

May 10, 2024

Version 1

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.

AFFECTED VEHICLES

| Year | Model | Trim | Remedy Service Bulletin Number | Dealer Inventory Remedy | Parts Availability |
|---------|-----------|------|--------------------------------|-------------------------|--------------------|
| 2020–24 | Ridgeline | ALL | NOT AVAILABLE | NO | NOT AVAILABLE |

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 a potential for the 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, the tailgate locking mechanism to no longer lock or unlock or affecting the security alarm function.

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

05/10/2024 – Repair parts are currently not available at this time. Honda is urgently preparing the repair parts. Dealers will be updated on parts availability through this campaign notice and through iN messages.

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. If the vehicle is affected, inform the following on the repair order:

The vehicle is subject to a safety recall affecting the tailgate wire harness which affects the operation of the rear view camera, locking mechanism, and/or alarm. The parts necessary to complete the recall repair are not yet available. Once parts are available, the registered owner of the vehicle will receive a notice to bring the vehicle in for replacement of the components.

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.
 - 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).



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:

| | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

Model: _____ Model Year: _____ Current Mileage: _____

OWNER INFORMATION

| | | | | | |
|--------------------|----|----------------------|-------------|------------|-------------|
| Name _____ | | | Email _____ | | |
| First | Mi | Last | | | |
| Address _____ | | Apt No. _____ | | City _____ | State _____ |
| Street | | | City | State | Zip Code |
| 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

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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-June 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.