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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Stop Sale/Safety Recall: 2020-2024 Ridgeline Tailgate Wire Harness
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DATE: May 10, 2024

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Stop Sale/Safety Recall: 2020-2024 Ridgeline Tailgate Wire Harness

On May 9, 2024, American Honda notified NHTSA of a **stop sale** and **safety recall** for certain model years 2020-2024 Ridgeline units which may have damaged tailgate harness wires. This damage may cause the rearview camera to stop working properly, the tailgate lock to no longer lock or unlock, or the security alarm to malfunction. In the event the rearview camera does not work properly, there is a potential for the increased 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.**

BACKGROUND

The tailgate harness wires may become damaged over time with articulation of the tailgate in low temperature conditions. This damage can cause salt water to enter the harness and may eventually lead to broken wires, potentially causing the rearview camera to work intermittently or go blank, the tailgate lock to no longer lock or unlock or the security alarm to malfunction.

REPAIR

Replace the tailgate wire harness.

PARTS

Parts are currently not available at this time. We are actively working to increase production outputs. We will notify you via iN message when parts become available.

TOOLS

There are no special tools required for this repair.

CAMPAIGN NOTICE

Campaign Notice 24-084, *Safety Recall: 2020-24 Ridgeline Tailgate Wire Harness* is posted to the Service Information System (SIS) as of May 10, 2024. It includes stop sale on new vehicles and information on used car sale related to this recall.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification by early July 2024. This notification will ask customers to visit their dealer **only** if they are currently experiencing an inoperative rearview camera.

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.