' facilities failed to fix the problems with the Vehicles. As a
14 result of Defendant's failure to properly or adequately repair the Defect, Plaintiffs
15 suffered direct, and reasonably foreseeable, incidental damages and did not have the
16 benefit of a safe and reliable Vehicle.

17 **TOLLING OF THE STATUTE OF LIMITATIONS AND ESTOPPEL**

18 127. Any applicable statute of limitations has been tolled by Defendant's
19 knowing and active concealment of the Defect and misrepresentations and omissions
20 alleged herein. Through no fault or lack of diligence, Plaintiffs and members of the
21 class were deceived regarding the Class Vehicles and could not reasonably discover
22 the Defect or Defendant's deception with respect to the Defect.

23 128. Plaintiffs and class members did not discover and did not know of any
24 facts that would have caused a reasonable person to suspect that the Defendant was
25 concealing a defect and/or the Class Vehicles contained the Defect and the
26 corresponding safety risk. As alleged herein, the existence of the Defect was material
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1 to Plaintiffs and members of the Class at all relevant times. Within the time period
2 of any applicable statutes of limitations, Plaintiffs and members of the Class could
3 not have discovered—through the exercise of reasonable diligence—the existence
4 of the Defect or that the Defendant was concealing the Defect.

5 129. At all times, Defendant is and was under a continuous duty to disclose
6 to Plaintiffs and class members the true standard, quality, and grade of the Class
7 Vehicles and to disclose the Defect and corresponding safety risk due to their
8 exclusive and superior knowledge of the existence and extent of the Defect in Class
9 Vehicles.

10 130. Defendant knowingly, actively, and affirmatively concealed the facts
11 alleged herein, and the Defect. Plaintiffs and class members reasonably relied on
12 Defendants' knowing, active, and affirmative concealment.

13 131. For these reasons, all applicable statutes of limitation have been tolled
14 based on the discovery rule and Defendant's fraudulent concealment, and Defendant
15 is estopped from relying on any statutes of limitations.

16 CLASS ACTION ALLEGATIONS

17 132. Plaintiffs, both individually and as a class action on behalf of similarly
18 situated purchasers and lessees of the Vehicles pursuant to Federal Rule of Civil
19 Procedure 23(b)(2) and (3), seek to represent the following class:

20 Nationwide Class

21 All owners and lessees of model year 2017, 2018, or 2019 Honda
22 Ridgelines purchased or leased in the United States and its territories.

23 133. Plaintiffs also bring this action in the alternative on behalf of the
24 following state classes:

25 Massachusetts Class

26 All owners and lessees of model year 2017, 2018, or 2019 Honda
27 Ridgelines purchased or leased in the commonwealth of Massachusetts.

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New Hampshire Class

All owners and lessees of model year 2017, 2018, or 2019 Honda Ridgelines purchased or leased in the state of New Hampshire.

Michigan Class

All owners and lessees of model year 2017, 2018, or 2019 Honda Ridgelines purchased or leased in the state of Michigan.

New York Class

All owners and lessees of model year 2017, 2018, or 2019 Honda Ridgelines purchased or leased in the state of New York.

Pennsylvania Class

All owners and lessees of model year 2017, 2018, or 2019 Honda Ridgelines purchased or leased in the commonwealth of Pennsylvania.

Oklahoma Class

All owners and lessees of model year 2017, 2018, or 2019 Honda Ridgelines purchased or leased in the state of Oklahoma.

Washington Class

All owners and lessees of model year 2017, 2018, or 2019 Honda Ridgelines purchased or leased in the state of Washington.

134. Excluded from these classes are Defendant, as well as Defendant's affiliates, employees, officers and directors, and the Judge to whom this case is assigned. Plaintiffs reserve the right to amend the definition of the classes if discovery and/or further investigation reveal that the classes should be expanded or otherwise modified.

135. Certification of Plaintiffs' claims for class-wide treatment is appropriate because Plaintiffs can prove the elements of their claims on a class-wide basis using the same evidence as would be used to prove those elements in individual actions alleging the same claims.

1 136. **Numerosity:** The members of the Class are so numerous that joinder
2 of all class members in a single proceeding would be impracticable. While the exact
3 number and identities of individual members of the class is unknown at this time,
4 such information being in the sole possession of Honda and obtainable by Plaintiffs
5 only through the discovery process, Plaintiffs believes, and on that basis alleges, that
6 over one hundred thousand Vehicles have been sold and leased in the United States.

7 137. **Existence/Predominance of Common Questions of Fact and Law:**
8 Common questions of law and fact exist as to all class members and predominate
9 over questions affecting only individual class members. Such common questions of
10 law or fact include, *inter alia*:

- 11 a. whether Honda engaged in the conduct alleged herein;
- 12 b. whether Honda omitted and misrepresented material facts to
13 purchasers and lessees of Class Vehicles;
- 14 c. whether Honda's omissions and misrepresentations regarding
15 the Class Vehicles were likely to mislead a reasonable consumer;
- 16 d. whether Honda breached warranties with Plaintiffs and the other
17 class members when it produced, distributed, and sold the Class
18 Vehicles;
- 19 e. whether Plaintiffs' and other class members' Vehicles were
20 worth less than as represented as a result of the Defect and
21 conduct alleged herein;
- 22 f. whether Plaintiffs and the other class members have been
23 damaged and, if so, the extent of such damages; and
- 24 g. whether Plaintiff and the other class members are entitled to
25 equitable relief, including but not limited to, restitution and
26 injunctive relief.

1 138. Honda engaged in a common course of conduct giving rise to the legal
2 rights sought to be enforced by Plaintiffs individually and on behalf of the other class
3 members. Similar or identical statutory and common law violations, business
4 practices, and injuries are involved. Individual questions, if any, are substantially
5 overcome, in both quality and quantity, by the numerous common questions that
6 dominate this action.

7 139. **Typicality**: Plaintiffs' claims are typical of the claims of the other class
8 members because, among other things, Plaintiffs and the other class members were
9 injured through the substantially uniform misconduct described above. As with
10 Plaintiffs, class members also purchased or leased a Class Vehicle containing the
11 Defect. Plaintiff is advancing the same claims and legal theories on behalf of
12 themselves and all other class members, and no defense is available to Honda that is
13 unique to Plaintiffs. The same events giving rise to Plaintiffs' claims for relief are
14 identical to those giving rise to the claims of all class members. Plaintiffs and all
15 class members sustained monetary and economic injuries including, but not limited
16 to, ascertainable losses arising out of Honda's wrongful conduct in selling/leasing
17 and failing to remedy the Class Vehicles.

18 140. **Adequacy**: Plaintiffs are adequate class representative because they
19 will fairly represent the interests of the class. Plaintiffs have retained counsel with
20 substantial experience in prosecuting consumer class actions, including consumer
21 fraud and automobile defect class action cases. Plaintiffs and their counsel are
22 committed to prosecuting this action vigorously on behalf of the class they seek to
23 represent and have the resources to do so. Neither Plaintiffs nor their counsel have
24 any interest adverse or antagonistic to those of the class.

25 141. **Superiority**: A class action is superior to any other available means for
26 the fair and efficient adjudication of this controversy, and no unusual difficulties are
27 likely to be encountered in the management of this class action. The damages or
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1 other detriment suffered by Plaintiffs and the other class members are relatively
2 small compared to the burden and expense that would be required to individually
3 litigate their claims against Honda, so it would be impracticable for class members
4 to individually seek redress for Honda's wrongful conduct. Even if class members
5 could afford individual litigation, the court system should not be required to
6 undertake such an unnecessary burden. Individualized litigation would also create a
7 potential for inconsistent or contradictory judgments and increase the delay and
8 expense to all parties and the court system. By contrast, the class action device
9 presents no significant management difficulties, if any, and provides the benefits of
10 single adjudication, economy of scale, and comprehensive supervision by a single
11 court.

12 142. Defendant has acted and refused to act on grounds generally applicable
13 to the Classes, making appropriate final injunctive relief with respect to the Classes
14 as a whole.

15 143. Upon information and belief, class members can be readily identified
16 and notified based upon, *inter alia*, the records (including databases, e-mails,
17 dealership records and files, etc.) Honda maintains regarding its sales and leases of
18 Class Vehicles.

19 144. Unless the classes are certified, Defendant will improperly retain
20 monies that they received from Plaintiffs and members of the classes as a result of
21 its conduct. Unless Defendant is required to change its conduct, it will continue to
22 commit the violations and acts alleged herein and the members of the class and the
23 general public will continue to be misled and harmed.

24 CAUSES OF ACTION

25 **COUNT I**

26 **Breach of Express Warranty**

27 **(On Behalf of the Nationwide Class or, in the alternative,
28 the Massachusetts [Class]_[A1] and the Oklahoma Class)**

1 145. Plaintiffs reallege and incorporate by reference the preceding
2 paragraphs as if fully set forth herein.

3 146. Plaintiffs [REDACTED] and [REDACTED] bring this claim on behalf of the Nationwide
4 Class or, in the alternative, on behalf of the Massachusetts Class under
5 Massachusetts law and the Oklahoma Class under Oklahoma law.

6 147. Plaintiffs [REDACTED] and [REDACTED] and other class members formed a contract
7 with Honda at the time they purchased their Vehicles. The terms of the contract
8 include the promises and affirmations of fact and express warranties made by
9 Defendant.

10 148. As an express warrantor, manufacturer, and merchant, Defendant had
11 certain obligations pursuant to Honda's warranty to repair and replace defects. Mass.
12 Gen. Laws Ch. 106 § 2-313; 12A O.S. § 2-313.

13 149. Defendant's New Vehicle Limited Warranty provides that "Honda will
14 repair or replace any part that is defective in material or workmanship under normal
15 use. . . . All repairs/replacements made under this warranty are free of charge."

16 150. The owner's manual for the Class Vehicles also identifies that Honda's
17 New Vehicle Limited Warranty "covers your new vehicle . . . against defects in
18 materials and workmanship," and that Honda's replacement parts limited warranty
19 "covers all Honda replacement parts against defects in materials and workmanship."

20 151. The Class Vehicles of Plaintiffs [REDACTED] and [REDACTED] and the other Class
21 members did not perform as promised and contained a defective tailgate wiring
22 harness, a defect in workmanship and materials.

23 152. Defendant has actual knowledge that it breached express warranties
24 with Plaintiffs and the other Class members related to the Vehicles.

25 153. Defendant breached the terms of the express warranties with Plaintiffs
26 and other class members by not providing the Vehicles with properly functioning
27 wiring harnesses.

1 154. As detailed *supra*, Plaintiff [REDACTED] sought a warranty repair of his Vehicle
2 during the warranty period and the repair was unsuccessful. As a result, the Defect
3 has manifested again and Plaintiff is exposed to the unsafe wiring failure and
4 resultant backup camera failure.

5 155. Plaintiff [REDACTED] also sought a warranty repair, as detailed *supra*, but was
6 informed that he would have to wait months before the repair could be done. He has
7 yet to receive a repair and continues to experience the dangerous backup camera
8 failure.

9 156. Plaintiffs [REDACTED] and [REDACTED] and class members have used their Vehicles in
10 a manner consistent with the Vehicles' intended use, and have performed each and
11 every duty required under the terms of Honda's warranty, including presentment,
12 except as may have been excused or prevented by the conduct of Defendant or by
13 operation of law in light of Defendant's unconscionable conduct described
14 throughout this Complaint.

15 157. Defendant received timely notice regarding the problems at issue in this
16 litigation and, notwithstanding such notice, have failed and refused to offer an
17 effective remedy.

18 158. In addition, upon information and belief, Defendant received numerous
19 complaints, notices of the need for repair and resulting safety issues, and requests
20 for warranty repairs and coverage relating to the Defect from other members of the
21 class.

22 159. In its capacity as a supplier and/or warrantor, and by the conduct
23 described herein, any attempt by Defendant to disclaim or otherwise limit express
24 warranties in a manner that would exclude or limit coverage for the Defect that was
25 present at the time of sale and/or lease, which Defendant knew about prior to offering
26 the Vehicles for sale and/or lease, and which Defendant did not disclose and did not
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1 remedy prior to (or after) sale and/or lease, is unconscionable, and Defendant should
2 be estopped from pursuing such defenses.

3 160. Further, any such effort by Defendant to disclaim or otherwise limit
4 liability for the Defect is null and void because Honda and its authorized agents (the
5 dealers) have wrongfully, uniformly, and repeatedly refused and failed to properly
6 repair or replace the defective wiring harness.

7 161. As such, Defendant should be estopped from disclaiming liability for
8 their actions.

9 162. As the foreseeable and actual result of Defendant's breaches of express
10 warranty, Plaintiffs [REDACTED] and [REDACTED] and the other class members were damaged in an
11 amount that is difference between the value of the Vehicles if they had possessed the
12 functional wiring and performed as represented and the value of the Vehicles they
13 actually received. Plaintiff and the other class members suffered diminution in the
14 value of the Vehicles, out-of-pocket losses related to repairing, maintaining, and
15 servicing their defective Vehicles, costs associated with arranging and obtaining
16 alternative means of transportation, and other incidental and consequential damages
17 recoverable under the law.

18 **COUNT II**

19 **Breach of the Implied Warranty of Merchantability** 20 **(On Behalf of the Nationwide Class or, in the alternative, the State Classes)**

21 163. Plaintiffs reallege and incorporate by reference the preceding
22 paragraphs as if fully set forth herein.

23 164. Plaintiffs bring this claim on behalf of the Nationwide Class or, in the
24 alternative, under the laws of their respective home states, under Pennsylvania,
25 Massachusetts, New Hampshire, Michigan, New York, Oklahoma, and Washington
26 law.

27 165. Defendant is and was at all relevant times a merchant with respect to
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1 the Vehicles, and manufactured, distributed, warranted and sold the Vehicles.

2 166. A warranty that the Vehicles were in merchantable condition and fit for
3 the ordinary purposes for which they were sold is implied by law.

4 167. Plaintiffs and the other class members purchased the Vehicles
5 manufactured and sold by Defendant in consumer transactions.

6 168. The Vehicles, when sold and at all times thereafter, were not in
7 merchantable condition and the wiring was not in merchantable condition and were
8 not fit for the ordinary purpose for which cars are used. The Vehicles left
9 Defendant's possession and control with defective wiring that rendered them at all
10 times thereafter unmerchantable, unfit for ordinary use, unsafe, and a threat to safety.

11 169. Defendant knew before the time of sale to Plaintiffs and the other class
12 members, or earlier, that the Vehicles were produced with defective wiring that was
13 unfit for ordinary use, that rendered the Vehicles unfit for their ordinary purposes,
14 and that posed a serious safety threat to drivers, passengers, and everyone else
15 sharing the road with the Vehicles. This knowledge was based on Defendant's own
16 industry standard internal validation of its vehicles prior to launching a new model,
17 internal testing, knowledge about and familiarity with the wiring included in the
18 Vehicles, history of similar problems with similar wiring in prior models, and
19 complaints by consumers and third parties.

20 170. The existence and ubiquity of the Defect is illustrated by the numerous
21 publicized consumer complaints, disputes, and failed remedial measures nationwide.

22 171. Despite Plaintiffs' and the other class members' normal, ordinary, and
23 intended uses, maintenance, and upkeep, the wiring of the Vehicles experienced and
24 continue to experience the Defect and premature failure.

25 172. The wiring in the Vehicles and the Vehicles themselves are, and at all
26 times and were, not of fair or average quality, and would not pass without objection.

27 173. All conditions precedent have occurred or been performed.

1 174. Plaintiffs and class members have used their Vehicles in a manner
2 consistent with the Vehicles' intended use, and have performed each and every duty
3 required under Honda's warranty, including presentment, except as may have been
4 excused or prevented by the conduct of Defendant or by operation of law in light of
5 Defendant's unconscionable conduct described throughout this Complaint.

6 175. Defendant received timely notice regarding the problems at issue in this
7 litigation and, notwithstanding such notice, have failed and refused to offer an
8 effective remedy.

9 176. In addition, upon information and belief, Defendant received numerous
10 complaints, notices of the need for repair and resulting safety issues, and requests
11 for warranty repairs and coverage relating to the Defect from other members of the
12 class.

13 177. In its capacity as a supplier and/or warrantor, and by the conduct
14 described herein, any attempt by Defendant to disclaim or otherwise limit express
15 warranties in a manner that would exclude or limit coverage for the Defect that was
16 present at the time of sale and/or lease, which Defendant knew about prior to offering
17 the Vehicles for sale and/or lease, and which Defendant did not disclose and did not
18 remedy prior to (or after) sale and/or lease, is unconscionable, and Defendant should
19 be estopped from pursuing such defenses.

20 178. Further, any such effort by Defendant to disclaim or otherwise limit
21 liability for the Defect is null and void because Honda and its authorized agents (the
22 dealers) have wrongfully, uniformly, and repeatedly refused and failed to properly
23 repair or replace the powertrain.

24 179. Specifically, Defendant's warranty disclaimers, exclusions, and
25 limitations, to the extent that they may be argued to apply, were, at the time of sale,
26 and continue to be, unconscionable and unenforceable to disclaim liability for a
27 known, latent defect. Defendant knew when it first made these warranties and their

1 limitations that the defect existed, and the warranties might expire before a
2 reasonable consumer would notice or observe the defect. Defendant also failed to
3 take necessary actions to adequately disclose or cure the Defect after the existence
4 of the Defect came to the public's attention and sat on its reasonable opportunity to
5 cure or remedy the Defect, its breaches of warranty, and consumers' losses. Under
6 these circumstances, it would be futile to enforce any informal resolution procedures
7 or give Defendant any more time to cure the Defect or cure its breaches of warranty.

8 180. As such, Defendant should be estopped from disclaiming liability for
9 its actions.

10 181. Privity of contract is not required for consumer implied warranty claims
11 under the relevant laws. However, Plaintiffs and the other class members had
12 sufficient direct dealings with Defendant and their agents (dealers) to establish
13 privity of contract. Defendant, on the one hand, and Plaintiffs and the other Class
14 members, on the other hand, are in privity because of Honda's New Vehicle Limited
15 Warranty, which Defendant extends to Plaintiffs and the other class members.

16 182. Privity is also not required in this case because Plaintiffs and the other
17 class members are intended third-party beneficiaries of contracts between Defendant
18 and its dealers (i.e., its agents); specifically, they are the intended beneficiaries of
19 Defendant's implied warranties. The dealers were not intended to be the ultimate
20 consumers of the Vehicles; the warranty agreements were designed for, and intended
21 to benefit, only the ultimate consumers—such as Plaintiffs and the other class
22 members. Indeed, under the terms of the New Vehicle Limited Warranty, the
23 warranty applies if the vehicle is “distributed by American Honda through the Honda
24 Automobile Division, and sold or leased by a Honda automobile dealer in the United
25 States, Puerto Rico, the U.S. Virgin Islands, Guam, and the Commonwealth of the
26 Northern Mariana Islands.” Privity is also not required because Plaintiffs' and the

1 other class members' Vehicles are inherently dangerous due to the aforementioned
2 defects and nonconformities.

3 183. Plaintiffs and the other class members suffered and will suffer
4 diminution in the value of their Vehicles, out-of-pocket losses related to repairing,
5 maintaining, and servicing their defective Vehicles, costs associated with arranging
6 and obtaining alternative means of transportation, and other incidental and
7 consequential damages recoverable under the law.

8 **COUNT III**

9 **Fraud/Fraudulent Omission**

10 **(On Behalf of the Nationwide Class or, in the alternative, the State Classes)**

11 184. Plaintiffs reallege and incorporate by reference the preceding
12 paragraphs as if fully set forth herein.

13 185. Plaintiffs bring this claim on behalf of the Nationwide Class or, in the
14 alternative, the state classes under the laws of Plaintiffs' respective home states,
15 under Pennsylvania, Massachusetts, New Hampshire, Michigan, New York,
16 Oklahoma, and Washington law.

17 186. Defendant actively, intentionally, and knowingly concealed,
18 suppressed, and/or omitted material facts including the existence of the Defect and
19 the standard, quality, or grade of the Vehicles and the fact that the Vehicles contain
20 a Defect and corresponding safety risk, with the intent that Plaintiffs and class rely
21 on Defendant's omissions. As a direct result of the Defendant's fraudulent conduct,
22 as alleged herein, Plaintiffs and members of the class have suffered actual damages.

23 187. Defendant knew at the time of sale or lease and thereafter that the
24 Vehicles contained the Defect, omitted material information about the safety of the
25 Vehicles, and actively concealed the Defect and never intended to adequately repair
26 the Defect during the warranty periods. To date, Defendant has not provided
27 Plaintiffs and members of the class with an adequate repair or remedy for the Defect.

1 to be determined at trial.

2 **COUNT IV**

3 **Unjust Enrichment**

4 **(On Behalf of the Nationwide Class, or in the alternative, the State Classes)**

5 194. Plaintiffs reallege and incorporate by reference the preceding
6 paragraphs as if fully set forth herein.

7 195. Plaintiffs bring this claim on behalf of the Nationwide Class or, in the
8 alternative, the state classes under the laws of Plaintiffs' respective home states,
9 under Pennsylvania, Massachusetts, and New Hampshire, Michigan, New York,
10 Oklahoma, and Washington law.

11 196. This claim is pleaded in the alternative to the other claims herein.

12 197. As a direct and proximate result of Honda's omissions concerning and
13 its failure to disclose the known Defect, Honda has profited through the sale and
14 lease of the Vehicles. Although these Vehicles are purchased through Honda's
15 agents, the money from the Vehicle sales flows directly back to Honda.

16 198. As a result of its wrongful acts, concealments, and omissions of the
17 Defect in its Vehicles, as set forth above, Honda charged higher price for the
18 Vehicles than the Vehicles' true value. Plaintiffs and members of the class paid that
19 higher price for their Vehicles to Honda's authorized distributors and dealers, which
20 are in Honda's control.

21 199. Additionally, as a direct and proximate result of Honda's failure to
22 disclose known Defect in the Vehicles, Plaintiffs and class members have Vehicles
23 that will require high-cost repairs that can and therefore have conferred an unjust
24 substantial benefit upon Honda.

25 200. Honda has been unjustly enriched due to the known Defect in the
26 Vehicles through the use money paid that earned interest or otherwise added to
27 Honda's profits when said money should have remained with Plaintiffs and the class

1 members.

2 201. As a result of the Honda's unjust enrichment, Plaintiffs and the class
3 members have suffered damages.

4 202. Equity and good conscience militate against allowing Honda to retain
5 its ill-gotten gains, and requires disgorgement and restitution of the same.

6 **COUNT V**

7 **Violations of Massachusetts Gen. Law Section 93A**
8 **(On Behalf of Plaintiffs [REDACTED] and [REDACTED] and the Massachusetts Class)**

9 203. Plaintiffs reallege and incorporate by reference the preceding
10 paragraphs as if fully set forth herein.

11 204. Plaintiffs [REDACTED] and [REDACTED] bring this claim on behalf of the
12 Massachusetts Class under Massachusetts law.

13 205. The Massachusetts Regulation of Business Practice and Consumer
14 Protection Act prohibits unfair and deceptive acts or practices in the conduct of trade
15 or commerce. Mass. Gen. L. ch. 93A, § 2(a).

16 206. Honda, Plaintiffs [REDACTED] and [REDACTED] and Massachusetts Class
17 members are "persons" within the meaning of ch. 93A, § 1(b).

18 207. Honda engaged in "trade" or "commerce" within the meaning of ch.
19 93A, § 1(b).

20 208. Plaintiffs and other Class members are consumers who purchased or
21 leased a Vehicle for end use and not for resale.

22 209. Honda's conduct, as described above, in misrepresenting the Vehicles'
23 features, while omitting the facts that Vehicles contained defective wiring harnesses,
24 constitutes an unfair and deceptive practice and was likely to mislead a reasonable
25 consumer.

26 210. A reasonable consumer would consider the quality of the wiring
27 harness in a Vehicle, and defective nature of the wiring harness, to be important

1 when making a decision whether to purchase or lease a Vehicle. The disclosure of
2 the defective wiring harness would have influenced prospective buyers not to enter
3 into transactions.

4 211. Honda knew before the time of sale to Plaintiffs and the other class
5 members, or earlier, that Vehicles were produced with defective wiring harnesses
6 that posed a serious safety threat to drivers, passengers, and everyone else sharing
7 the road with the Vehicles. Through knowledge of manufacture and production of
8 the wiring harnesses, internal product testing, consumer complaints, and past
9 experience, Defendant learned of the Defect. The existence and ubiquity of the
10 Defect is illustrated by the numerous publicized consumer complaints and disputes.
11 Defendants' issuance of a series of TSBs directed to Vehicles' wiring harnesses
12 shows actual knowledge.

13 212. Honda's conduct in refusing to perform the necessary repairs to
14 Plaintiffs' and Class members' Vehicles constituted unfair conduct within the
15 meaning of ch. 93A, § 2.

16 213. Honda's practices offend public policy, are immoral, unethical,
17 oppressive, and unscrupulous, cause substantial injury to consumers, and pose a risk
18 to public safety.

19 214. Honda's conduct, as alleged herein, is in violation of at least the
20 following regulations promulgated by the Massachusetts Attorney General under ch.
21 93A:

22 a. 940 C.M.R. § 3.02 (prohibiting, among other things, statements
23 or illustrations used in advertisements which create a false
24 impression of the grade, quality, value, or usability of the product
25 offered);

26 b. 940 C.M.R. § 3.05(1) (prohibiting claims or representations
27

1 “made by any means concerning a product which, directly, or by
2 implication, or by failure to adequately disclose additional
3 relevant information, has the capacity or tendency or effect of
4 deceiving buyers or prospective buyers in any material respect”);

5 c. 940 C.M.R. § 3.08(2) (providing that it “shall be an unfair and
6 deceptive act or practice to fail to perform or fulfill any promises
7 or obligation arising under a warranty”); and

8
9 d. 940 C.M.R. § 3.16(2) (providing that it is a violation of ch. 93A,
10 § 2 to “fail to disclose to a buyer or prospective buyer any fact,
11 the disclosure of which may have influenced the buyer or
12 prospective buyer to enter into the transaction”).

13
14 215. As a direct and proximate result of Honda’s unfair and deceptive
15 conduct, as alleged herein, Plaintiffs and the other Class members have suffered
16 injury-in-fact, including the following:

17 a. Plaintiffs and the other Class members, in purchasing or
18 leasing the Vehicles, received cars worth less than as
19 represented in that they paid for a car with a wiring harness
20 free of defects, but did not receive that which they paid for;

21 b. Plaintiffs and the other Class members suffered diminution in
22 value of the Vehicles due to the existence of the wiring harness
23 Defect in their Vehicles; and

24 c. Plaintiffs and the other Class members were faced with the
25 choice of repairing their Vehicles at substantial cost and
26 inconvenience or being without their vehicles at substantial cost
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1 and inconvenience.

2 216. As a result of Defendant's unfair and deceptive conduct in violation of
3 ch. 93A, Plaintiffs and the other Class members have suffered actual damages,
4 including the additional cost they paid for a vehicle with a working and defect-free
5 tailgate wiring harness, diminution in value of the Vehicles, out-of-pocket losses
6 related to repairing, maintaining, and servicing their defective Vehicles, costs
7 associated with arranging and obtaining alternative means of transportation, and
8 other incidental and consequential damages recoverable under the law.

9 217. Had Plaintiffs and the other Class members been aware of the omitted
10 and misrepresented facts, i.e., that the Vehicles they purchased and leased were
11 defective and would cost them several hundreds of dollars when the wiring harnesses
12 failed, Plaintiffs and the other Class members would not have purchased and leased
13 the Vehicles or would have paid significantly less for them than they actually paid.

14 218. On May 21, 2021, Plaintiff sent to Honda a written demand for relief
15 pursuant to ch. 93A, § 9(3). This demand letter was served on Honda on May 24,
16 2021. To date, Honda failed to make a reasonable offer of relief in response to the
17 demand.

18 219. Pursuant to Mass. Gen. Law, ch. 93A, § 9, Plaintiffs and the other Class
19 members seek monetary relief measured as the greater of (a) actual damages in an
20 amount to be determined at trial; and (b) statutory damages in the amount of \$25 for
21 each violation. Because Honda's conduct was committed willfully and knowingly,
22 Plaintiffs and the other Class members are entitled to recover up to three times their
23 actual damages, but no less than two times actual damages.

24 220. Plaintiffs and the other Class members also seek an order directing
25 Honda to correct its violations by repairing or replacing the defective wiring
26 harnesses on all Vehicles.

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COUNT VI

**Violations of the New Hampshire Consumer Protection Act
N.H. Rev. Stat. Ann. § 358-A:2 (“NHCPA”)
(On Behalf of Plaintiff [REDACTED] and the New Hampshire Class)**

221. Plaintiffs reallege and incorporate by reference the preceding paragraphs as if fully set forth herein.

222. Plaintiff [REDACTED] brings this claim on behalf of the New Hampshire Class under New Hampshire law.

223. Plaintiff and Honda are “persons” under the NHCPA. N.H. Rev. Stat. Ann. § 358-A:1(I).

224. Honda’s sale of Vehicles to Plaintiff and New Hampshire Class members falls within the ambit of “trade” and “commerce.” N.H. Rev. Stat. Ann. § 358-A:1(II).

225. The NHCPA makes it unlawful “for any person to use any unfair method of competition or any unfair or deceptive act or practice in the conduct of any trade or commerce” and enumerates seventeen unlawful types of unfairly competitive or deceptive acts. N.H. Rev. Stat. Ann. § 358-A:2. This statutory list is not exhaustive, and other actions may constitute prohibited conduct as long as they are of the same type as proscribed by the enumerated categories.

226. In selling the Vehicles while omitting or concealing the Defect, Honda engaged in at least the following violations of the NHCPA:

- a. “Representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities that they do not have . . .”;
- b. “Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another”;

1 c. “Advertising goods or services with intent not to sell them as
2 advertised.”

3 227. The offending conduct alleged herein occurred in, and was part of trade
4 or commerce that had direct or indirect effects on Plaintiff [REDACTED] and the people
5 of New Hampshire.

6 228. Pursuant to N.H. Rev. Stat. Ann. § 358-A:10(I), Plaintiff [REDACTED]
7 seeks damages on behalf of himself and New Hampshire Class members in the
8 amount of the greater of actual damages or \$1,000 for each violation of the NHCPA.
9 Because Honda’s conduct was committed willfully and knowingly, Plaintiff and the
10 other New Hampshire Class members are entitled to recover up to three times their
11 actual damages, but no less than two times actual damages.

12 229. Plaintiff also seeks equitable relief, including an injunction, as the court
13 deems necessary and proper.

14 **COUNT VII**

15 **Violations of New York General Business Law § 349** 16 **(On Behalf of Plaintiffs [REDACTED] [REDACTED] and the New York Class)**

17 230. Plaintiffs reallege and incorporate by reference the preceding
18 paragraphs as if fully set forth herein.

19 231. Plaintiffs [REDACTED] and [REDACTED] bring this claim on behalf of the New York
20 Class under New York Law.

21 232. New York General Business Law § 349 states, “Deceptive acts or
22 practices in the conduct of any business, trade or commerce or in the furnishing of
23 any service in this state are hereby declared unlawful.”

24 233. Honda engaged in “business,” “trade,” or “commerce” within the
25 meaning of N.Y. Gen. Bus. Law § 349(a).

26 234. Plaintiffs [REDACTED] and [REDACTED] are “persons” within the meaning of N.Y.
27 Gen. Bus. Law § 349(h).

1 243. The OCPA lists 37 categories of practices that are considered unlawful
2 under the statute. 15 O.S. § 753. Honda’s conduct in selling the Vehicles while
3 omitting or concealing the Defect constitutes as an unlawful practice in at least the
4 following categories:

- 5 a. “Represents, knowingly or with reason to know, that the
6 subject of a consumer transaction is of a particular standard,
7 style, or model, if it is of another” 15 O.S. § 753(7);
- 8 b. “Advertises, knowingly or with reason to know, the subject of
9 a consumer transaction with intent not to sell it as advertised”
10 15 O.S. § 753(8);
- 11 c. “Commits an unfair or deceptive practice as defined in Section
12 752 of [the OCPA]” 15 O.S. § 753(20).

13 244. Had Plaintiff and the other Oklahoma Class members been aware of the
14 omitted and misrepresented facts, i.e., that the Vehicles they purchased and leased
15 were defective and would cost them several hundreds of dollars when the wiring
16 harnesses failed, Plaintiff and the other Class members would not have purchased
17 and leased the Vehicles or would have paid significantly less for them than they
18 actually paid.

19 245. Pursuant to 15 O.S. § 761.1(A), Plaintiff seeks damages on
20 behalf of himself and Oklahoma Class members. Because of the nature of Honda’s
21 conduct, Plaintiff and Oklahoma Class members are entitled up to three times the
22 amount of actual damages.

23 246. Plaintiff also seeks equitable relief, including an injunction, as the court
24 deems necessary and proper.

25 **COUNT IX**

26 **Violations of the Washington Consumer Protection Act**
27 **RCW §§ 19.86.010 et seq. (“WCPA”)**
28 **(On Behalf of Plaintiff and the Oklahoma Class)**

1 247. Plaintiffs reallege and incorporate by reference the preceding
2 paragraphs as if fully set forth herein.

3 248. Plaintiff Wall brings this claim on behalf of the Washington Class under
4 Washington Law.

5 249. Plaintiff and Honda are “persons” under the WCPA. RCW §
6 19.86.010(1).

7 250. Honda’s sale of Vehicles to Plaintiff and Washington Class members
8 constitutes as “trade” and “commerce” under the WCPA. RCW § 19.86.010(2).

9 251. The WCPA states, “Unfair methods of competition and unfair or
10 deceptive practices in the conduct of any trade or commerce are hereby declared
11 unlawful.” RCW § 19.86.020. Honda’s sale of vehicles to Plaintiff Wall and the
12 Washington Class members is an “unfair or deceptive practice” under the WCPA.

13 252. Had Plaintiff and the other Washington Class members been aware of
14 the omitted and misrepresented facts, i.e., that the Vehicles they purchased and
15 leased were defective and would cost them several hundreds of dollars when the
16 wiring harnesses failed, Plaintiff and the other Class members would not have
17 purchased and leased the Vehicles or would have paid significantly less for them
18 than they actually paid.

19 253. Pursuant to RCW § 19.86.090, Plaintiff [REDACTED] seeks actual damages and
20 treble damages of up to three times the amount of actual damages on behalf of
21 himself and Washington Class members.

22 254. Plaintiff also seeks equitable relief, including an injunction, as the court
23 deems necessary and proper.

24 **COUNT X**

25 **Violations of the Michigan Consumer Protection Act**
26 **Mich. Comp. Laws §§ 455.901 et seq. (“MCPA”)**
27 **(On Behalf of Plaintiff [REDACTED] and the Michigan Class)**

28 255. Plaintiffs reallege and incorporate by reference the preceding

1 paragraphs as if fully set forth herein.

2 256. Plaintiff [REDACTED] brings this claim on behalf of the Michigan Class
3 under Oklahoma Law.

4 257. Plaintiff and Honda are “persons” under the MCPA. Mich. Comp. Laws
5 § 455.902(d).

6 258. Honda’s sale of Vehicles to Plaintiff and Michigan Class members is
7 “trade or commerce” under the MCPA. Mich. Comp. Laws § 455.902(g).

8 259. The MCPA lists 38 categories of practices that are considered unfair,
9 unconscionable, or deceptive and unlawful under the statute. Mich. Comp. Laws §
10 455.903. Honda’s conduct in selling the Vehicles while omitting or concealing the
11 Defect constitutes as an unlawful practice in at least the following categories:

- 12 a. “Representing that goods or services have sponsorship,
13 approval, characteristics, ingredients, uses, benefits, or
14 quantities that they do not have...” Mich. Comp. Laws §
15 455.903(c);
- 16 b. “Representing that goods or services are of a particular
17 standard, quality, or grade, or that goods are of a particular
18 style or model, if they are of another” Mich. Comp. Laws §
19 455.903(e);
- 20 c. “Failing to reveal a material fact, the omission of which tends
21 to mislead or deceive the consumer, and which fact could not
22 reasonably be known by the consumer” Mich. Comp. Laws §
23 455.903(s);
- 24 d. “Failing to reveal facts that are material to the transaction in
25 light of representations of fact made in a positive manner”
26 Mich. Comp. Laws § 455.903(cc).

27 260. Had Plaintiff and the other Michigan Class members been aware of the
28

1 omitted and misrepresented facts, i.e., that the Vehicles they purchased and leased
2 were defective and would cost them several hundreds of dollars when the wiring
3 harnesses failed, Plaintiff and the other Class members would not have purchased
4 and leased the Vehicles or would have paid significantly less for them than they
5 actually paid.

6 261. Pursuant to Mich. Comp. Laws § 455.911(4), Plaintiff seeks
7 damages on behalf of himself and Michigan Class members.

8 262. Plaintiff also seeks equitable relief, including an injunction, as the court
9 deems necessary and proper.

10 **PRAYER FOR RELIEF**

11 WHEREFORE, Plaintiffs, on behalf of themselves and members of the
12 proposed classes, pray for judgment as follows:

- 13
- 14 a) Certification of the classes under Federal Rule of Civil Procedure 23;
- 15 b) Appointment of Plaintiffs as representatives of classes and their counsel
as class counsel;
- 16
- 17 c) Compensatory and other damages for economic and non-economic
damages;
- 18
- 19 d) An award of restitution and/or disgorgement;
- 20
- 21 e) An injunction requiring Defendants to cease and desist from engaging
in the alleged wrongful conduct and to engage in a corrective
advertising campaign;
- 22
- 23 f) Statutory pre-judgment and post-judgment interest on any amounts;
- 24
- 25 g) Payment of reasonable attorneys' fees and recoverable litigation
expenses as may be allowable under applicable law; and
- 26
- 27 h) Such other relief as the Court may deem just and proper.

28 **JURY DEMAND**

Plaintiffs demand a trial by jury on all causes of action so triable.

1 Dated: November 12, 2021

Respectfully submitted,

2
3 By: /s/ Robert R. Ahdoot
 4 ROBERT R. AHDOOT (SBN 172098)
 rahdoot@ahdootwolfson.com
 5 TINA WOLFSON (SBN 174806)
 twolfson@ahdootwolfson.com
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 8 Telephone: (310) 474-9111
 Facsimile: (310) 474-8585

10 ANDREW W. FERICH (*pro hac vice*)
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 11 **AHDOOT & WOLFSON, PC**
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 12 Radnor, PA 19087
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 13 Facsimile: (310) 474-8585

14 BEN BARNOW (*pro hac vice*)
 b.barnow@barnowlaw.com
 15 ANTHONY PARKHILL
 (*pro hac vice* to be filed)
 16 aparkhill@barnowlaw.com
BARNOW AND ASSOCIATES, P.C.
 205 W. Randolph Street, Suite 1630
 18 Chicago, IL 60606
 Telephone: (312) 261-2000

19
20 *Attorneys for Plaintiffs and the Proposed*
 21 *Class*

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	ERICL	06/14/2018	ERICL	1

Code
P 9702

Original Complaint
RR VIEW CAM BLANK W/ GUIDE LIN

Probable Cause/Solution
UNKNOWN?; GET MORE INFO, DUP

ResIn Source: None

Date:

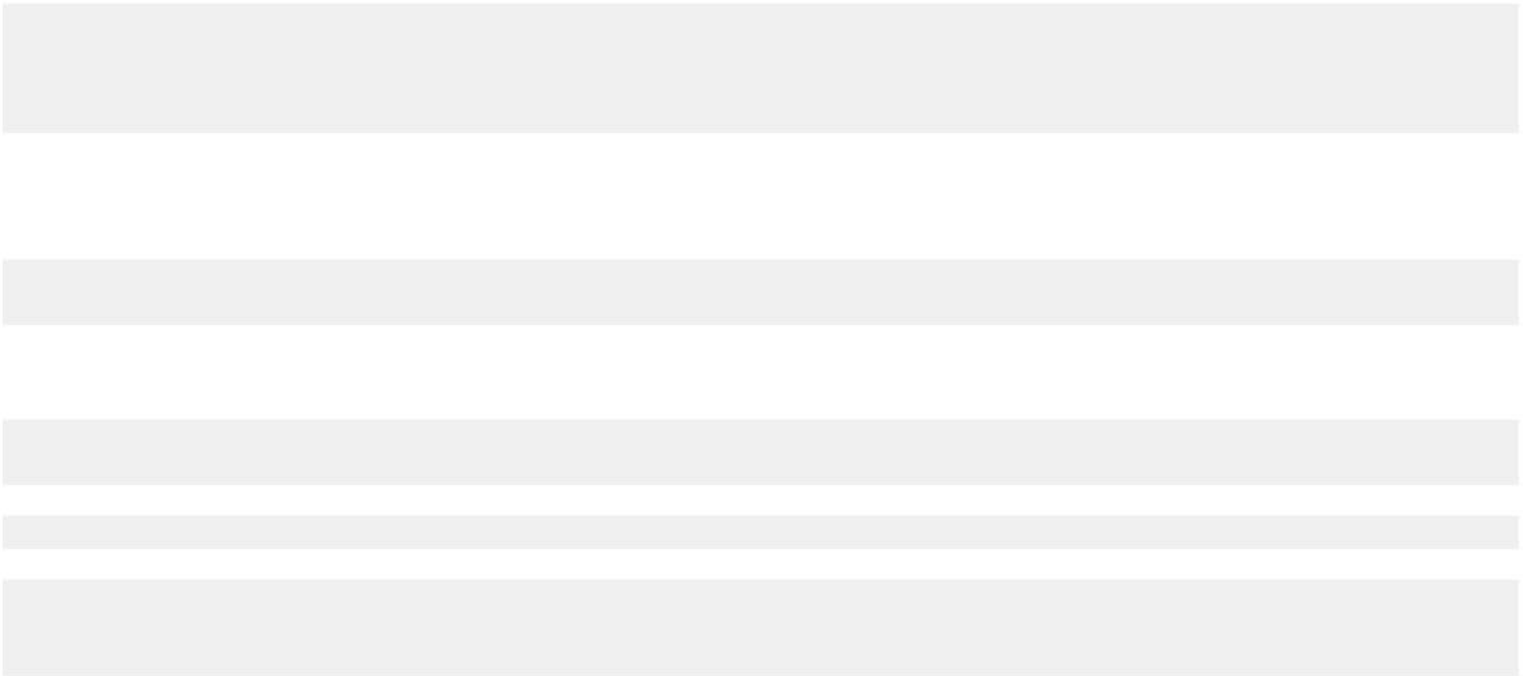
Status: N/A

Mileage: 7,822

Remarks / Requestor:

FE Status: .

--	--



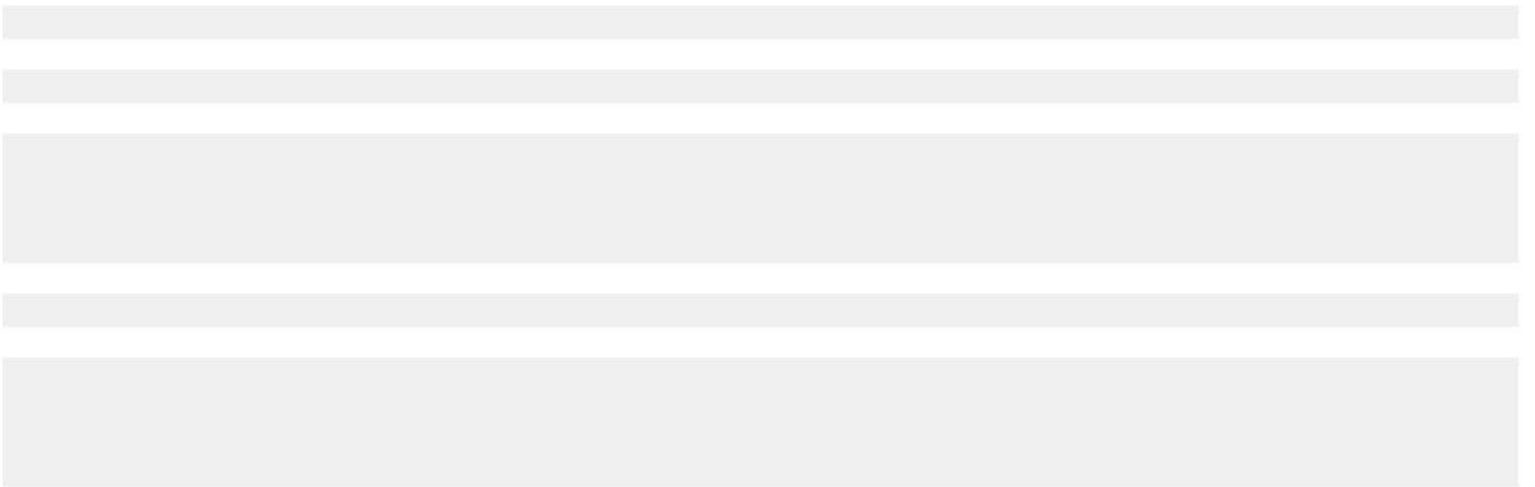
Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
[REDACTED]	CHRISR	02/17/2017	DAVEM	13

Code	Original Complaint	Probable Cause/Solution		
P 9701	RR VIEW CAMERA INOP	2/28: BROKEN WIRE @ C703, P3		
		ResIn Source:	Spoke w/ Dealer	Date: 02/21/2017
		Status:	N/A	Mileage: 66
		Remarks / Requestor:		FE Status: .

Dealer #: 206985	TZ: MST	VIN: 5FPYK3F5XHB [REDACTED]	Err:
Dir Cont: BRIAN DORSEY	Training %: 9	Year: 2017	Model: RIDGELINE
Serv Ph: (719) 544-5844	Extn:	Tran: 6AT	Trim: 4RTL
Serv Mgr: ROBERT SANCHEZ		Doors: 4DR	WD: 4
Parts Mgr: ALAN PENCE		Fact: LINCOLN	Country: USA
Dir Name: VIDMAR HONDA		Desc: RIDGELINE AWD RTL 6CYL 280.0 HP 3.5 L	
600 NORTH ALBANY AVE		WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
PUEBLO CO 81003		Engine #: J35Y63237845	Trans #: PF4A1030229
Phone: (719) 544-5844	Fax #: 7195840128	Em Type: KA	Death/Injury Reported: No
DPSM: SEVERIANO ALVAREZ	Zone/Dist: 05C	RO #:	
Preferred Contact	(719) 623-9537	Case Type: Technical	
Previous Dealer/Contact	Date	W.O. #:	





Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	STEPHENM	05/11/2017	RYANR	10

Code
P 9700

Original Complaint
RR CAM BLANK W/GRID LINES

Probable Cause/Solution
RPO: AUDIO; REPLACED

ResIn Source: RPO

Status: N/A

Remarks / Requestor:

Date: 05/12/2017

Mileage: 56

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JERRYA	09/20/2017	JERRYA	1

Code	Original Complaint	Probable Cause/Solution	ResIn Source:	Date:
P 9702	NO IMAGE,HAS GRID	?; CHK CONNECTIONS,DUPLICATE,SWAP CAMERA	None	
			Status:	Mileage:
			N/A	4,256
			Remarks / Requestor:	FE Status:
				.

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	SOURIS	04/09/2018	SOURIS	2

Code
P 9701

Original Complaint
RR VIEW CAMERA WONT COME ON

Probable Cause/Solution
FBF: FOUND BROKEN WIRE AT PTG SUB HARNESS.

ResIn Source:	Feedback forms	Date:	04/09/2018
Status:	N/A	Mileage:	23,571
Remarks / Requestor:		FE Status:	.

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	05/29/2018	TROYS	3

Code
P 9701

Original Complaint
WONT SWITCH TO CAM

Probable Cause/Solution
HRNS?; GAVE CHECK

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 6,915

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	06/26/2018	THOMASH	9

Code
P 9703

Original Complaint
RR VIEW CAMERA VIEW ISSUE

Probable Cause/Solution
7/11: REPLACED HARNESS; FOUND BARE/BROKEN WIRE

ResIn Source: Spoke w/ Dealer **Date:** 07/11/2018

Status: P RCVD **Mileage:** 37,413

Remarks / Requestor: **FE Status:** .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	06/28/2018	THOMASH	3

Code
P 9703

Original Complaint
NO TOP DOWN VIEW

Probable Cause/Solution
6/29: HRNS BIT0 WIRE BROKEN

ResIn Source: Spoke w/ Dealer

Date: 06/29/2018

Status: N/A

Mileage: 32,286

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JOHNF	07/31/2018	PAULI	7

Code
P 9701

Original Complaint
RR VIEW CAMERA IS BLANK

Probable Cause/Solution
WAR: R&R T/GATE HRNSS--CLM ██████

ResIn Source: Warranty **Date:** 08/15/2018

Status: P RCVD **Mileage:** 11,346

Remarks / Requestor: **FE Status:** .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	LEONI	08/14/2018	LEONI	4

Code
P 9701

Original Complaint
BACKUP CAMERA INOP INTERMITTAN

Probable Cause/Solution
FBF: 8/24 REPLACED TAILGATE HARNESS

ResIn Source: Feedback forms **Date:** 08/24/2018

Status: N/A **Mileage:** 26,606

Remarks / Requestor: **FE Status:** .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	SOURIS	08/27/2018	SOURIS	1

Code
P 9701

Original Complaint
RR CAMERA GOES BLANK

Probable Cause/Solution
HARNES?; INSPECT LH LOWER TAILGATE HARNES

ResIn Source: None

Date:

Status: N/A

Mileage: 19,299

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	TROYS	09/07/2018	TROYS	1

Code
P 9701

Original Complaint
RR VIEW CAMERA INOP

Probable Cause/Solution
HARNES;

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 21,786

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	ERICL	03/12/2019	ERICL	1

Code
P 9703

Original Complaint
RR CAM WON'T CHANGE VIEWS

Probable Cause/Solution
UNKNOWN?; GAVE CHECKS

ResIn Source: None

Date:

Status: N/A

Mileage: 9,235

Remarks / Requestor:

FE Status: .

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JOHNF	04/02/2019	JOHNF	1

Code
P 9702

Original Complaint
RR VIEW CAMERA BLANK DISPLAY

Probable Cause/Solution
WIRING ? ; FALLOW T/S

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 39,569

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	05/17/2019	NICKL	5

Code
P 9701

Original Complaint
RR CAM WONT COME ON

Probable Cause/Solution
AUDIO UNIT?; SWAP WITH KG

ResIn Source: None

Date:

Status: N/A

Mileage: 21,168

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JASONA	05/24/2019	JASONA	3

Code	Original Complaint	Probable Cause/Solution		
P 9702	RR VIEW CAMERA BLANK DISPLAY	WAR: T/G HARN AND RR CAM REPLACED		
		ResIn Source: Warranty	Date:	06/07/2019
		Status: N/A	Mileage:	9,811
		Remarks / Requestor:	FE Status:	.

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JOHNF	06/20/2019	JOHNF	1

Code
P 9701

Original Complaint
RR VIEW CAMERA BRKN HARNESS

Probable Cause/Solution
T/G HARNESS ? ; REPLACE HARNESS

ResIn Source: None

Date:

Status: N/A

Mileage: 32,653

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JASONA	06/20/2019	PHATL	2

Code
P 9702

Original Complaint
RR CAM GRID LINES NO IMAGE

Probable Cause/Solution
T/G HARN?; INSPECT>OHM CHK HARN

ResIn Source: None

Date:

Status: N/A

Mileage: 21,610

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JOHNF	07/18/2019	JOHNF	1

Code
P 9701

Original Complaint
C/S RR VIEW CAMERA INOP INT

Probable Cause/Solution
HARNES ? ; CHECK CONN

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 18,911

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	SOURIS	07/19/2019	LEONI	6

Code
P 9702

Original Complaint
RR VIEW CAMERA BLANK DISPLAY

Probable Cause/Solution
HARNES ?; REPLACE

ResIn Source: RPO

Status: N/A

Remarks / Requestor:

Date: 07/19/2019

Mileage: 40,421

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	08/01/2019	ERICHPIE	5

Code
P 9702

Original Complaint
RR CAMERA BLANK DISPLAY

Probable Cause/Solution
HARNES?; CHECK LH SIDE OF BED

ResIn Source: None

Date:

Status: N/A

Mileage: 28,517

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	NICKL	09/04/2019	NICKL	1

Code
P 9702

Original Complaint
RR VIEW CAMERA BLANK DISPLAY

Probable Cause/Solution
HARNES ?; GET AUTH REPLACE

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 24,353

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JOHNF	09/17/2019	LEONI	3

Code
P 9701

Original Complaint
RR VIEW CAMERA INOP

Probable Cause/Solution
WIRING / AUDIO UNIT ? ; FOLLOW T/S

ResIn Source: None

Date:

Status: N/A

Mileage: 20,130

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	09/24/2019	JASONR	2

Code
P 9701

Original Complaint
RR CAMERA NO IMAGE HAS GDLNS

Probable Cause/Solution
HARNES?; GAVE CHECKS

ResIn Source: None

Date:

Status: N/A

Mileage: 32,838

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
████████	JASONA	09/27/2019	JASONA	1

Code	Original Complaint	Probable Cause/Solution	
P 9703	CAMERA SAME BUT LINES CHANGE	REAR WIRE HARN?; CHK BIT 1 AND 0 WIRING	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 33,188
		Remarks / Requestor:	FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	LEONI	12/17/2019	PHATL	3

Code
P 9703

Original Complaint
REAR CAMERA IS FACING UP

Probable Cause/Solution
HARNES/ AUDIO UNIT ?; CHECK PART# > TRY K/G

ResIn Source: None

Date:

Status: N/A

Mileage: 38,449

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	MICHAELL	01/17/2020	MICHAELL	1

Code	Original Complaint	Probable Cause/Solution		
P 9702	RR VIEW CAMERA BLACK IN AM	HARNES ?; REPLACE WITH DPSM AUTH		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 15,583	
		Remarks / Requestor:	FE Status: .	

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	MICHAELL	02/11/2020	MICHAELL	1

Code
P 9701

Original Complaint
REVERSE CAMERA INOP

Probable Cause/Solution
BED HARNESS ?; NEED CHECK

ResIn Source: None

Date:

Status: N/A

Mileage: 40,197

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	ERICL	02/18/2020	PHATL	3

Code
P 9702

Original Complaint
RR VIEW CAMERA BLANK DISPLAY

Probable Cause/Solution
HARNES?; RPL AND RECHECK

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 42,917

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	LEONI	03/03/2020	LEONI	1

Code
P 9703

Original Complaint
ONLY SHOWS THE LINES THEIRS NO

Probable Cause/Solution
HARNES ?; INSPECT > REPLACE

ResIn Source: None

Date:

Status: N/A

Mileage: 23,061

Remarks / Requestor:

FE Status: .

--	--

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	05/06/2020	THOMASH	1

Code
P 9701

Original Complaint
RR VIEW CAMERA INOP

Probable Cause/Solution
TLGT HRNS; REPLACE

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 17,561

FE Status: .

--	--

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	05/11/2020	MICHAELL	2

Code	Original Complaint
P 9700	BLACK SCRIN W/ GUIDELINES
9311	RADIO DISPLAY FROZEN

Probable Cause/Solution
DISPLAY ?; REPLACE

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 36,449

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	NICKL	06/17/2020	NICKL	1

Code
P 9701

Original Complaint
RR VIEW CAMERA INOP NO IMAGE

Probable Cause/Solution
HARNES REPLACE IF NEC ?;

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 70,331

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
[REDACTED]	LEONI	07/22/2020	LEONI	3

Code	Original Complaint	Probable Cause/Solution		
P 9702	RR VIEW CAMERA BLANK DISPLAY	FBF: FOUND BROKEN WIRE IN REAR HARNESS		
9313	STUCK IN FACTORY MODE			
		ResIn Source: Feedback forms	Date:	07/28/2020
		Status: N/A	Mileage:	31,337
		Remarks / Requestor:	FE Status:	.

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JOHNF	09/16/2020	JASONA	2

Code
P 9701

Original Complaint
RR VIEW CAMERA INOP

Probable Cause/Solution
AUDIO UNIT ?; RPELACE IF NEC

ResIn Source: None

Date:

Status: N/A

Mileage: 15,436

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	09/22/2020	PHATL	2

Code
P 9701

Original Complaint
NO RR CAM IMAGE IN REV

Probable Cause/Solution
HRNS; FOLLOW T/S

ResIn Source: None

Status: N/A

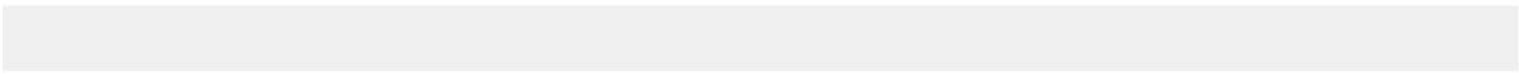
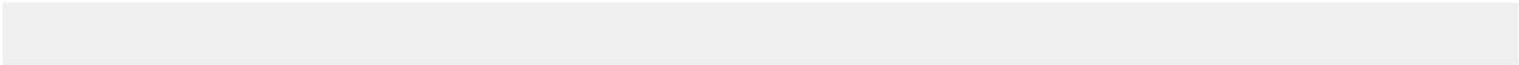
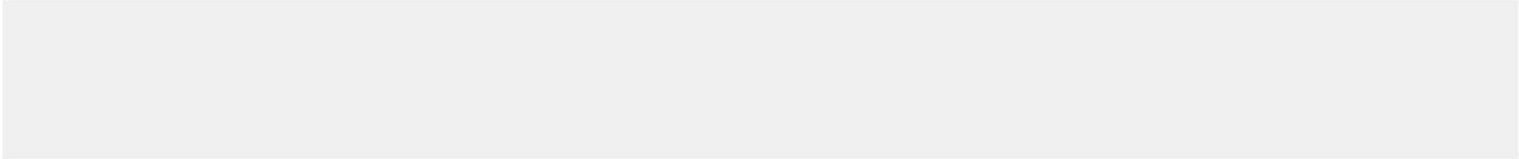
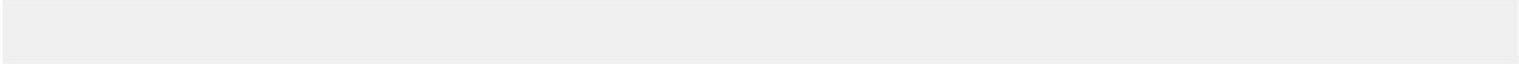
Remarks / Requestor:

Date:

Mileage: 51,578

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	LEONI	12/04/2020	LEONI	1

Code	Original Complaint	Probable Cause/Solution		
P 9701	RR VIEW CAMERA DOES NOT WORK	TG SUB HARNESS ?; REPLACE		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 53,925	
		Remarks / Requestor:	FE Status: .	

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	NICKL	12/11/2020	NICKL	1

Code
P 9703

Original Complaint
RR CAMERA LINES UPISDE DOWN

Probable Cause/Solution
HARNES ISSUE ?; ISO REPLACE

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 68,355

FE Status: .

--	--

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	NICKL	12/15/2020	NICKL	1

Code
P 9700

Original Complaint
RR CAMERA GRID LINES UP SIDE

Probable Cause/Solution
HANRESS ?;L CHECK END TO END

ResIn Source: None

Date:

Status: N/A

Mileage: 48,160

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	MICHAELL	01/11/2021	MICHAELL	1

Code
P 9700

Original Complaint
MISSING NORMAL VIEW.

Probable Cause/Solution
BENT PIN ?; CHECK CAMERA INPUT > ISOLATE

ResIn Source: None

Date:

Status: N/A

Mileage: 81,002

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JOHNF	02/13/2021	JOHNF	1

Code	Original Complaint	Probable Cause/Solution		
P 9701	RR VIEW CAMERA INOP,BRKN HARN	BED HARNESS?; REPLACE		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 63,138	
		Remarks / Requestor:	FE Status: .	

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	DEVC	03/25/2021	DEVC	2

Code
P 9701

Original Complaint
RR VIEW CAMERA INOP

Probable Cause/Solution
FBF: REPLACED TAILGATE WIRE HARNESS

ResIn Source: Feedback forms **Date:** 03/26/2021

Status: N/A **Mileage:** 68,190

Remarks / Requestor: **FE Status:** .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	THOMASH	04/23/2021	THOMASH	2

Code
P 9703

Original Complaint
STUCK ONE VIEW

Probable Cause/Solution
TAILGATE HRNS; REPLACE

ResIn Source: None

Date:

Status: N/A

Mileage: 53,185

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JASONA	06/14/2021	PHATL	2

Code
P 9702

Original Complaint
C/S RR CAM LINES BUT NO IMAGE

Probable Cause/Solution
CONNECTION?; INSPECT

ResIn Source: None

Status: N/A

Remarks / Requestor:

Date:

Mileage: 28,675

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	JASONA	11/19/2021	JASONA	1

Code
P 9703

Original Complaint
RR VIEW CAM VIEW NO CHANGE

Probable Cause/Solution
BED HARN?; INSPECT BIT1 AND HARN

Resin Source: None

Date:

Status: N/A

Mileage: 77,566

Remarks / Requestor:

FE Status: .

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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
██████	LEONI	12/11/2021	JASONR	2

Code
P 9701

Original Complaint
REARVIEW CAMERA IS INOP

Probable Cause/Solution
HARNES ?; TEST BETWEEN CAM >AUDIO UNIT

ResIn Source: None

Date:

Status: N/A

Mileage: 26,599

Remarks / Requestor:

FE Status: .

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QUALITY IMPROVEMENT SHEET (Q.I.S.)

COUNTERMEASURE CONTROL#	RESPONSIBLE SITE AND DEPARTMENT		Rank
HNA18071902	ADC NA Market Quality		A
INFORMATION SOURCE	Problem Definition ID	CBU Category	
QIC	PDHNA180719011	DENSO	
Supplier	Affected Model		RESPONSIBLE DPT ISSUE DATE
DELPHI ELECTRONICS AND SAFETY	HMA-RIDGELINE		10/1/2018
Market Information Issuer	Lead Quality Investigator	Investigator Team	THEME UP DATE
Halley Ackley	Norman Ruger	NA Denso	7/19/2018
Title			
17-19M Ridgeline Rear Camera Inop - Tailgate Harness Failure			
Customer Complaint			
Customers complain of rear camera inop (black screen).			
Dealer Repair			
Dealers finding broken wires in tailgate wiring harness, specifically at articulation point shown in picture. Replace tailgate wiring harness.			
Finish Date	1st COUNTERMEASURE APPLICATION DATE	C/M Target Date	
	8/20/2018	2/25/2019	
Market Data Investigation			
Defect rates are: 17M KA 0.069% @ 25 months, KC 0.453% @ 23 months & 18M KC 0.433% @ 10 months. Ave DTF 17M 424, 18M 177, Ave MTF 17M 22,780, 18M 9,246, Ave Claim cost 17M \$211, 18M \$217, Total Cost 17M \$14,538, 18M \$2,387.			
QIS Rank Change B-->A on 9/27/18 based on outflow to 19M. DAS MQD-HAM-FRAME-1924			
Investigation Cause Analysis			

<Complaint> Customer is complaining rear camera is inop. Dealers are finding the tailgate wiring harness is broken at the pivot point of the tailgate.

<Problem Scope/Warranty>

Factories: HMA

Models: Ridgeline

Model years: 2017 and 2018

Claim Quantity: 108 (92 Claims for 2017 and 16 Claims for 2018)

<Part Analysis>

16 tailgate harnesses analyzed. 15/16 show the corrugate tube has pulled out from the harness protector, leaving the wires exposed to the zip tie. All 15 have wires cut at the location of the zip tie.

Additionally, 13/15 did not have correct Z-tape applied at the failure location as specified by the drawing.

<Initial Investigation>

136 Untitled Ridgelines were investigated for corrugate tube position in the harness protector. 97/136 were deemed NTF due to the corrugate tube being mostly inserted into the harness protector. 39/136 were deemed suspect due to the minimal length of corrugate tube into the harness protector.

92 incoming tailgate harnesses were investigated at HMA for corrugate tube positioning. 71/92 were deemed NTF due to the corrugate tube being more than 15 mm past the protector and the corrugate tube following the shape of the protector. 21/92 were deemed suspect due to the corrugate tube being less than 15 mm past the corrugate tube and the corrugate not following the shape of the protector.



The harness protector has a rib on the inside that is made to engage with the corrugate tube. When this rib is properly engaged against the corrugate, with a zip tie installed through the protector, the tube will follow the shape of the protector. With proper engagement of the rib the corrugate will not come out of the protector. MQ deems the corrugate tube positioning the root cause of this issue.

<Judgment>

APTIV (the harness supplier) designed the harness protector and informed the design intent to APTIV manufacturing side. APTIV manufacturing was responsible for creating the board/process to consistently build the harness to follow the shape of the protector and engage the rib. The manufacturing variation found during healthy part checks indicates the manufacturing process is not robust enough to ensure parts are assembled correctly. QIS will be issued to PWG to address the supplier manufacturing concern.

<Judgment update>

Initially caused analysis was judged and approved as supplier mfg concern on 9/25/2018 and now on 11/7/2019 it is being revised to Design. Design concern due to the harness failures from testing on actual vehicles but passed PV test.

VIEW BEFORE COUNTERMEASURE	VIEW AFTER COUNTERMEASURE
	

Responsible Department Root Cause Analysis

The tailgate harnesses are consistently failing at the pivot point of the vertically and horizontally swinging tailgate. The wires in this area are inside a corr tube with Z-Tape applied to the outside of the corr tube. The corr tube is also zip tied to a plastic protector that clips to the harness to the tailgate. On market failed parts the corr tube is slipping out of the harness protector exposing the wires which eventually fail.

The harness protector has a rib on the inside that is made to engage with the corrugate tube. When this rib is properly engaged against the corrugate, with a tight zip tie and proper corr tube placement, the corr tube will not come out of the protector. There are three factors that lead to the corr tube slipping out of the protector, Z-Tape application, corr tube placement and zip tie tightness. When a NG combination of these variables is on a tailgate harness the corr tube walks out of the harness protector leaving the wire exposed which eventually fail.

The three variables, Z-Tape application, corr tube placement, and zip tie tightness are the root cause of the market failures.

COUNTERMEASURE BY		COUNTERMEASURE CONTROL#	
2/25/2019		HNA18071902	
Recomnd Sold Product Treatment	Recomnd Stock Product Treatment	Recmd Part Stock Change	Design Change Number
CoreMQ Problem Definition ID		CoreMQ Problem Definition Name	
25902		Rear Camera Inop - Tailgate Harness Failure	

C/M Title	C/M Location	C/M Type
Z - Tape Verification	Supplier	Process Change

CM Details

Z-taping verification is now included in Layered audits and performed in a weekly basis by QC and Manufacturing supervisors, covering all harness created by APTIV that have Z - Taping called out in the Honda Drawing (RIDGELINE HARNESSSES: Tailgate, Rear, Floor, Trunk Sub cord, Trunk Bed Sub cord. ACCORD HARNESSSES: Floor, Rear, Doors. CRV HARNESSSES: Doors)

CM applied at APTIV on August 1st 2018, no IPP tags were created. Normal lead time of Ridgeline Tailgate Harness to HMA is 14 days. Approximate CM date at HMA is August 20th 2018.

Date	Factory	Line	Year	Model	Engine/Trans	Tracking Tag
8/20/2018	AAP	1	2019	RIDGELINE	KT6Z	
8/20/2018	AAP	1	2019	RIDGELINE	KTJZ	
8/20/2018	AAP	1	2019	RIDGELINE	KT6Z	
8/20/2018	AAP	1	2019	RIDGELINE	KT6Z	



C/M Title	C/M Location	C/M Type
Corr Tube Cut at Max Length	Frame Factory	Process Change

CM Details

The corr tube going into the harness protector has a nominal length of 210 mm, APTIV is cutting this section of corrugate tube to 215 mm (the maximum allowed value by Honda Spec). This is to help force the corrugate tube into the harness protector.

<Before> The corr tube was being cut at the nominal value of 210 mm

<After> The corr tube is being cut a the maximum allowed value

CM Application Timing: No IPP tags were created for this CM. The normal lead time from the manufacturing date to the date at HMA is 14 days. This CM applied at APTIV on 7/30/2018. An approximate time for this CM to apply at HMA line is 8/20/2018

Date	Factory	Line	Year	Model	Engine/Trans	Tracking Tag
8/20/2018	AAP	1	2019	RIDGELINE	KT6Z	
8/20/2018	AAP	1	2019	RIDGELINE	KTJZ	
8/20/2018	AAP	1	2019	RIDGELINE	KT6Z	
8/20/2018	AAP	1	2019	RIDGELINE	KT6Z	

C/M Title	C/M Location	C/M Type
Update to Visual Inspection Board	Supplier	Inspection

CM Details

On 9/3/2018 APTIV updated their visual inspection board to include the position of corr tube in the harness protector. If the corr tube does follow the shape of the protector and the corr tube is sufficiently inserted into the protector the harness will be re worked to fix the corr tube positioning in the harness protector. 100% of tailgate harnesses go through the visual inspection board.

<Before> Corr tube positioning was not checked during the visual inspection board at end of line

<After> Corr tube positioning is checked during the visual inspection board at end of line

Date	Factory	Line	Year	Model	Engine/Trans	Tracking Tag
9/17/2018	AAP	1	2019	RIDGELINE	KT6Z	
9/17/2018	AAP	1	2019	RIDGELINE	KTJZ	
9/17/2018	AAP	1	2019	RIDGELINE	KT6Z	
9/17/2018	AAP	1	2019	RIDGELINE	KT6Z	

C/M Title		C/M Location		C/M Type		
Update to Assembly and Inspection board		Supplier		Other		
CM Details						
Jig added to assembly board to force corr tube to follow harness protector while zip tie is tightened.						
Go no go jig added to inspection board to ensure corr tube follows harness protector and engages the r b inside the harness protector.						
Date	Factory	Line	Year	Model	Engine/Trans	Tracking Tag
6/3/2019	AAP	1	2019	RIDGELINE	KT6Z	
6/3/2019	AAP	1	2019	RIDGELINE	KT6Z	
6/3/2019	AAP	1	2019	RIDGELINE	KT6Z	
6/3/2019	AAP	1	2019	RIDGELINE	KTJZ	
Recommended Field Action						
Countermeasure Effectiveness						
AH - Domestic						
Sales Division Engineer	Sold Product Treatment		Product Treatment		Part Stock Change	
Service Action Report	Service Bulletin Number		After Service Part Number			
AH - Export						
Sales Division Engineer	Sold Product Treatment		Product Treatment		Part Stock Change	
Service Action Report	Service Bulletin Number		After Service Part Number			
CH						
Sales Division Engineer	Sold Product Treatment		Product Treatment		Part Stock Change	
Service Action Report	Service Bulletin Number		After Service Part Number			
Part Number List				Part Group/Subgroup List		
32109 - HARN, TAILGATE				-		



QUALITY IMPROVEMENT SHEET (Q.I.S.)

COUNTERMEASURE CONTROL#	RESPONSIBLE SITE AND DEPARTMENT		Rank
HNA19121302	ADC NA Market Quality		A
INFORMATION SOURCE	Problem Definition ID	CBU Category	
A-rank	PDHNA180719011	DENSO	
Supplier	Affected Model		RESPONSIBLE DPT ISSUE DATE
	HMA-RIDGELINE		1/21/2020
Market Information Issuer	Lead Quality Investigator	Investigator Team	THEME UP DATE
Bob Voyles	Norman Ruger	NA Denso	12/13/2019

Title

17-19M Ridgeline Rear Camera Inop - Tailgate Harness Corrugated Tube Break

Customer Complaint

Customers are complaining about the rear camera not working.

Dealer Repair

Dealers repair by replacing the tailgate harness.

Finish Date	1st COUNTERMEASURE APPLICATION DATE	C/M Target Date	
	11/8/2019	7/29/2020	

Market Data Investigation

Approved DAS MQD-HAM-FRAME-2089
 137 Warranty parts were analyzed and 3 had the Corrugated tube secured into the harness protector but broken near the end of the protector. This was seen in 2/3 of the MQ recreation tests related to a previous QIS and is a new failure mode.

Investigation Cause Analysis

<Market Situation> Affects 2017-2019 Ridgeline
 Customers are complaining about the rear camera not working. Back-up required per FVMSS regulation on 19M.

<Warranty parts analysis>
 137 Warranty parts were analyzed
 134/137 had the Corr tube come out of the harness protector leaving the wires to over bending. This is the failure mode of the supplier manufacturing defect (HNA18071902).
 3/137 had the Corr tube secured into the harness protector but broken near the end of the protector. This was seen in 2/3 of the MQ recreation testing, and is a new failure mode.

<Initial Investigation>
 MQ did testing on 3 samples to recreate the harness breaking due to the supplier manufacturing issue (HNA18071902).
 1/3 was a sample with worst case supplier variation. This sample recreated the market failure of the Corr tube coming out the wires breaking.
 1/3 was a sample with suspect supplier variations. This sample broke the Corr tube then the wire.
 1/3 was a post CM part built to spec. This sample broke the Corr tube and the wire.

<Concern>
 3/137 warranty parts have a broken corr tube.
 2/3 C/M parts failed market recreation test due to corr tube breaking.
 20MY Shoken vehicle failed due to corr tube breaking and leaving the wires exposed to over bending. 20MY has more circuits and a new clip on the body side but the same routing as the 17-19 MY.

<Judgement>
 Judge corr tube breaking as design concern.

VIEW BEFORE COUNTERMEASURE		VIEW AFTER COUNTERMEASURE				
x		x				
Responsible Department Root Cause Analysis						
COUNTERMEASURE BY		COUNTERMEASURE CONTROL#				
7/29/2020		HNA19121302				
Recomnd Sold Product Treatment	Recomnd Stock Product Treatment	Recmd Part Stock Change	Design Change Number			
CoreMQ Problem Definition ID		CoreMQ Problem Definition Name				
25902		Rear Camera Inop - Tailgate Harness Failure				
CM Details						
<p>HRA did two tests on a 20 MY Tailgate harness design that is different layout, harness protector and material of tube protecting the wires. HRA did their normal bend test verification at APTIV HRA also did secondary testing on a cut body at Yazaki to confirm the design of the 20 MY would meet HRA requirements. With the different harness design and HRA design confirms this change is a CM to the corr tube breaking failure mode seen in market.</p>						
Date	Factory	Line	Year	Model	Engine/Trans	Tracking Tag
11/8/2019	AAP	1	2020	RIDGELINE		
11/8/2019	AAP	1	2020	RIDGELINE		
11/8/2019	AAP	1	2020	RIDGELINE		
Recommended Field Action						
Countermeasure Effectiveness						
AH - Domestic						
Sales Division Engineer	Sold Product Treatment		Product Treatment		Part Stock Change	

Service Action Report	Service Bulletin Number	After Service Part Number	
AH - Export			
Sales Division Engineer	Sold Product Treatment	Product Treatment	Part Stock Change
Service Action Report	Service Bulletin Number	After Service Part Number	
CH			
Sales Division Engineer	Sold Product Treatment	Product Treatment	Part Stock Change
Service Action Report	Service Bulletin Number	After Service Part Number	
Part Number List		Part Group/Subgroup List	
32109 - HARN, TAILGATE		HARNESS -	

WIRE HARN

SPECIFICATION

REFERENCE

HONDA										
						NAME SPEC, WIRE HARN <hr/> DWG. NO.				
△										
△										
△										
△										
	REVISION RECORD	DATE	DR	CHK	1 / 39					

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