

View Message

Sent on	03	29	2022	Expires on	04	08	2022
From	Technical Information & Support Group						
Subject	Request for Visit: 2021 Ridgeline Headlight Moisture						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
From: Technical Information & Support Group
RE: Request for Visit: 2021 Ridgeline Headlight Moisture

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 Motor Co., Inc. (AHM) is searching for certain 2021 Ridgelines with a customer complaint of moisture in the headlight. To better understand the cause of this condition, AHM would like to inspect the vehicle before you attempt a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirement:

1. Manufactured date on the driver's door jamb must be Jan 2021 or Feb 2021.
2. Moisture must be visible.
3. No repair has been attempted for this issue.
4. No crash or external damage to headlight.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com. TIS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2020)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to reach you
4. Current Mileage

Thank you.