

# Part 573 Safety Recall Report

# 24V-321

**Manufacturer Name :** Honda (American Honda Motor Co.)

**Submission Date :** MAY 09, 2024

**NHTSA Recall No. :** 24V-321

**Manufacturer Recall No. :** YI7



## Manufacturer Information :

**Manufacturer Name :** Honda (American Honda Motor Co.)

**Address :** 1919 Torrance Blvd.

Torrance CA 90501

**Company phone :** 1-888-234-2138

## Population :

**Number of potentially involved :** 187,290

**Estimated percentage with defect :** 3 %

## Vehicle Information :

**Vehicle 1 :** 2020-2024 Honda Ridgeline

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** PICKUP TRUCK

**Power Train :** GAS

**Descriptive Information :** The recall population was determined based on supplier and manufacturing records. The production range reflects all possible vehicles that could experience the problem.

**Production Dates :** NOV 08, 2019 - APR 24, 2024

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** In low temperature environments where road salt is present, the electric wiring of the rear-view camera (RVC) tailgate wire harness may fatigue and break in the presence of freezing water and salt with repeated opening and closing of the tailgate.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Broken wiring in the tailgate harness may result in a failure to display the RVC image, which may affect the driver's view and increase the risk of a back-up collision or injury.

**Description of the Cause :** The RVC wire harness was manufactured with a protective woven twisted tube, which has high permeability to water and salt. Due to freezing temperatures and the repeated opening and closing of the tailgate, fine cracks can form in the wire insulation of the tailgate harness. As environmental saltwater penetrates the twisted tube and settles onto the cracks of the wire insulation, the cracks are further expanded with the repeated freezing and thawing of saltwater and the opening and closing of the tailgate, ultimately resulting in fatigue and breakage of the tailgate harness electric wire(s).

Identification of Any Warning that can Occur : The tailgate lock/unlock function and/or alarm system may malfunction.

## Involved Components :

Component Name 1 : TAILGATE WIRE HARNESS

Component Description : TAILGATE WIRE HARNESS

Component Part Number : 32109-T6Z-A10

## Supplier Identification :

### Component Manufacturer

Name : APTIV Services US, LLC

Address : 5725 Innovation Drive  
Troy Michigan 48098

Country : United States

## Chronology :

May 11, 2020

Honda received the first warranty claim for this issue.

August 25, 2022

Honda received a market quality report on the issue and began to investigate.

September 13, 2022

Honda investigated returned parts from the market and observed cracked electric wire insulation, salt adhesion, and a fatigue fracture of the electric wire(s).

October 31, 2022

Honda began to further investigate the issue by analyzing the environmental conditions where the issue occurred.

March 24, 2023

Honda continued its investigation by initiating a recreation verification study of the issue to determine the potential causes exhibited in the market.

February 13, 2024

NHTSA ODI opened a Preliminary Evaluation (PE) defect investigation (PE24004) from the NHTSA ODI to investigate reports of RVC malfunctions in the affected vehicles.

February 27, 2024

Honda requested the supplier to increase the toughness/durability against wire breakage notwithstanding use in harsh environmental conditions, Honda decided to change the harness wire supplier to obtain more flexible (but robust) wire.

April 3, 2024

Honda completed its recreation verification study and continued to analyze the results.

April 19, 2024

In response to the Preliminary Evaluation (PE24004) from NHTSA ODI, Honda communicated its initial findings thus far, current state of its assessment to motor vehicle safety regarding the issue, and that a conclusion would be reached and communicated to NHTSA in the very near future.

April 25 – May 2, 2024

Honda stopped the shipment of Ridgeline vehicles to prevent the outflow of vehicles with potentially suspect parts.

May 3, 2024

Honda determined that a defect related to motor vehicle safety existed and decided to conduct a safety recall.

As of May 3, 2024, Honda has received 402 warranty claims related to the issue between November 5, 2020, and April 5, 2024, and no reports of injuries or deaths related to this issue.

## Description of Remedy :

Description of Remedy Program : Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to an authorized Honda dealer. The dealer will replace the rear-view camera tailgate harness with an improved part.

Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accord with the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : Recalled components contain a wiring harness with electric wiring that is susceptible to fatigue and breakage from repeated opening and closing of the tailgate in low temperature environments with road salt.

Identify How/When Recall Condition was Corrected in Production : To increase toughness/durability against wire breakage notwithstanding use in harsh environmental conditions, Honda decided to change the harness wire supplier to obtain a more flexible (but robust) wire. Harnesses with more durable wiring were incorporated into vehicle production as of May 3, 2024. Vehicles produced from April 25 through May 2, 2024, were repaired with improved parts prior to shipment.

**Recall Schedule :**

Description of Recall Schedule : Dealer notification is scheduled to begin and end on or about 5/10/2024.  
Owner notification is scheduled to begin on and end on or about 7/1/2024.

Planned Dealer Notification Date : MAY 10, 2024 - MAY 10, 2024

Planned Owner Notification Date : JUL 01, 2024 - OCT 01, 2024

\* NR - Not Reported