



U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



Investigation: PE24004
Prompted By: VOQ and Early Warning Reporting Field Report Review
Date Opened: 02/13/2024
Investigator: Caroline Woody **Reviewer:** Sharon Yukevich
Approver: Tanya Topka
Subject: Rear-View Camera Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Honda (American Honda Motor Co.)
Products: 2020-2023 MY Honda Ridgeline
Population: 156,827 (Estimated)

Problem Description: Rear-View Camera fails to properly function due to damage to tailgate wire harness caused by normal vehicle usage.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	27	0	0	0	27	CONF
Crashes/Fires:	0	0	0	0	0	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

ACTION/SUMMARY INFORMATION

Action: Open this Preliminary Evaluation (PE)

Summary:

The Office of Defects Investigation (ODI) has received 27 complaints and a number of Early Warning Reporting (EWR) Field Reports alleging failure of the Rear-View Camera (RVC) in 2020-2023 Model Year Honda Ridgeline vehicles. The complainants report when the RVC fails it shows a black screen when in reverse rather than the camera view. Many report damage to the tailgate wire harness that appears to be caused by normal usage of the vehicle when opening and closing the tailgate. The damage to the wire harness severs the connection to the RVC causing it to fail to function as designed.

Failure or malfunction of the RVC results in reduced visibility of the area behind the vehicle. This limited view may lead to an increased risk of a crash resulting in injury and/or property damage.

ODI is opening this Preliminary Evaluation (PE) to determine the scope and severity of the potential problem and to fully assess the potential safety-related issues. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).



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OPENING RESUME ODI REPORT IDENTIFICATION NUMBERS

Investigation ID: PE24004
Date Opened: 02/13/2024
Subject: Rear-View Camera Failure

List of 27 ODI Report reference numbers:

11498199, 11498630, 11503185, 11507299, 11512949, 11516555, 11522756, 11527259, 11528515, 11529251,
11532601, 11534585, 11534908, 11537826, 11547871, 11549725, 11549911, 11551043, 11552740, 11557702,
11563500, 11564885, 11565777, 11567688, 11567816, 11568893, 11570538

Part 573 Safety Recall Report

22V-867

Manufacturer Name : Honda (American Honda Motor Co.)**Submission Date :** NOV 23, 2022**NHTSA Recall No. :** 22V-867**Manufacturer Recall No. :** 6RW**Manufacturer Information :**

Manufacturer Name : Honda (American Honda Motor Co.)

Address : 1919 Torrance Blvd.

Torrance CA 90501

Company phone : 1-888-234-2138

Population :

Number of potentially involved : 117,445

Estimated percentage with defect : 7 %

Vehicle Information :

Vehicle 1 : 2017-2019 Honda Ridgeline

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : GAS

Descriptive Information : The recall population was determined based on supplier and manufacturing records. The production range reflects all possible vehicles that could experience the problem.

Production Dates : OCT 29, 2015 - JUN 01, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The rear-view camera (RVC) tailgate wire harness may fatigue and break after repeated opening and closing of the tailgate.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A broken wire harness may result in a failure to display the RVC image, which may affect the driver's view and increase the risk of a back-up collision or injury.

Description of the Cause : The RVC wire harness was manufactured with a protective corrugated tubing and harness guide to help protect the wiring from stress when the tailgate was opened and closed; a zip tie was used to keep the corrugated tubing and guide in the proper position. With some RVC wire harnesses, the length of corrugated tubing inserted into the harness guide (i.e., the overlap between the corrugated tubing and the harness guide) was insufficient to provide optimal protection and the zip tie was insufficiently tightened to keep the tubing and guide in the proper position.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : WIRE HARN, TAILGATE

Component Description : TAILGATE WIRE HARNESS

Component Part Number : 32109-T6Z-A000

Supplier Identification :**Component Manufacturer**

Name : APTIV US LCC

Address : 5725 Innovation Drive
Troy Michigan 48098

Country : United States

Chronology :

July 19, 2018

Honda observed a potential trend of, and received a market quality report on, malfunctioning RVCs in affected vehicles from North America.

October 2018 – November 2019

Honda investigated the issue to determine potential causes and prevalence of the issue in the market. Honda's investigation identified that variations in the tightness of the zip tie holding the protective corrugated tubing in place and the depth to which the corrugated tubing was inserted into the associated harness guide could impact RVC performance. During this time, Honda applied production improvements to address these potential variations, with the last being applied on June 3, 2019.

November 2019 – July 2021

Honda continued to monitor the issue.

July 2021 – August 2021

Honda received communication from NHTSA ODI to investigate reports of RVC malfunctions in the affected vehicles. Honda informed NHTSA the concern was currently under study.

February 2022 – April 2022

NHTSA ODI opened a Preliminary Evaluation (PE) defect investigation. Honda informed NHTSA that the issue was considered to be one of quality, unrelated to safety.

October 27, 2022

NHTSA ODI notified Honda that the issue was considered to be related to safety.

November 17, 2022

Honda determined that a defect related to motor vehicle safety existed and decided to conduct a safety recall.

As of November 17, 2022, Honda has received 3,437 warranty claims related to the issue between December 2017 to October 2022, and no reports of injuries or deaths related to this issue.

Description of Remedy :

Description of Remedy Program : Registered owners of all affected vehicles will be contacted by mail and asked to take their vehicle to an authorized Honda dealer. The dealer will replace the rear-view camera tailgate harness with an improved part.

Owners who have paid to have these repairs completed at their own expense will be eligible for reimbursement, in accord with the recall reimbursement plan on file with NHTSA.

How Remedy Component Differs from Recalled Component : Recalled components may contain an insufficiently tightened zip tie and corrugated tubing that is not inserted sufficiently far into the harness guide.

Identify How/When Recall Condition was Corrected in Production : The harness assembly and inspection process have been improved.

Recall Schedule :

Description of Recall Schedule : Dealer notification is scheduled to begin and end on or about 11/23/2022. Owner notification is scheduled to begin on and end on or about 1/16/2023.

Planned Dealer Notification Date : NOV 23, 2022 - NOV 23, 2022

Planned Owner Notification Date : JAN 16, 2023 - JAN 16, 2023

* NR - Not Reported



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ODI RESUME

Investigation: PE 22-001
Date Opened: 02/07/2022
Investigator: Sharon Yukevich **Reviewer:** Tanya Topka
Approver: Stephen Ridella
Subject: Rear-View Camera Failure

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Honda (American Honda Motor Co.)
Products: 2017-2018 MY Honda Ridgeline
Population: 71,008 (Estimated)
Problem Description: Rear-View Camera fails to properly function due to damage to tailgate wire harness caused by normal vehicle usage.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	42	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD
Other*:	10	Confidential	Confidential

*Description of Other: Early Warning Reporting (EWR) Field Reports

ACTION / SUMMARY INFORMATION

Action: Open this Preliminary Evaluation (PE)

Summary:

The Office of Defects Investigation (ODI) has received 42 complaints and a number of Early Warning Reporting (EWR) Field Reports alleging failure of the Rear-View Camera (RVC) in 2017-2018 Model Year Honda Ridgeline vehicles. The complaints report severe damage to the tailgate wire harness requiring replacement of the harness. The damage to the wire harness is alleged to be caused by normal usage of the vehicle when opening and closing the tailgate. The damage to the wire harness severs the connection to the RVC causing it to fail to function as designed. Most of the complaints show the failure occurring just after the warranty mileage is exceeded.

Failure or malfunction of the RVC results in reduced visibility of the area behind the vehicle. This limited view may lead to an increased risk of a crash resulting in injury and/or property damage.

ODI is opening this Preliminary Evaluation (PE) to determine the scope and severity of the potential problem and to fully assess the potential safety-related issues.

The ODI reports cited above are available to review online at NHTSA.gov under ODI identification numbers:
 11440548, 11438172, 11428514, 11422394, 11420068, 11419669, 11415847, 11415248, 11413184, 11408414,
 11404149, 11403368, 11403360, 11399178, 11398930, 11397936, 11397565, 11388328, 11374112, 11373525,
 11372604, 11350026, 11343441, 11341373, 11329993, 11298458, 11443328, 11441551, 11437880, 11431246,
 11422938, 11417394, 11400366, 11395026, 11363268, 11362758, 11362378, 11361959, 11350162, 11343035,

11319870, 11206191