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Sent on	03	11	2026	Expires on	03	25	2026
From	Technical Information & Support Group						
Subject	Request for Visit: 2017-2019 Ridgeline Rearview Camera Inop (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2017-2019 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 2017-2019 Ridgelines with a customer complaint of the rearview camera inoperable. To better 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. If the issue is duplicable, capture a short video and email it to [TIS](#).
2. Rearview camera issues can be intermittent and if unable to duplicate, gather details of the issue from the customer.
3. Previous replacement or disassembly of the tailgate harness (32109) is acceptable.
4. No repair attempts during this visit.

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, or call us at 800-880-1072 (Monday-Friday, 6am-5pm PST). 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. 2026)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Name & Number
2. Dealer City & State
3. Your Name
4. Best Phone Number to be Reached
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#4 listed above.
7. DPTS#

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

Thank you.