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Sent on	08	31	2023	Expires on	11	18	2023
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	UPDATE-Stop Sale/Safety Recall: 2017-2019 Ridgeline Tailgate Harness
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DATE: August 31, 2023

TO: All Honda Sales, Service, & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: **UPDATE-Stop Sale/Safety Recall: 2017-2019 Ridgeline Tailgate Harness****PARTS AND SERVICE BULLETIN UPDATE**

Please be advised that as of today, August 31, 2023, the following service bulletin has been revised to a full replacement only remedy repair bulletin with parts available through the controlled parts ordering system. Please note that affected vehicles no longer have to exhibit a rearview camera failure in order to replace the harness.

- 22-049, *Safety Recall: 2017-19 Ridgeline Rearview Camera Inoperative*

This bulletin includes parts, repair, and warranty information related to this recall.

CUSTOMER NOTIFICATION UPDATE

American Honda will re-notify customers who have not already had the remedy applied beginning August 31, 2023, directing them to visit their dealer for harness replacement.

SUMMARY

On November 23, 2022, American Honda notified NHTSA of a **stop sale** and **safety recall** for certain model years 2017-2019 Ridgeline units. Due to improper manufacturing, the tailgate harness wires may become damaged over time with articulation of the tailgate. This damage may eventually lead to broken wires, possibly causing the rearview camera to stop working properly, potentially increasing the risk of a back-up collision or injury. **Refer to your eResponsibility report or do an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.