

[Next Unread Message](#)[View Message](#)

<b>Sent on</b>	09	18	2020	<b>Expires on</b>	11	06	2020
----------------	----	----	------	-------------------	----	----	------

<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
-------------	---

<b>Subject</b>	Stop Sale/Safety Recall: 2017-20 Ridgeline Accessory Tonneau Cover
----------------	--

DATE: September 18, 2020

TO: All Honda Sales, Service & Parts Managers, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2017-20 Ridgeline Accessory Tonneau Cover

On September 17, 2020, American Honda notified NHTSA of a stop sale and safety recall for model years 2017-2020 Ridgeline vehicles that may have an improperly attached Honda genuine accessory tonneau cover, which may detach while driving causing a possible road hazard. Refer to your eResponsibility report **or do an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

#### BACKGROUND

The accessory tonneau cover may not be attached as described in the accessory user's information manual. If the accessory tonneau cover is not properly attached and secured, or the vehicle is driven with the cover partially open, a section of the cover may detach from the vehicle.

#### REPAIR

For those vehicles whose Owners installed an accessory tonneau cover, dealers will install new D-rings with tether straps and warning labels on the tonneau cover, and place an updated accessory user's information manual in the vehicle glove box.

#### PARTS

Repair kits will be available at time of launch. Please verify that you have a vehicle with the affected tonneau cover before ordering.

#### TOOLS

There are no special tools needed for this recall.

#### SERVICE BULLETIN

Service bulletin 20-057, *Safety Recall: 2017-20 Ridgeline Accessory Tonneau Cover Attachment Information*, has been posted to the Service Information System (SIS) as of September 18, 2020. It includes parts, repair, and warranty information related to this campaign.

#### CUSTOMER NOTIFICATION

American Honda expects to begin customer notification in late October 2020.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.