

November 19, 2024

Version 3

Safety Recall: 2020–24 Ridgeline Rearview Camera Harness

Supersedes 24-083, dated August 28, 2024, to revise the information.

APPLIES TO

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

REVISION SUMMARY

The first page of this bulletin has been revised; American Honda recommends reviewing the information in its entirety.

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 affected vehicles will be sent a notification of this safety recall. Do an iN VIN status inquiry to verify eligibility. Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Replace the tailgate harness.

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

PARTS INFORMATION

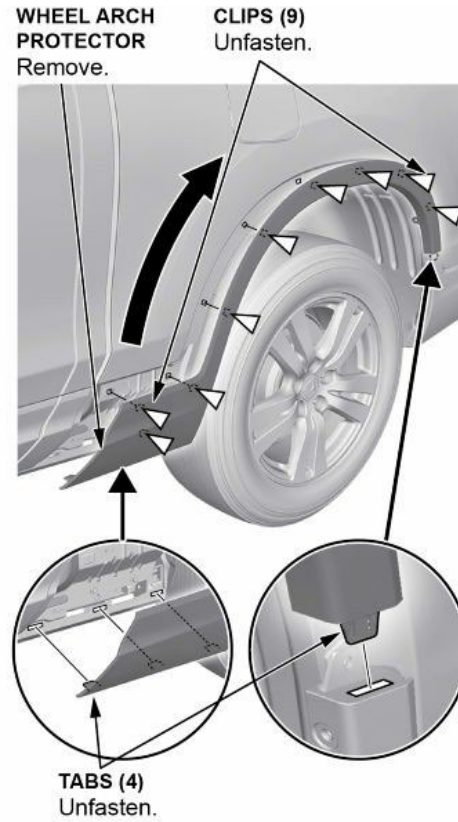
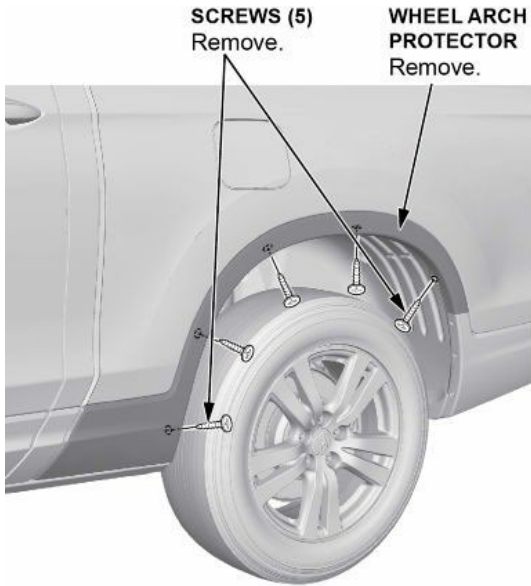
NOTE: Parts are now VIN controlled. The submission of a parts allocation form with photo evidence is not required.

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

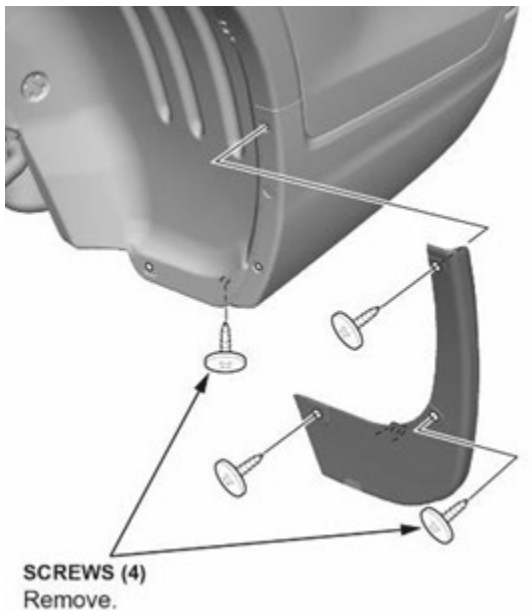
CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin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

REPAIR PROCEDURE

1. Remove the wheel arch protectors.

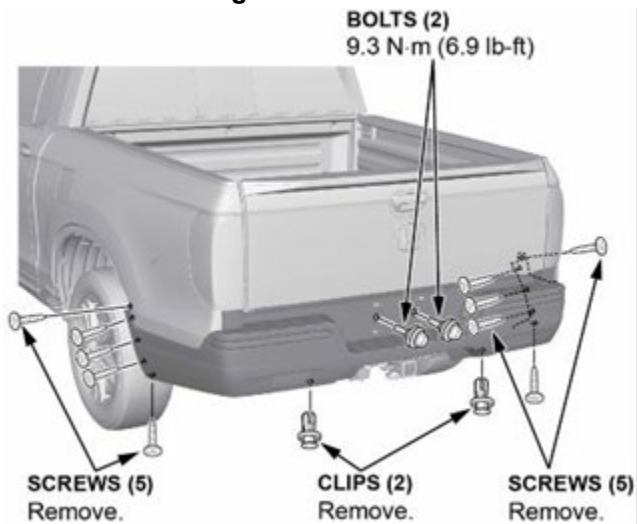


2. Remove rear splash guards (if equipped).

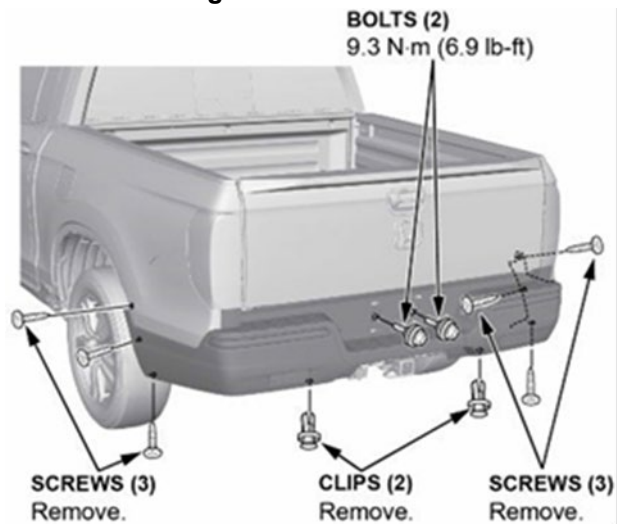


3. Remove the bolts, the screws, and the clips.

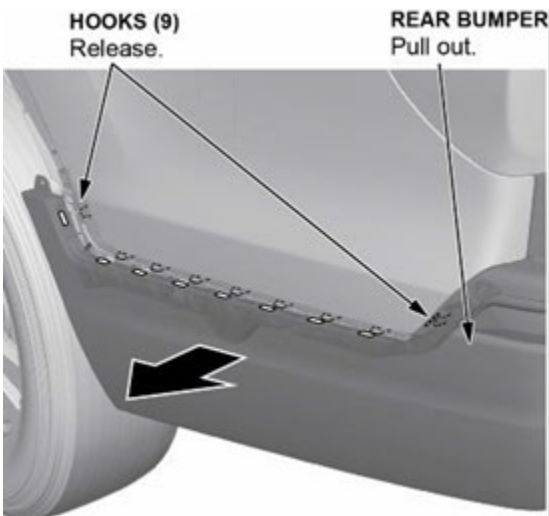
Without rear mud guard



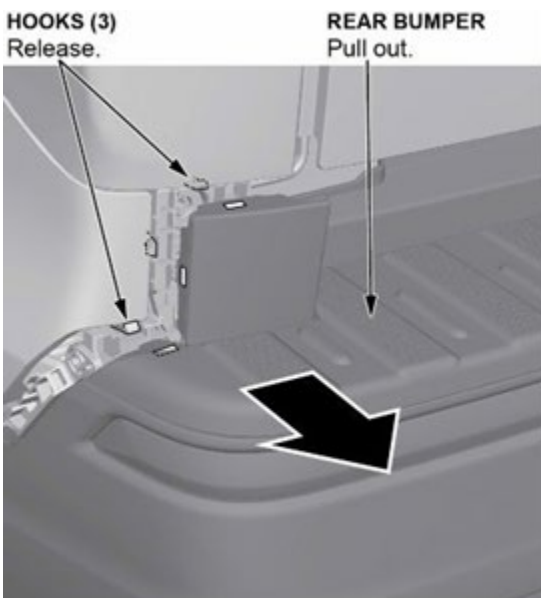
With rear mud guard



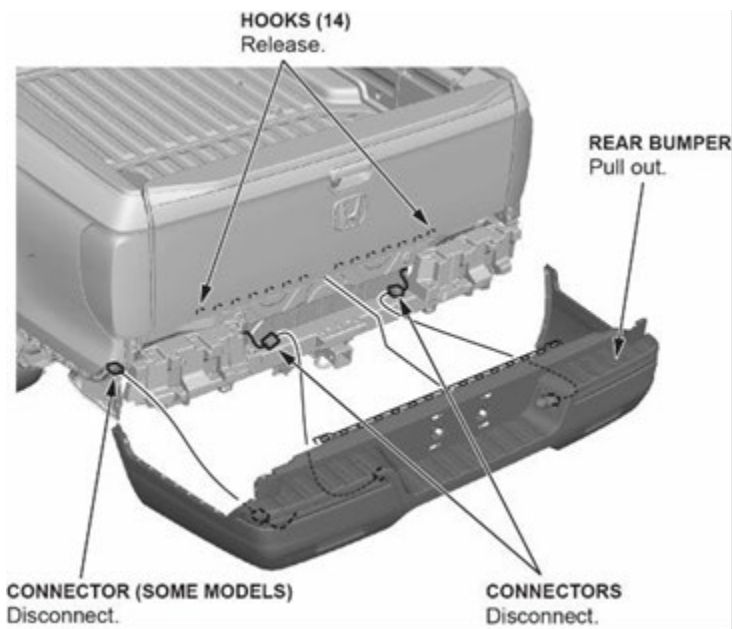
4. Pull out the rear bumper at the wheel arch area to release it from the hooks on the side spacer.



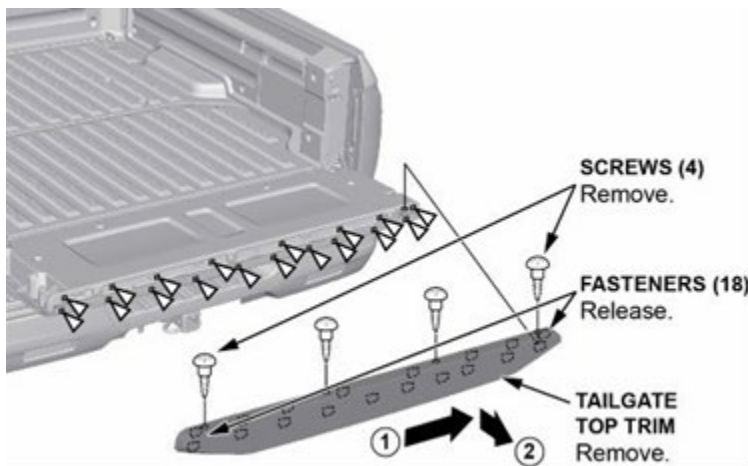
5. With the help of an assistant, release the rear bumper from the hooks on the spacer.



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.



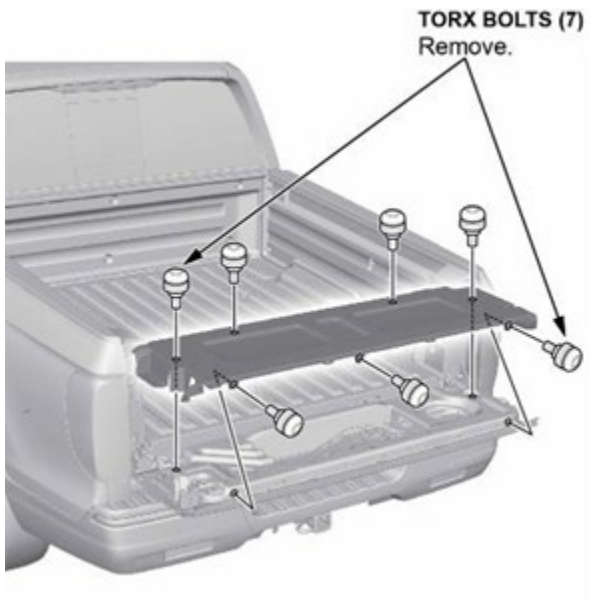
7. Remove the tailgate top trim.



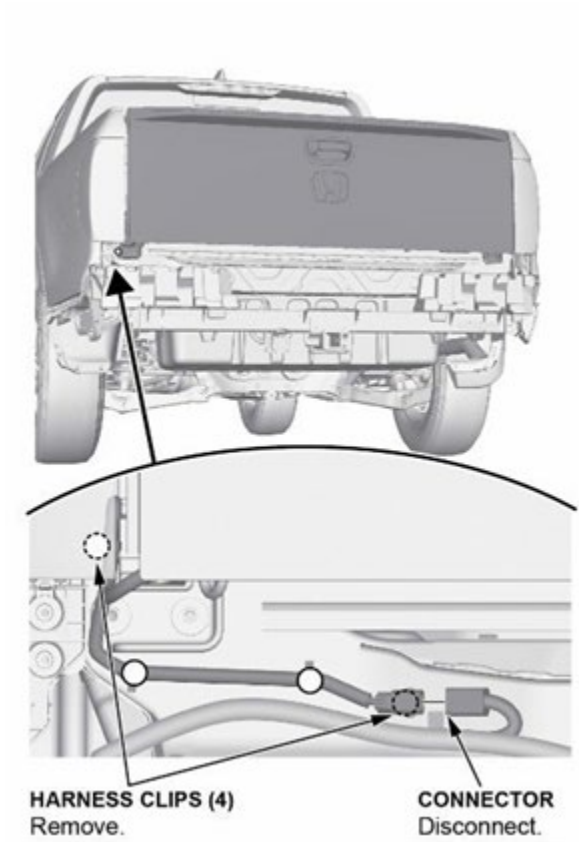
- Open the tailgate in drop-down mode.
- Remove the screws.
- Slide the tailgate top trim to the right and remove it.
- Remove the clips by turning them **45°**.

NOTE: The clips will stay in the tailgate.

8. Using a TORX T30 bit, remove the bolts, and then remove the tailgate trim.



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

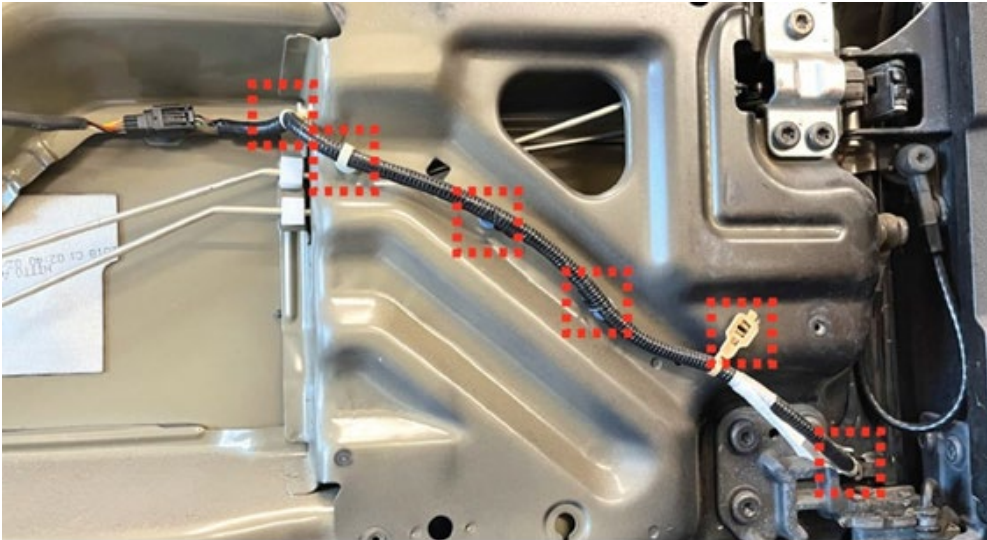


10. Open the tailgate in drop-down mode. Using a TORX T50 bit, loosen the left side tailgate lower hinge bolts, but do not remove them entirely.



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.

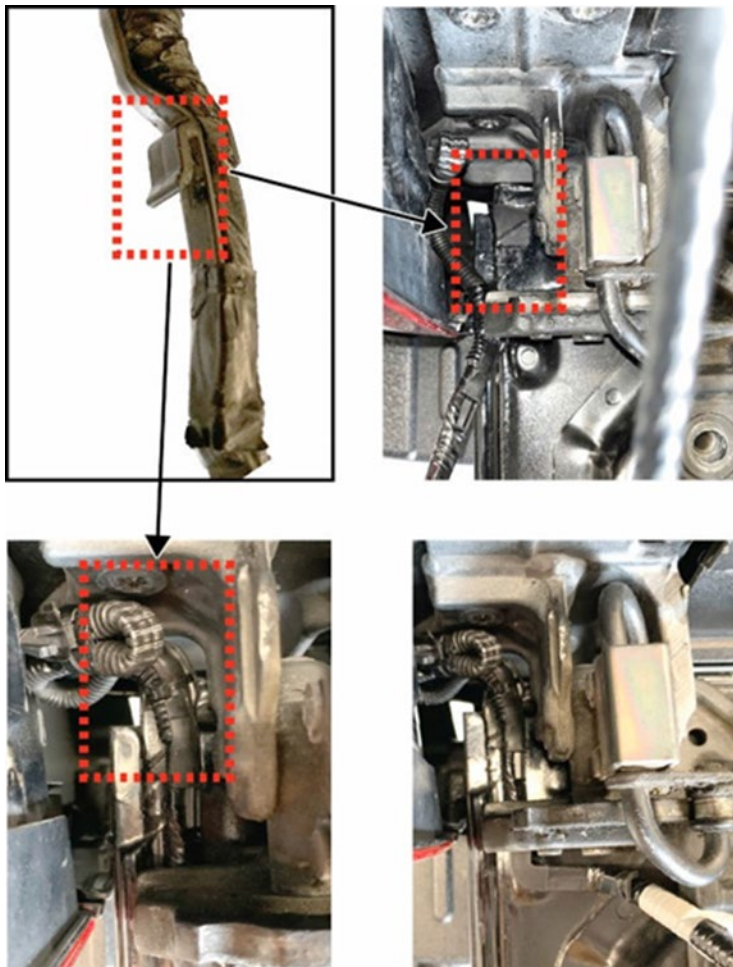


12. Disconnect the connector on the tailgate, then remove the harness clips.

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.