

August 31, 2023

Version 2

Safety Recall: 2017-19 Ridgeline Rearview Camera Harness

Supersedes 22-049, dated November 23, 2022, to revise the information highlighted in yellow.

AFFECTED VEHICLES

| Year | Model | Trim | VIN Range |
|---------|-----------|------|--|
| 2017–19 | Ridgeline | ALL | Check the iN VIN status for eligibility. |

REVISION SUMMARY

Removed the INSPECTION PROCEDURE from the bulletin.

BACKGROUND

The tailgate harness wires may become damaged with the articulation of the tailgate. This may cause the rearview camera to work intermittently or go blank.

CUSTOMER NOTIFICATION

Owners of affected vehicles will be sent a notification of this campaign.

Do an iN VIN status inquiry to make sure the vehicle is shown as eligible.

Some vehicles affected by this campaign may be in your new or used vehicle inventory.

Failure to repair a vehicle subject to a recall or campaign may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure. To see if a vehicle in inventory is affected by this safety recall, do a VIN status inquiry before selling it.

CORRECTIVE ACTION

Replace the tailgate harness.

PARTS INFORMATION

| Part Name | Order Part Number | Quantity |
|--------------------------|-------------------|----------|
| 2017–18 Tailgate Harness | 32109-T6Z-305 | 1 |
| 2019 Tailgate Harness | 32109-T6Z-A02 | 1 |

CUSTOMER INFORMATION:The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

2017-18 Ridgeline

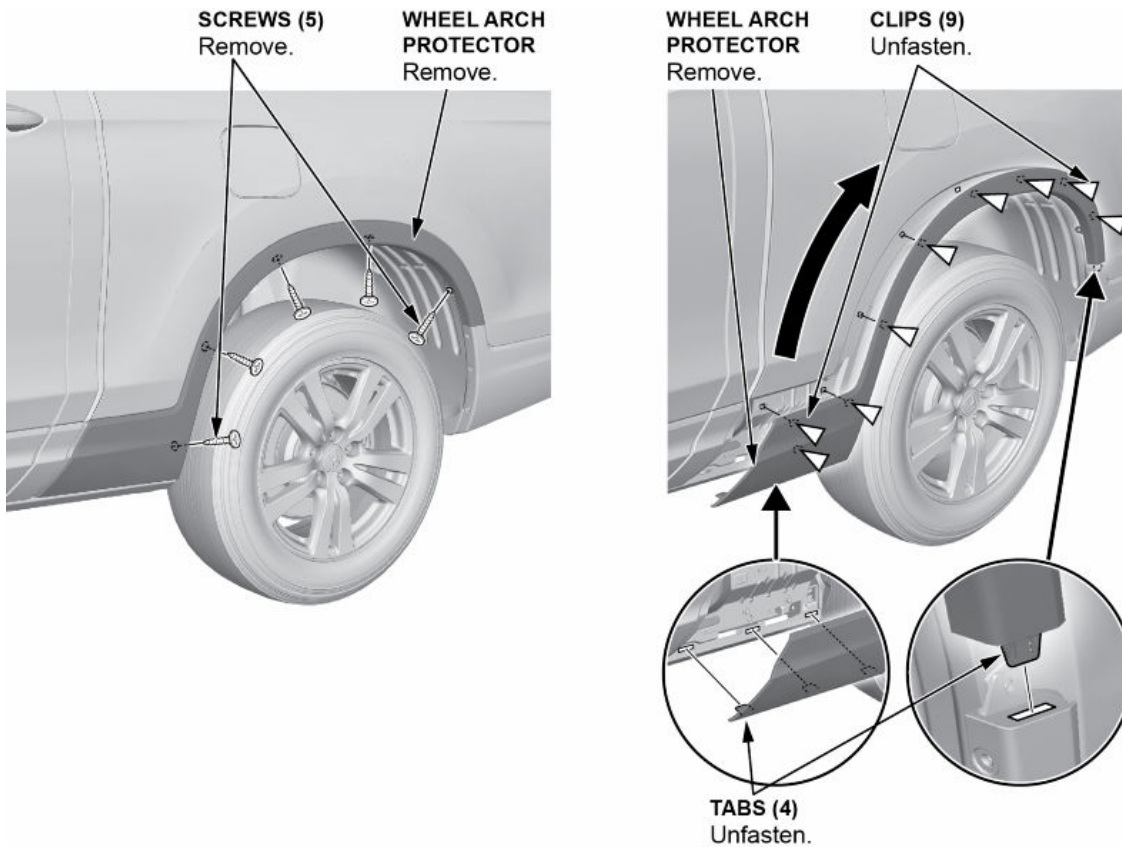
| Operation Number | Description | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|-------------------------------|----------------|-------------|--------------|-------------|--------------------|
| 7371EV | Replace the tailgate harness. | 1.1 hr | 6RW00 | KCK00 | A22049B | 32109-T6Z-A00 |

2019 Ridgeline

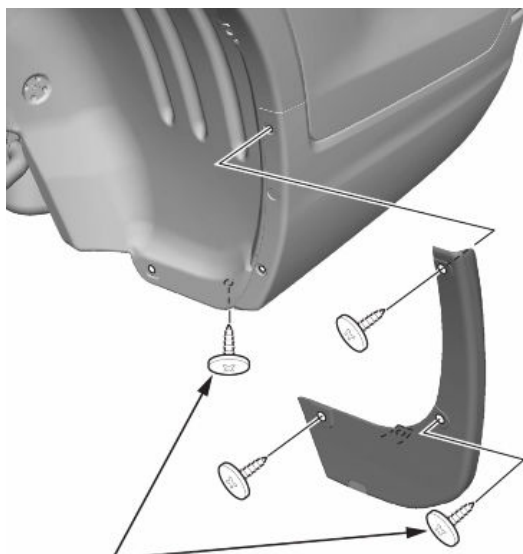
| Operation Number | Description | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|-------------------------------|----------------|-------------|--------------|-------------|--------------------|
| 7371EV | Replace the tailgate harness. | 1.1 hr | 6RW00 | KCK00 | A22049C | 32109-T6Z-A01 |

REPAIR PROCEDURE

1. Remove the wheel arch protectors.



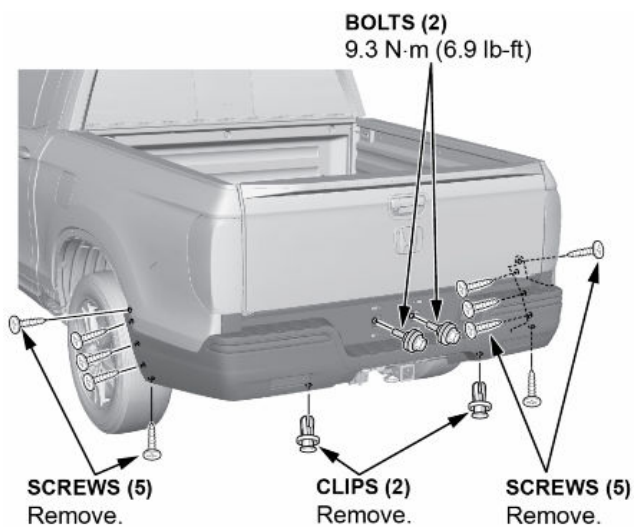
2. Remove rear splash guards (if equipped) 4 screws.



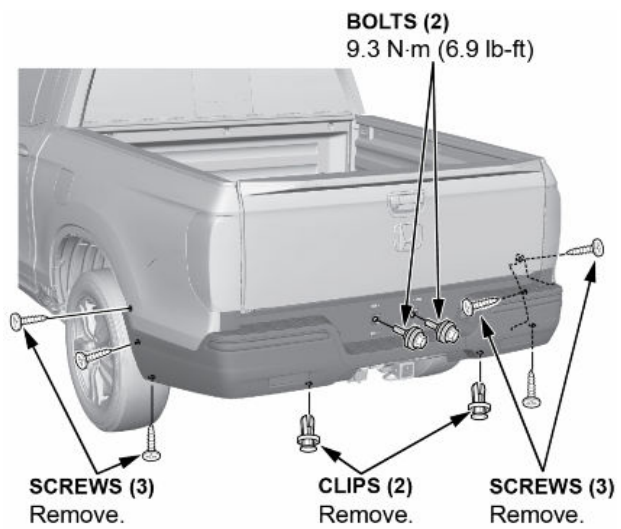
SCREWS (4)
Remove.

3. Remove the bolts, the screws, and the clips.

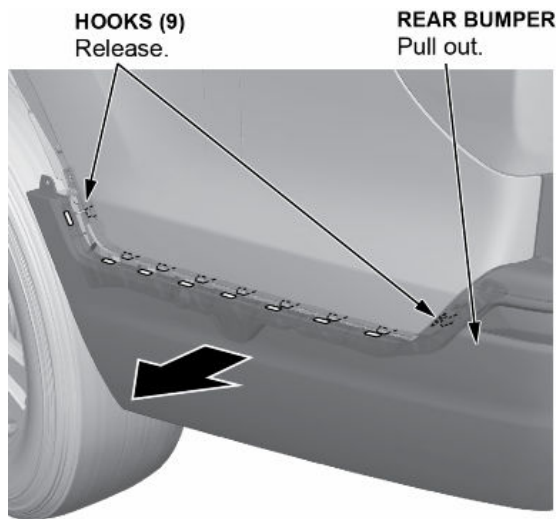
Without rear mud guard



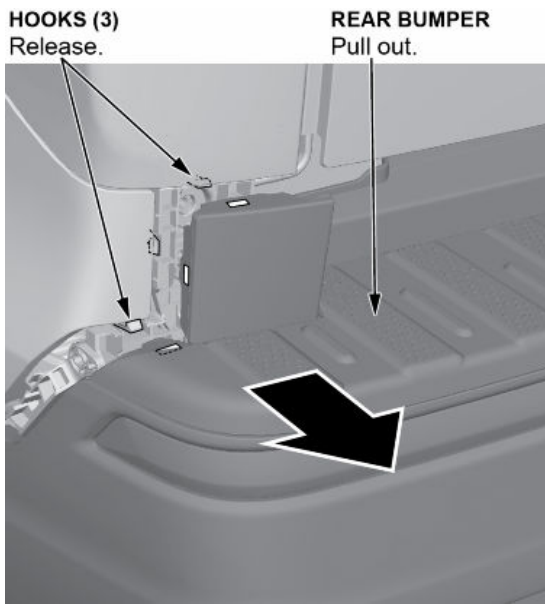
With rear mud guard



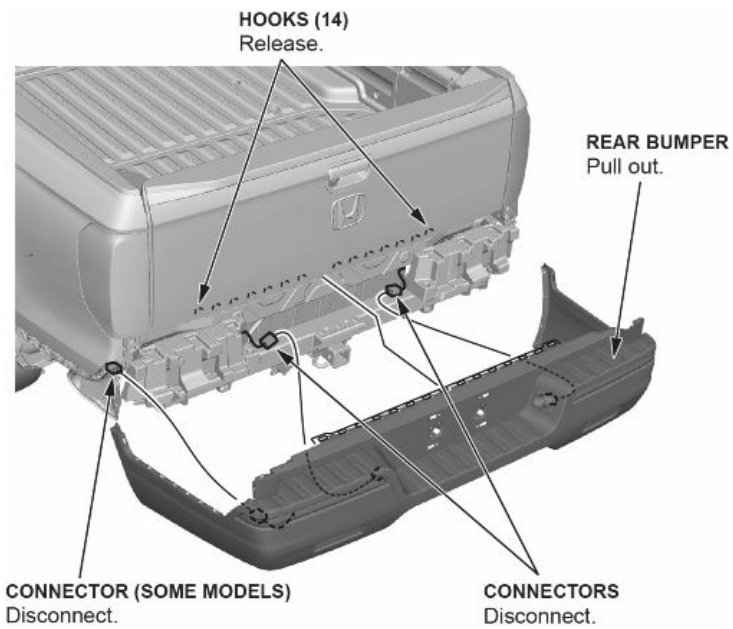
4. Pull out the rear bumper at the wheel arch area to release it from the hooks on the side spacer.



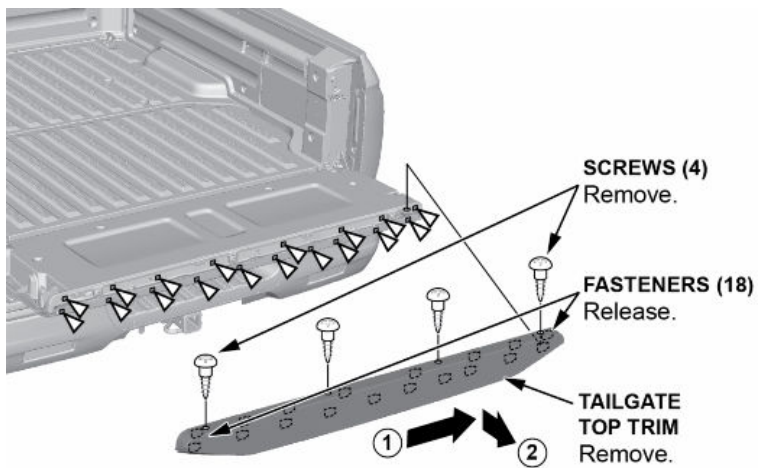
5. With the help of an assistant, release the rear bumper from the hooks on the spacer.



6. With the help of an assistant, pull out the rear bumper to release it from the hooks on the upper brackets. Disconnect the connectors (for some models). Remove the rear bumper.

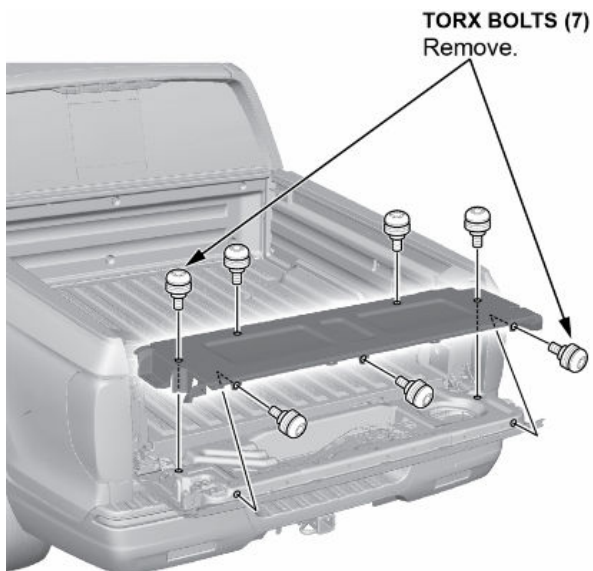


7. Remove the tailgate top trim.



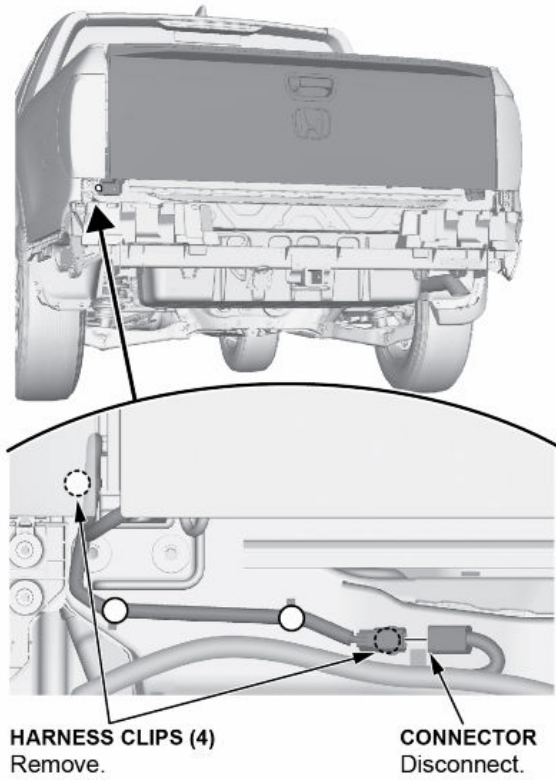
- Open the tailgate in drop-down mode.
- Remove the screws.
- Slide the tailgate top trim to the right, and remove it.
NOTE: The clips will stay in the tailgate.
- Remove the clips by turning them **45°**.

8. Remove the tailgate trim.



- Using a TORX T40 bit, remove the bolts, and then remove the tailgate trim.

9. Close the tailgate, disconnect the connector, and remove the harness clips.

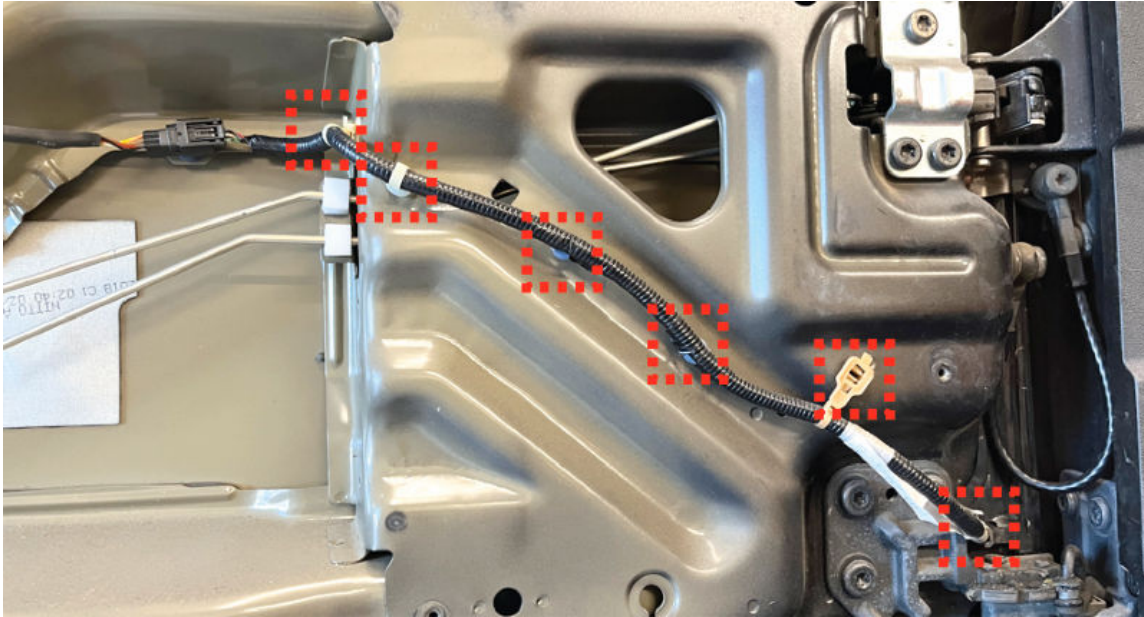


10. Open the tailgate in drop-down mode. Using a TORX T50 bit, loosen the left side tailgate lower hinge bolts but do not remove them entirely.



11. With the help of an assistant, lift the tailgate up slightly to allow clearance between the left tailgate lower hinge, and the tailgate for the harness to be removed.

NOTE: Be careful of pinch points when lifting the tailgate. Remove the tailgate harness, then remove the harness clips.

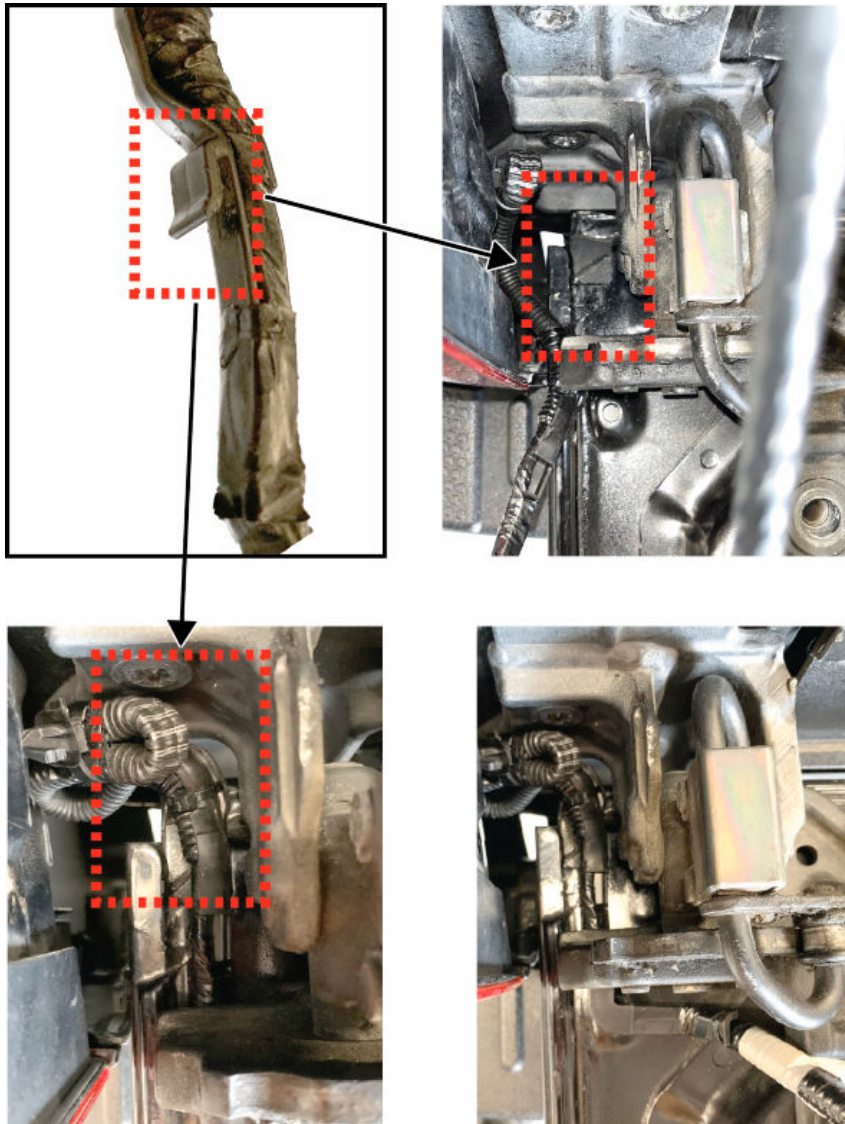


12. Disconnect the connector on the tailgate, then remove the harness clips.

13. Install the new harness. Make sure to route the new harness through the left tailgate hinge first.

NOTE:

- Be careful to attach the clip on the edge of the square notch on the tailgate first, and then attach the clip.
- **Annotate the replacement part number on the RO.**



14. Route the harness along the tailgate and hinge and attach the clips. Connect the connector.

15. Torque the three Torx bolts to the lower left tailgate hinge to **41 N.m (30 lb-ft)**.

16. Install all of the parts in the reverse order of removal.

END