

Safety Recall: 2020–24 Ridgeline Rearview Camera Harness

AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2020–24	Ridgeline	ALL	Check the iN VIN status for eligibility.

BACKGROUND

The tailgate harness wires may become damaged over time with articulation of the tailgate in low temperature conditions. This damage can 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, the tailgate lock to no longer lock or unlock or the security alarm to malfunction.

CUSTOMER NOTIFICATION

Owners of the affected vehicles will be sent a notification of this campaign. They will be informed that due to a limited supply of parts (at this time) Honda is prioritizing the repair of customer vehicles experiencing symptoms related to this recall.

When **adequate replacement** parts become available, Honda will send a follow-up letter to customers instructing them to schedule an appointment for all vehicles affected by this recall. If a customer experiences the known symptoms associated with this **safety recall** (see CORRECTIVE ACTION), they are instructed to contact their local Honda dealer for the repair. For any questions or concerns customers may have, you may have them contact American Honda Customer Support & Campaign Center at **1-888-234-2138**.

The following suggested text should be included on any repair order for an already sold affected vehicle that comes in for service. This information should be printed out completely any time service is conducted on an affected vehicle, and the recall repair has not yet been completed. Depending on parts availability, the normal procedures under SOM 7.2.1 will apply for this recall.

Suggested Verbiage to be Included on the Repair Order

Customer was advised that:

The vehicle is subject to a recall affecting the rearview camera. The parts necessary to complete the recall repair currently are 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 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.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

CORRECTIVE ACTION

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible. If you are allocated parts, follow the REPAIR PROCEDURE to replace the tailgate harness. See PARTS INFORMATION on parts allocations.

If parts are not available, the STOP SALE remains in effect for that vehicle. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it. Some vehicles affected by this campaign may be in your new or used vehicle inventory. Refer to Campaign Notice 24-084, Safety Recall: 2020–24 Ridgeline Tailgate Wire Harness Campaign Notice for additional information.

PARTS INFORMATION

NOTE: Due to limited supply, this is a controlled part. An inspection procedure must be completed before doing the repair procedure. Parts will be allocated if an affected vehicle is experiencing a blank center display unit when shifted into reverse. Refer to Campaign Notice 24-084, Safety Recall: 2020–24 Ridgeline Tailgate Wire Harness Campaign Notice for inspection instructions.

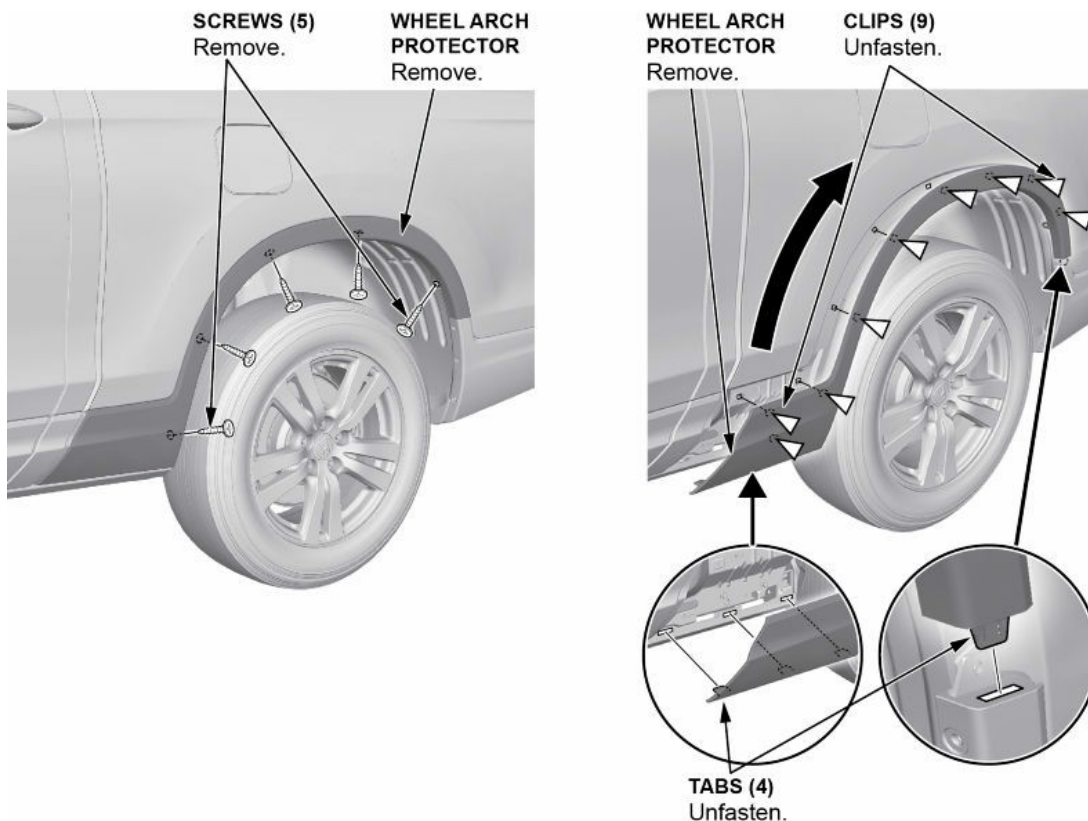
Part Name	Order Part Number	Quantity
Tailgate Wire Harness	32109-T6Z-A20	1

WARRANTY CLAIM INFORMATION

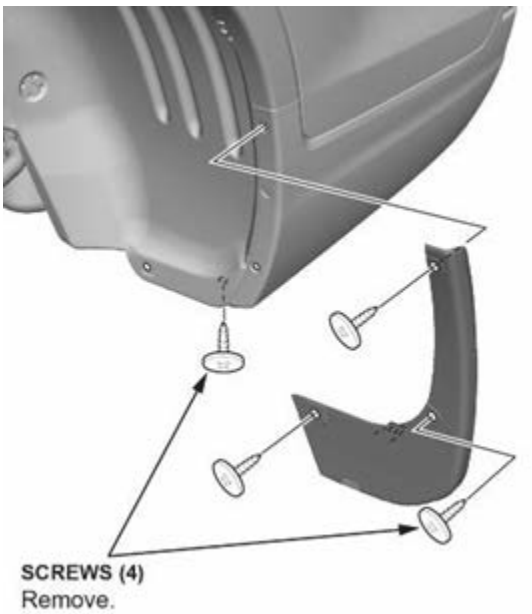
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
7371EV	Replace the tailgate harness.	1.1 hr	6HG00	YI700	A24083A	32109-T6Z-A20

REPAIR PROCEDURE

1. Remove the wheel arch protectors.

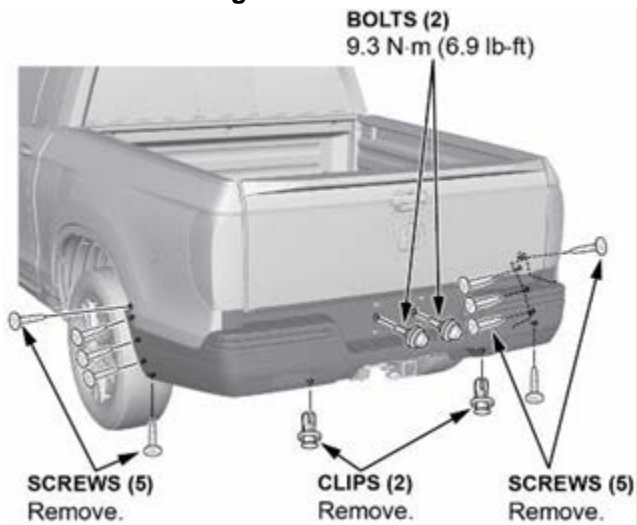


- Remove rear splash guards (if equipped).

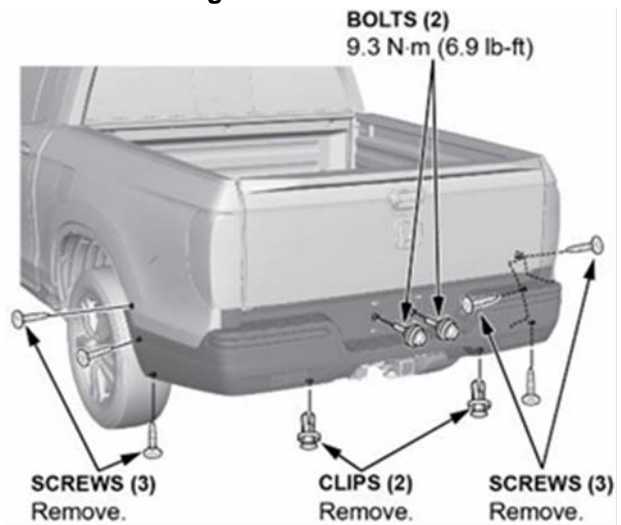


- Remove the bolts, the screws, and the clips.

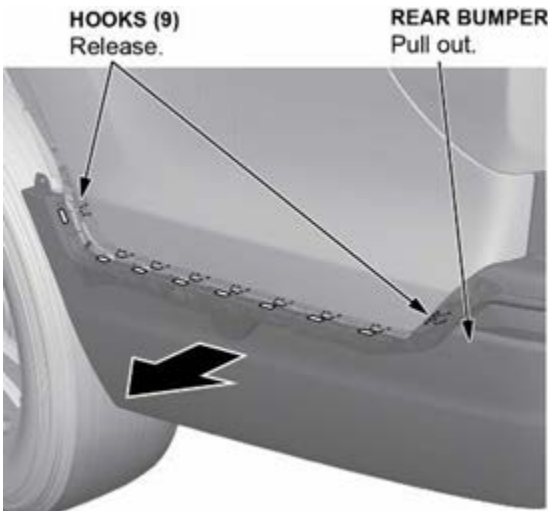
Without rear mud guard



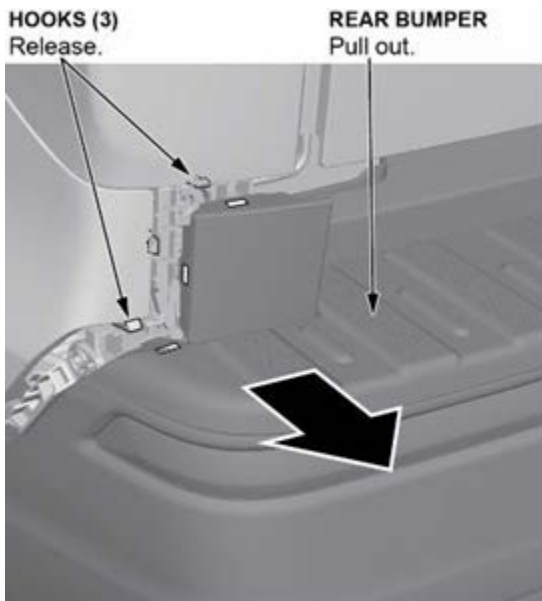
With rear mud guard



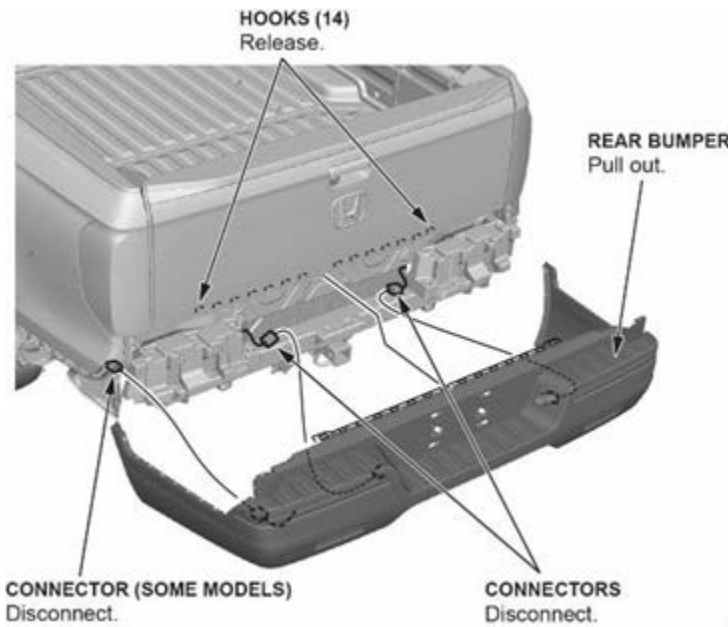
- Pull out the rear bumper at the wheel arch area to release it from the hooks on the side spacer.



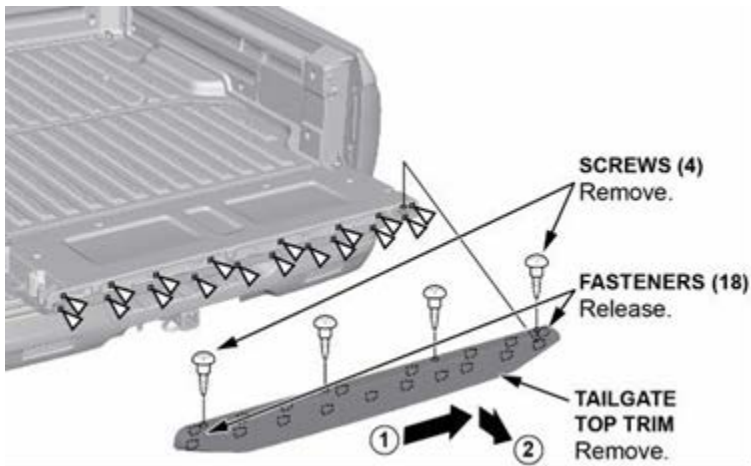
5. With the help of an assistant, release the rear bumper from the hooks on the spacer.



6. With the help of an assistant, pull out the rear bumper to release it from the hooks on the upper brackets. Disconnect the connectors (for some models). Remove the rear bumper.



7. Remove the tailgate top trim.



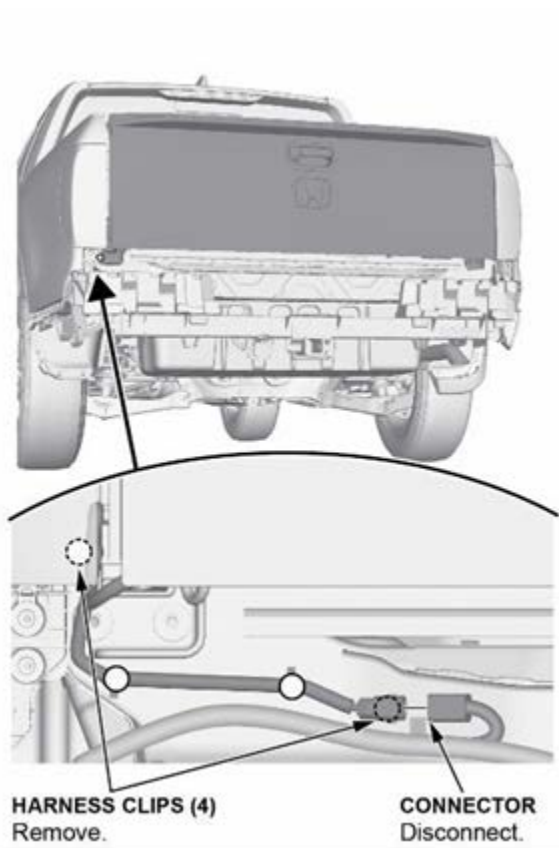
- Open the tailgate in drop-down mode.
- Remove the screws.
- Slide the tailgate top trim to the right and remove it.
- Remove the clips by turning them **45°**.

NOTE: The clips will stay in the tailgate.

8. Using a TORX T40 bit, remove the bolts, and then remove the tailgate trim.



9. Close the tailgate, disconnect the connector, and remove the harness clips.

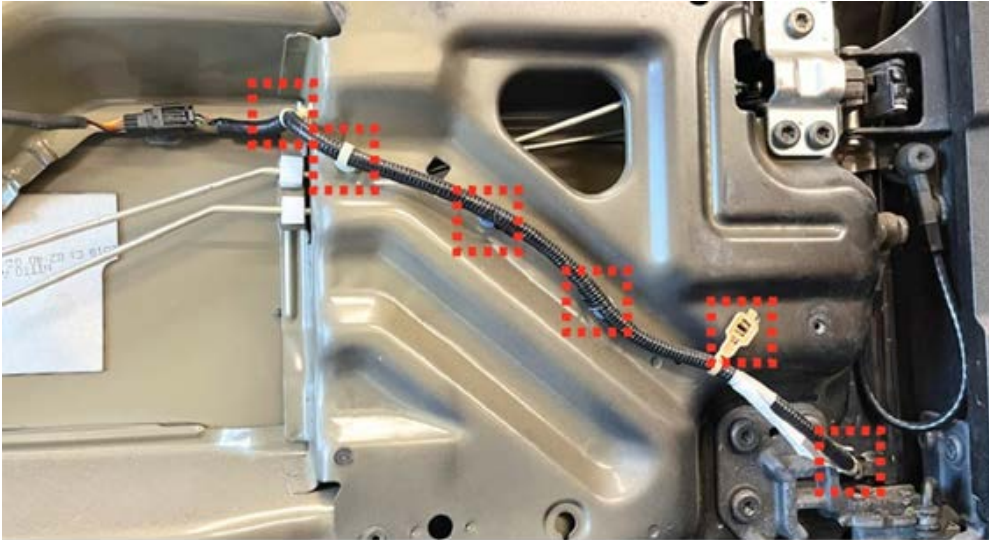


10. Open the tailgate in drop-down mode. Using a TORX T50 bit, loosen the left side tailgate lower hinge bolts, but do not remove them entirely.



11. With the help of an assistant, lift the tailgate up slightly to allow clearance between the left tailgate lower hinge and the tailgate for the harness to be removed.

NOTE: Be careful of pinch points when lifting the tailgate. Remove the tailgate harness, then remove the harness clips.

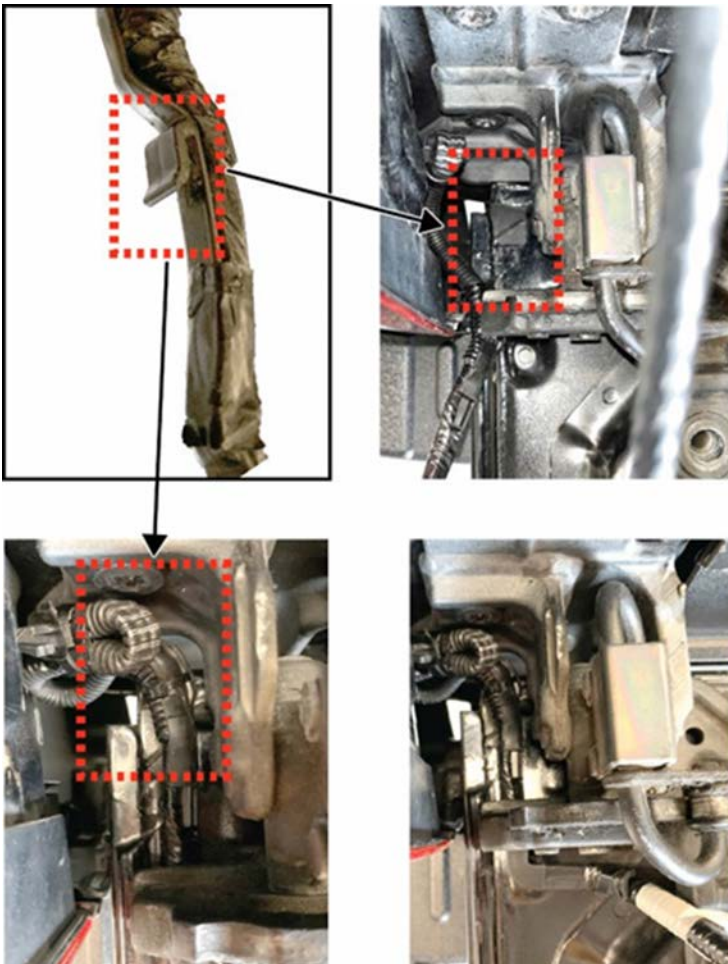


12. Disconnect the connector on the tailgate, then remove the harness clips.

13. Install the new harness. Make sure to route the new harness through the left tailgate hinge first.

NOTE:

- Be careful to attach the clip on the edge of the square notch on the tailgate first, and then attach the clip.
- **Add the replacement part number on the RO.**



14. Route the harness along the tailgate and hinge and attach the clips. Connect the connector.
15. Torque the three Torx bolts to the lower left tailgate hinge to **41 N·m (30 lb-ft)**.
16. Install all of the parts in the reverse order of removal.