

Sent on 11 12 2022 Expires on 11 18 2022

From Technical Information & Support Group

Subject Request for Visit: 2021 Ridgeline Headlight Moisture (ACTION REQUIRED)

**PRIORITY/ACTION REQUIRED**

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

This message is solely directed to Honda dealership personnel; please handle it 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 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 requirements:

- 1. Moisture must be visible.
- 2. No repair has been attempted for this issue.
- 3. No crash or external damage to headlight.

**Action Required**

If a vehicle matching the description above comes into your dealership, please e-mail Technical Information & Support at [tis@ahm.honda.com](mailto: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.