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HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

October 15, 2025

Sharon Yukevich
Division Chief – Vehicle Defect Division A
Office of Defects Investigation
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Re: Information Request ID EA25003-01

Dear Ms. Yukevich,

In reply to the Information Request Letter dated September 3, 2025, Honda is submitting this response. Please let us know if there are any questions.

Respectfully,

AMERICAN HONDA MOTOR CO., INC.



Andrea Martin
Senior Director
Product Regulatory Office

AM:tk

1. State, by model and model year, the number of Subject Vehicles Honda has manufactured for sale or lease in the United States. Separately, for each Subject Vehicle manufactured to date by Honda, state the following:
 - a. Vehicle identification number (17-character VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture (MM/DD/YYYY);
 - f. Date warranty coverage commenced (MM/DD/YYYY);
 - g. The State in the United States where the vehicle was originally sold or leased, or delivered for sale or lease (postal abbreviation);
 - h. Recall remedy date for NHTSA recall 22V-86, if completed; and
 - i. Whether the vehicle was inspected only, inspected and the Subject Component was installed as a replacement part, or originally manufactured with the Subject Component.

Response:

For the response, please see the included file:

- “EA25003_R1_PRODUCTION DATA_2017-2019 Ridgeline_CONFIDENTIAL.xlsx”

2. State the number of each of the following, received by Honda, or of which Honda is otherwise aware, which relate to, or may relate to, the Alleged Defect in the Subject Vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality;
 - d. Reports involving a fire;
 - e. Property damage claims;
 - f. Third-party arbitration proceedings, both pending and closed, where Honda is or was a party to the arbitration; and
 - g. Lawsuits, both pending and closed, in which Honda is or was a defendant or codefendant.

For subparts “a” through “g” state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report, and a consumer complaint).

In addition, for items “c” through “g,” provide a summary description of the alleged problem and causal and contributing factors and Honda’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e” and “f,” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Response:

	Quantity
a. Consumer complaints, including those from fleet operators;	3
b. Field reports, including dealer field reports;	3
c. Reports involving a crash, injury, or fatality;	0
d. Reports involving a fire;	0
e. Property damage claims; and	0
f. Third-party arbitration proceedings where American Honda Motor Co. is or was a party to the arbitration; and	0
g. Lawsuits, both pending and closed, in which American Honda Motor Co. is or was a defendant or codefendant.	0

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
- a. Honda's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
 - d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
 - e. Vehicle Identification Number (17-character VIN);
 - f. Vehicle's make, model, and model year (please use distinct fields for each data type);
 - g. Vehicle's mileage at time of incident;
 - h. Incident date (MM/DD/YYYY);
 - i. Report or claim date (MM/DD/YYYY);
 - j. Whether a crash is alleged;
 - k. Whether a fire is alleged;
 - l. Whether property damage is alleged;
 - m. Number of alleged injuries, if any;
 - n. Number of alleged fatalities, if any;
 - o. The date the remedy for NHTSA recall 22V-867 was completed, if applicable; and
 - p. Vehicle's mileage at time the remedy for NHTSA recall 22V-867 was completed, if applicable (numeric data type).

Response:

For the table of complaints with items "a" through "p", please see the included file titled:

- EA25003_R3_REQUEST_NUMBER_TWO_DATA_CONFIDENTIAL.xlsx

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Honda used for organizing the documents. Describe in detail the search methods and search criteria used by Honda to identify the items in response to Request No. 2.

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Response:

For the copies of complaints, please see the included files titled:

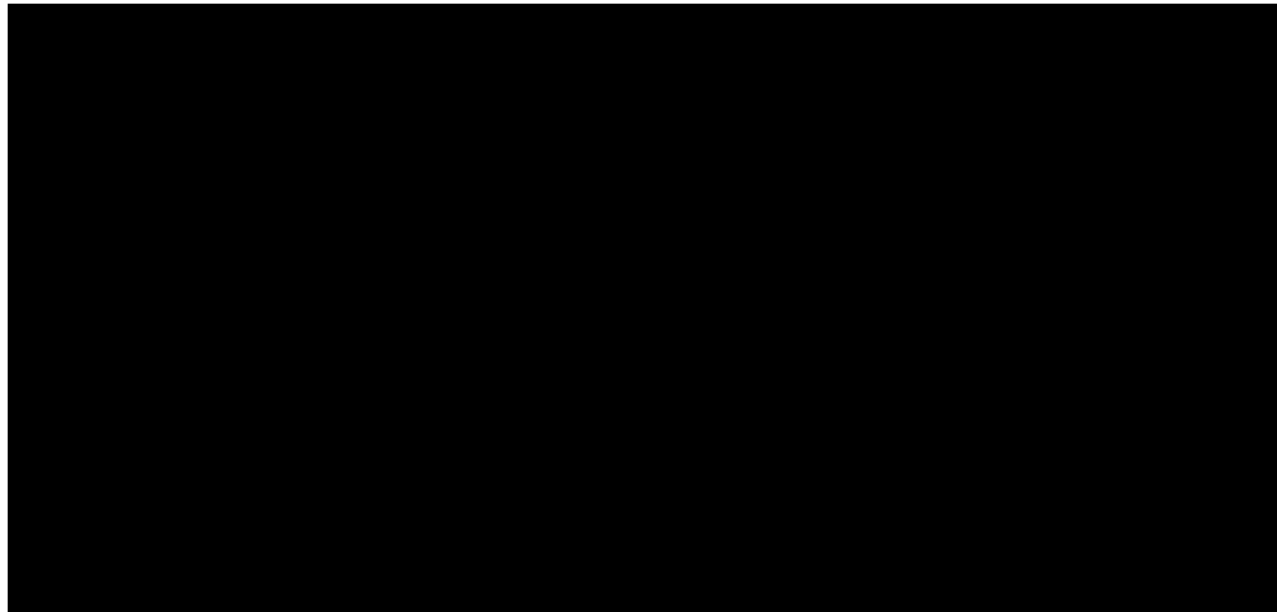
- *EA25003_R4_Customer Relations Cases_CONFIDENTIAL.pdf*
- *EA25003_R4_Tech Line Cases_CONFIDENTIAL.pdf*

Detailed description of the search method and criteria used to identify the items in response to Request No. 2:

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5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Honda to date that relate to, or may relate to, the Alleged Defect in the Subject Vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Honda's claim number;
- b. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
- c. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
- d. Vehicle identification number (17-character VIN);
- e. Repair date (MM/DD/YYYY);
- f. Vehicle mileage at time of repair (numeric data type);
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);
- h. Labor operation number(s);
- i. Problem code(s);
- j. Diagnostic trouble code(s);
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer;
- m. Cause as stated on the repair order;
- n. Correction as stated on the repair order;
- o. Additional comments, if any, by dealer/technician relating to claim and/or repair;
- p. The date the remedy for NHTSA recall 22V-867 was completed, if applicable;

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and

- q. Vehicle's mileage at time the remedy for NHTSA recall 22V-867 was completed, if applicable (numeric data type).

Response:

Total count of warranty claims:

Source	CoreMQ Excel Tools
Date info gathered:	9/5/2025

		CLAIM COUNTS		
Model	Model Year	Warranty	Extended Warranty	Goodwill
Ridgeline	2017	0	1	1
Ridgeline	2018	2	0	1
Ridgeline	2019	2	3	11

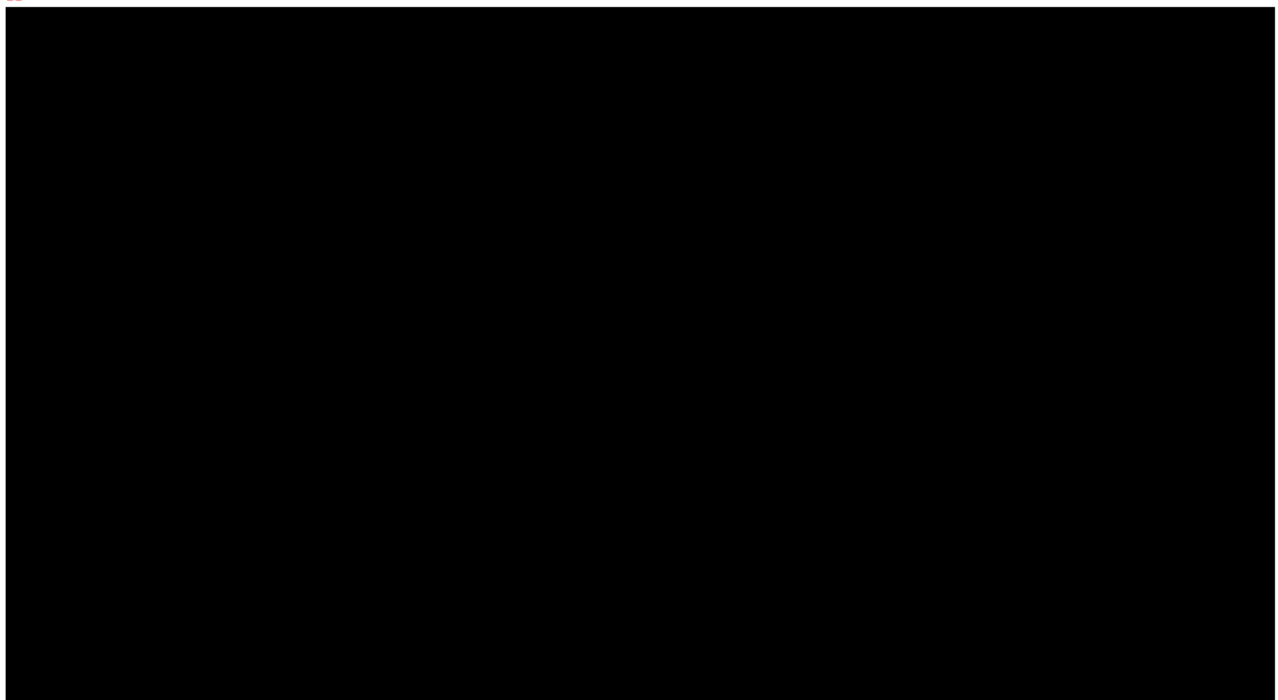
For the warranty data details, please see the included file titled:

- EA25003_R5_Warranty Data_CONFIDENTIAL.xlsx

- 6. Describe in detail the search methods and search criteria used by Honda to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.

Response:

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7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the Alleged Defect in the Subject Vehicles, that Honda has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Honda is planning to issue within the next 120 days.

Response:

One document responsive to this request is included (document version is draft status and is as of October 3, 2025):

- EA25003_R7_future iN message_CONFIDENTIAL.pdf

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the Alleged Defect in the Subject Vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Honda, including, but not limited to, component evaluations and tailgate level evaluations. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Testing procedures;
 - f. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - g. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Response:

The files mentioned below were submitted in response to the same request in the IR Letter for RQ24-011-01 (Request #10). Please refer to these previously submitted files (in our previous response) for information up to the time of Honda's response to the IR Letter for RQ24-011-01 (Request #10).

The below included file summarizes the activities related to request number 10 of RQ24-011-01.

- *RQ24-011 R10 summary table_CONFIDENTIAL.xlsx*

Also included are the following documents summarized in the above mentioned file:

- *Tailgate Bend Test TS TR233720_CONFIDENTIAL.pdf*
- *Test Conclusion_CONFIDENTIAL.pdf*
- *QIS HNA18071902 20220408_CONFIDENTIAL.pdf*
- *QIS HNA19121302 20220408_CONFIDENTIAL.pdf*
- *17-18M Ridgeline TG Harness_20220413_CONFIDENTIAL.pdf*
- *ERF17-19M_RidgelineTailgateHarness_CONFIDENTIAL.xlsx*
- *Ridgeline DVR summary -4-19-2023_CONFIDENTIAL.xlsx*
- *Ridgeline_ManagerSurvey_Results_10-31-2022_R2_CONFIDENTIAL.xlsx*
- *Customer Questionnaire_CONFIDENTIAL.pdf*
- *17-19 data survey 14 parts returned_CONFIDENTIAL.xlsx*
- *17~19M Testing Summary_CONFIDENTIAL.pdf*
- *Z4F181025001_CONFIDENTIAL.pdf*

For responsive documents related to this request (#8) in the current IR Letter for EA25-003-01, please see the information below. These documents are related to activities subsequent to Honda's previous response to the IR Letter for RQ24-011-01 (Request #10).

The below included file summarizes the activities related to request number 8 of the current IR Letter EA25-003-01.

- *EA25003_R8_Summary-Table_CONFIDENTIAL.xlsx*

Also included are the following files summarized in the above mentioned Summary-Table file:

- *EA25003_R8_17-19 Ridgeline Tailgate Analysis_CONFIDENTIAL.pdf*
- *EA25003_R8_Analysis and Tests_CONFIDENTIAL.pdf*

9. Describe all modifications or changes made by, or on behalf of, Honda in the design, material composition, manufacture, quality control, supply, or installation of the Subject Component, from the start of production to date, which relate to, or may relate to, the Alleged Defect in the Subject Vehicles. For each such modification or change, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part number(s) (service and engineering) of the original component;
 - e. The part number(s) (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Honda is aware of which may be incorporated into vehicle production within the next 120 days.

Response:

The file mentioned below was submitted in response to the same request in the IR Letter for RQ24-011-01 (Request #11). Please refer to the previously submitted file for information up to the time of Honda's response to the IR Letter for RQ24-011-01 (Request #11).

Please see the included (in our previous response) Excel file titled:

- RQ24-011 Change History_CONFIDENTIAL.xlsx

There have not been any additional changes since our previous response to the IR letter for RQ24-011-01.

10. Describe in detail the specifications and requirements which pertain to the Subject Component including, but not limited to:
- a. Material property specifications;
 - b. Performance and durability specifications;
 - c. Component manufacturing tolerances and tolerance stack-up; and
 - d. Engineering drawings.

For each item identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. **Additionally, provide any plant or supplier quality reports that Honda is aware of related to the specifications identified.**

Response:

For drawings and specifications, please see the included files titled:

- 32109T6Z_3050_EWIRE_HARN_TAILGATE(SERVICE)_A2208159_RELEASE_CONFIDENTIAL.pdf
- 32109T6Z_3051_EWIRE_HARN_TAILGATE(SERVICE)_A2305666_RELEASE_CONFIDENTIAL.pdf
- 32109T6Z_A020_EWIRE_HARN_TAILGATE_A1901329_RELEASE_CONFIDENTIAL.pdf
- 32109T6Z_A021_EWIRE_HARN_TAILGATE_A2305666_RELEASE_CONFIDENTIAL.pdf
- 39530T6Z_A010M1_CAMERA_ASSY_RR_VIEW(WIDE)_A1508440_CONFIDENTIAL.pdf
- 39530T6Z_A110M1_CAMERA_ASSY_RR_VIEW(WIDE)_A1709020_CONFIDENTIAL.pdf
- 39532T6Z_A010M1_PROTECTOR_WIRE_HARNESS_A1508440_CONFIDENTIAL.pdf
- COF-2012-097-J-AESSX-F_CONFIDENTIAL.pdf
- PVC tape_translated_CONFIDENTIAL.pdf

For plant quality reports, please see the included files titled:

- 32108T6Z Reports Table_CONFIDENTIAL.xlsx
- 32108T6Z Reports_CONFIDENTIAL.pdf

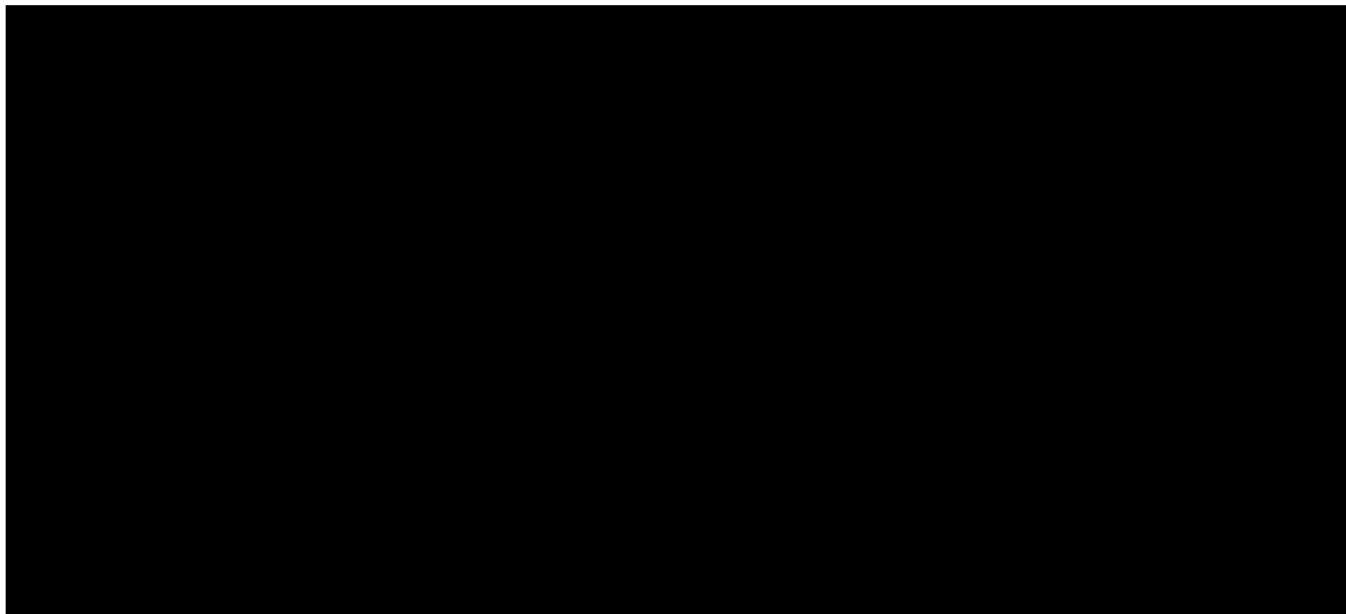
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11. Provide the completion rate for NHTSA recall 22V-867, including:

- a. Total number of repairs completed;
- b. Total number of repairs that consisted solely of an inspection; and
- c. Total number of repairs that included the replacement of the Subject Component.

Response:

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12. Furnish Honda's assessment of the Alleged Defect in the Subject Vehicles, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the Alleged Defect was occurring, or Subject Component was malfunctioning; and
- f. The reports included with this inquiry.

Response:

Please see the attached file (reference below) for an explanation of the analysis surrounding the countermeasured tailgate harness.

- *EA25003_R12_Honda-Assessment_CONFIDENTIAL.pdf*

- a. *The causal or contributory factor(s);*

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[REDACTED]

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b. *The failure mechanism(s);*

[[

[REDACTED]

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c. *The failure mode(s);*

[[

[REDACTED]

]]

d. *The risk to motor vehicle safety that it poses; and*

[[

[REDACTED]

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e. *What warnings, if any, the operator, and the other persons both inside and outside the vehicle would have that the Alleged Defect was occurring, or Subject Component was malfunctioning; and*

[[

[REDACTED]

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f. *The reports included with this inquiry.*

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[REDACTED]

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