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**Sent on** 01 11 2019    **Expires on** 01 16 2019

**From** Parts and Service Division

**Subject** Request for Visit: 2018-2019 Ridgeline Tailgate Inop from Side

**PRIORITY/ACTION REQUIRED**

To: All Honda Service Managers/Advisors  
From: Technical Research & Support Group  
RE: Request for Visit: 2018-2019 Ridgeline Tailgate Inop from Side

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

**Background**

American Honda (AHM) is investigating certain 2018-2019 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.