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From Parts and Service Division

Subject Request for Visit: 2019 Ridgeline Tailgate Inop from Side

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Research & Support Group
RE: Request for Visit: 2019 Ridgeline Tailgate Inop from Side

This message is solely directed to Honda dealership personnel; please handle accordingly.
Print this iN message and provide a copy to the Shop Foreman and all Service Advisors.

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.