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Sent on	01	25	2019	Expires on	02	13	2019
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From	Parts Operations
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Subject	Ridgeline Fuel Pump Ordering
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Earlier today American Honda announced a safety recall and stop sale for certain 2017-2019 Ridgeline vehicles relating to Fuel Pump Leak Inspection.

As mentioned in the previous iN message and the current service bulletin 19-013, all repairs require installation of the fuel pump cover kit. Only a very small number of fuel pumps are expected to be needed based on inspection results.

Dealers were asked to replace fuel pump only after inspection confirms a crack or leak on the original fuel pump. Dealers were asked to not order for inventory. However within a few hours after bulletin release, American Honda saw dealer demand exceeded expected failures for the campaign.

Because of the excessive and unnecessary ordering of the fuel pumps, American Honda has temporarily restricted the pump from dealer ordering. All current/pending dealer orders have been canceled.

After performing the inspection procedure according to bulletin A19-013, if a fuel pump replacement is necessary, effective Friday January 25th you must follow the steps below to receive fuel pumps.

To request replacement fuel pumps, you must email Part_Release@ahm.honda.com. Please include the following:

1. Dealer Number
2. VIN number in email and a picture of the VIN in the door frame
3. Vehicle mileage
4. Pictures of the cracked or leaking pump with a post-it-note showing the last 6 of the VIN
5. Reason for replacement (if not a fuel leak)

Once confirmation is made that the vehicle requires a new fuel pump, an order will be issued on behalf of the dealer. If fuel pumps are required for other repairs, provide reason for need and send email to the above.

Thank you,

American Honda Parts Operations

NG/ ms