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## **2019 Ridgeline Tailgate Inop from Side**

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### **Background**

American Honda (AHM) is investigating certain 2019 Ridgelines with a customer complaint of the tailgate not opening from the side. To fully understand the cause of this condition, AHM would like to inspect the vehicle prior to you attempting a repair of any kind.

### **Qualifiers**

AHM is interested **ONLY** if the vehicle meets the following requirements:

1. Must confirm that the tailgate does not open from the side.
2. No attempt has been made to repair this issue.

### **Action Required**

If you have or know of such a vehicle, please call Technical Research & Support (TRS) Group at 800-880-1072. TRS will need to record certain vehicle information and provide you with further instructions.

Thank you.