

## View Message

Sent on	12	09	2022	Expires on	12	16	2022
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**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

Thank you.