



U.S. Department
of Transportation
**National
Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE24004

Prompted By: VOQ and Early Warning Reporting Field Report Review

Date Opened: 02/13/2024

Date: 08/05/2024

Closed:

Investigator: Caroline Woody

Reviewer: Sharon Yukevich

Approver: Tanya Topka

Subject: Rear-View Camera Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Honda (American Honda Motor Co.)

Products: 2020-2023 MY Honda Ridgeline

Population: 169,571

Problem Description: Rear-View Camera fails to properly function due to damage to tailgate wire harness caused by normal vehicle usage.

FAILURE REPORT SUMMARY

| | ODI | Manufacturer | EWR D&I | Other | Total | EWR Field Reports |
|------------------------------|-----|--------------|---------|-------|------------|-------------------|
| All Incidents: | 50 | 1,336 | 0 | 0 | 1,352 * | CONF |
| Crashes/Fires: | 0 | 0 | 0 | 0 | 0 | 0 |
| Injury Incidents: | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Injuries: | 0 | 0 | 0 | 0 | 0 | 0 |
| Fatality Incidents: | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Fatalities: | 0 | 0 | 0 | 0 | 0 | 0 |

Description of Other:

*Total eliminates duplicates received by the manufacturer

ACTION/SUMMARY INFORMATION

Action: This (PE) Preliminary Evaluation is closed with 24V321.

Summary:

On February 13, 2024, the Office of Defects Investigation (ODI) opened Preliminary Evaluation PE24004 to assess alleged failures of the rear-view camera (RVC) in 2020-2023 Model Year (MY) Honda Ridgeline vehicles. At this time, ODI has received a total of 50 complaints with allegations of the RVC image failing to display when the vehicle was in reverse.

The RVC wire harness is routed near the hinge in the tailgate, in a location where frequent opening and closing of the tailgate causes bending stress on the harness. Honda determined the wire harness was manufactured with a material which is permeable to water and salt, which when it freezes and thaws, combined with tailgate usage, ultimately leads to breakage of the wiring in the tailgate harness. This results in a failure to display the RVC image.

On May 9, 2024, Honda filed a Part 573 Safety Recall Report recalling all 2020-2024 MY Honda Ridgeline vehicles. The dealer will replace the RVC tailgate harness with a wire harness that is manufactured by a new supplier and has improved material properties to withstand wear from bending.

In view of Honda filing recall 24V-321 addressing the subject of this investigation, ODI is closing this Preliminary Evaluation. NHTSA reserves the right to take additional action if warranted by future circumstances. To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).