

**Sent on** 02 07 2023 **Expires on** 02 21 2023

**From** Technical Information & Support Group

**Subject** Request for Parts: 2020-2023 Ridgeline Rearview Camera Inop (ACTION REQUIRED)

## PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors  
From: Technical Information & Support Group  
RE: Request for Parts: 2020-2023 Ridgeline Rearview Camera Inop (**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 2020-2023 Ridgelines with a customer complaint of the rearview camera inop. Customer may also complain of the tailgate lock inop, alarm activating on its own, or cargo light inop. To better understand the cause of this condition, AHM would like to collect specific parts from 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 be able to duplicate the issue.
2. No previous replacement of the tailgate harness.
3. No repair has been attempted for this issue.

### 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](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 be Reached
4. Current Mileage
5. DPTS#

As a gesture of appreciation to dealer technicians who identify and report a vehicle that meets the qualifiers, was accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring technician with a Visa gift card. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.