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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Stop Sale/Safety Recall: 2017-2019 Ridgeline Tailgate Harness
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DATE: November 23, 2022

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Stop Sale/Safety Recall: 2017-2019 Ridgeline Tailgate Harness

Today, November 23, 2022, American Honda is notifying NHTSA of a **stop sale** and **safety recall** for certain model years 2017-2019 Ridgeline units which may have damaged tailgate harness wires. This damage may cause the rearview camera to stop working properly, potentially increasing the risk of a back-up collision or injury. **Refer to your eResponsibility report or perform 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.

BACKGROUND

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, potentially causing the rearview camera to work intermittently or go blank.

REPAIR

Replace the tailgate harness.

PARTS

Improved parts are available for ordering through your DPSM. Currently, the supply of parts is extremely limited. To assist with parts supply, we ask that dealers order for vehicles only with inoperative rearview cameras. This will help dealers to satisfy immediate customer needs while we continue to improve our parts supply situation.

TOOLS

There are no special tools required for this repair.

SERVICE BULLETIN

Service Bulletin 22-049, *Safety Recall: 2017-19 Ridgeline Rearview Camera Inoperative Inspection* is posted to the Service Information System (SIS) as of November 23, 2022. It includes repair, parts, and warranty information related to this recall.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by mid-January 2023. This notification will ask customers to visit their dealer **only** if they are currently experiencing an inoperative rearview camera. Once parts supply normalizes, American Honda will re-notify customers who have not already had the remedy applied, directing them to visit their dealer for harness replacement.

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