

Safety Recall: 2020–24 Ridgeline Tailgate Wire Harness Campaign Notice

NOTE: This notice is to keep all dealers with the most up-to-date information for this safety recall. Dealers will be notified when this notice is revised.

Replaces the campaign notice dated June 7th. An update was made in section INTERIM REMEDEY.

AFFECTED VEHICLES

Year	Model	Trim	Remedy Service Bulletin Number	Dealer Inventory Remedy	Parts Availability
2020–24	Ridgeline	ALL	24-083	YES	LIMITED

BACKGROUND

On May 9th 2024, American Honda notified NHTSA of a **STOP SALE** and **safety recall** for certain 2020-24 Ridgeline vehicles, which may have a damaged tailgate wire harness. A damaged tailgate wire harness may cause the rearview camera to stop working. In the event the rearview camera doesn't work properly, there is an increased risk of a reverse collision or injury.

Low temperature conditions and the articulation of the tailgate may damage the harness of the affected vehicles. This damage may allow salt water to enter the harness and may eventually lead to broken wires, potentially causing the rearview camera to work intermittently or go blank or the tailgate locking mechanism to no longer lock or unlock, or the security alarm to malfunction.

ACTION

Check the iN VIN status for eligibility. If this Campaign Notice appears on a VIN status inquiry, the vehicle is subject to a **safety recall**. Any affected vehicles in your dealer inventory are on **STOP SALE** under certain conditions. See the **USED CAR INVENTORY** section for additional information.

For vehicles in for regular service and repairs, see the **CUSTOMERS IN FOR SERVICE** section for additional information.

REPAIR

Replacement of the tailgate wire harness.

PARTS

06/07/2024

- Limited parts are available for vehicles exhibiting a blank center display screen when shifted into REVERSE. Refer to the INTERIM REMEDY section for details.
- Limited dealer part allocations of repair parts is estimated to begin in late June.

CUSTOMER NOTIFICATION

Honda expects to begin the initial customer notification in mid-July 2024. Dealers will be updated when customer notifications commence through this campaign notice.

The notification will ask customers to visit their dealer **only** if they are currently experiencing an inoperative rearview camera. Once parts supply normalizes, Honda will re-notify customers who have not already had the remedy applied, directing them to visit their dealer for a wire harness replacement.

CUSTOMERS IN FOR SERVICE

Dealers must check for open safety recalls during active write-up for customers visiting the dealer for regular service or repairs.

1. Perform a iN VIN status inquiry to check if the customer vehicle is affected.
2. Check the operation of the rearview camera. See INTERIM REMEDY for instructions.
3. If the rearview camera is operational, inform the following on the repair order:

The vehicle is subject to a recall affecting the rearview camera. The parts necessary to complete the recall repair are currently limited. Vehicles with eligible VINs and a symptom of the center display (unit showing blank when shifting to REVERSE) are eligible for immediate repair. Once the repair parts are available (if the vehicle has not been repaired) the registered owner of the vehicle will receive a notice to bring the vehicle in for a replacement of the components, regardless of symptom.

For any questions or concerns customers may have, you may have them contact American Honda's Customer Support & Campaign Center at 1-888-234-2138.

NEW VEHICLE INVENTORY

In the Service Operations Manual (SOM) section 7.2.4, *Vehicles on Dealer Inventory*, federal law **prohibits** a dealership from selling or leasing a new vehicle that is subject to a safety or emissions recall without first completing the recall procedure outlined in the applicable service bulletin.

Failure to complete a safety or emissions recall prior to the sale or lease of a new vehicle to a customer may subject a dealership to a fine under federal law and/or claims or lawsuits from the customer or anyone else harmed as a result of such failure.

USED CAR DEALER INVENTORY

Due to the limited parts availability to repair an affected vehicle for this safety recall, vehicles in your used car inventory affected by this safety recall (as reported on iN VIN status inquiry) may be delivered to a purchaser if the **3** following conditions are met:

1. Vehicle **IS NOT** part of the Honda Certified Pre-Owned Vehicle program.
2. Vehicle **DOES** have a operational rearview camera (See Inspection Procedure).
3. The dealership **discloses** information about this safety recall to the purchaser using the Owner Contact and Vehicle Disclosure Form found after this page.

INSPECTION PROCEDURE

1. Turn the vehicle to the ON mode but **DO NOT** turn the engine ON.
2. Apply the parking brake and shift the transmission into REVERSE.
3. With the help of an assistant, cycle the tailgate up / down and swing-in / swing-out several times.
 - If at anytime, the rearview camera stops working, the stop sale is in effect. **DO NOT** sell the vehicle. Refer to step 4 of the INTERIM REMEDY section for additional instructions.
 - If the rearview camera stays on, the **conditions to sell** the vehicle have been met.

If the 3 conditions are met, the Sales Department will do the following:

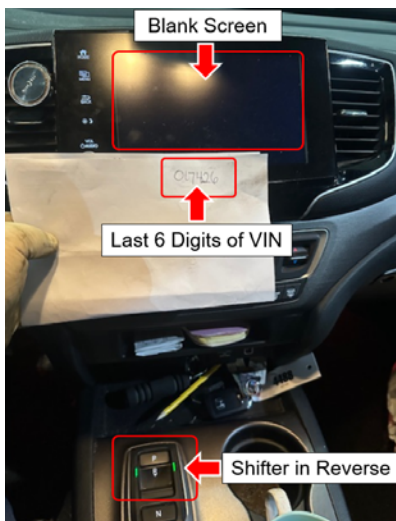
1. Fill out the Owner Contact and Vehicle Disclosure Form included with this notice if the purchaser agrees to purchase the vehicle in this condition.
 - Retain the signed form at the dealership by including it in the deal jacket
 - Provide a copy of the signed form to the purchaser
 - Print a copy of the VIN status inquiry
2. Print and provide a copy of the Safety Recall Information sheet (included on the last page of this notice).
3. Complete a Retail Delivery Record (RDR) and select **Used/Other**.
4. Dealer contacts the owner and schedules an appointment when remedy parts become available. See **PARTS** section on page 2 for the most current parts availability information.

If you have any questions regarding this process, contact your District Sales Manager (DSM).

INTERIM REMEDY

Limited parts are available for vehicles exhibiting a blank center display screen when shifted into reverse. Follow the below procedure to confirm and document a blank center display screen to proceed with the remedy service bulletin 24-083, *Safety Recall: 2020–24 Ridgeline Rearview Camera Harness*.

1. Turn the vehicle to the ON mode but **DO NOT** turn the engine ON.
2. Apply the parking brake and shift the transmission into REVERSE.
3. With the help of an assistant, cycle the tailgate up/down and swing-in/swing-out several times.
 - If at anytime the rearview camera stops working and displays a blank screen, go to step 4.
 - If the rearview camera stays on, go to step 3 under section, CUSTOMERS IN FOR SERVICE.
4. Take a photo of the center display unit showing the blank screen. The photo must show the shifter in reverse and the vehicle's last **6 digits** of the VIN written legibly on a sticky note or otherwise blank piece of paper.



5. Click on the following link and complete the form. American Honda will review the submitted photo and information and if approved, will allocate a part to your dealership.

[Click Here \(Ridgeline Harness Parts Allocation Form\)](#)

NOTE: If the photo requirements mentioned in step 4 are not met, the submitted parts request will be denied.

6. Once you receive the part, go to Service Bulletin 24-083, *Safety Recall: 2020–24 Ridgeline Rearview Camera Harness*.

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Owner Contact and Vehicle Disclosure Form

IMPORTANT NOTICE: This form is Not Applicable to New Vehicles or Honda Certified Pre-Owned vehicles.

This vehicle is involved in the following safety recall. At this time, remedy parts are not available, and the remedy has not been performed. I understand that the background of this safety recall and the vehicle will need to be returned to an authorized Honda dealer to have the remedy performed at no charge when the remedy is available.

Safety Recall	Campaign Code
Safety Recall: 2020–24 Ridgeline Tailgate Wire Harness	6HG

Owner Signature _____ Date: ____/____/____

Honda recommends that you register with the Honda Owners Website at <https://mygarage.honda.com> and regularly check safety recall applicability using www.recalls.honda.com or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN:

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Model: _____ Model Year: _____ Current Mileage: _____

OWNER INFORMATION

Name _____			Email _____		
First	Mi	Last			
Address _____					Zip Code _____
Street	Apt No.		City	State	
Home Phone # _____		Mobile Phone # _____			

Please provide this information so your dealer can notify you when the remedy becomes available. This information will only be used for safety recall communications.

DEALER INFORMATION

Dealer Name _____		Dealer Number _____	
Dealer Staff Name _____		Dealer Staff Signature _____	

INSTRUCTIONS TO DEALER

<input type="checkbox"/> Retain the signed form in the deal jacket	<input type="checkbox"/> Provide a copy of this form to the purchaser
<input type="checkbox"/> Print a copy of the VIN status inquiry and include it in the deal jacket	<input type="checkbox"/> Provide a copy of the Safety Recall Information to the purchaser (next page)
<input type="checkbox"/> Complete a Retail Delivery Record (RDR) and select Used/Other	



Safety Recall Information (For Customer)

Safety Recall: 2020–24 Ridgeline Tailgate Wire Harness

BACKGROUND

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REMEDY

Honda is currently preparing the necessary parts to repair your vehicle. When parts become available, Honda will send you a follow-up letter and repair your vehicle, **FREE OF CHARGE**.

CUSTOMER NOTIFICATION

Honda expects to begin initial customer notification in mid-July 2024.

QUESTIONS

If you have questions or concerns, we encourage you to:

- Chat with our 24/7 virtual agent "Ask Dave" at askdave.honda.com; or
- Email or chat by going to mygarage.honda.com/s/help-honda; or
- Visit X (formerly Twitter) [@HondaCustSvc](https://twitter.com/HondaCustSvc); or
- Call Honda Automobile Customer Service at 1-888-234-2138 Monday through Friday, 6:00 a.m. to 5:00 p.m., Pacific Time.