Transport Canada No.: 2022-320
Campaign No.: P25
July 2022

Safety Recall: Rear Frame C-Crossmember Corrosion

Dear Honda Ridgeline owner:

This notice is in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Honda Motor Co. has determined that a defect, which relates to motor vehicle safety, exists in certain 2006-2014 model year Ridgeline vehicles.

What is the problem?

On affected 2006-2014 Ridgeline vehicles, the rear body C-crossmember may become excessively corroded over time. Such excessive corrosion may be more prevalent when a vehicle is regularly operated in regions where road de-icing salt is frequently used during the winter season. Although a certain amount of corrosion is expected to occur from everyday operation of the vehicle, excessive corrosion to the rear body C-crossmember may develop and, in extreme cases, cause the fuel tank support bands and/or rear subframe front mounts to separate from the vehicle's structure. In rare circumstances, a separated fuel tank support band and/or rear subframe front mounts may allow the vehicle's fuel tank to contact the propeller shaft, resulting in a possible fuel leak. A fuel leak in the presence of an ignition source could result in a fire.

To address this issue, the condition of the rear frame rails will be inspected, and if possible, new subframe support castings will be installed and corrosion protection will be applied to the rear frame. These measures will extend the life of the affected areas of your vehicle's rear frame by improving it's durability. They will also ensure that if the corrosion eventually progresses to a critical point, the fuel tank connection to the vehicle body is maintained. Please note that this safety recall does not cover corrosion at other locations on the vehicle, nor does the added corrosion protection apply to other locations.

What should you do?

Please contact your Honda dealer to schedule an appointment to have the recall service completed on your vehicle. You can schedule your appointment online to have the recall service performed – please visit www.honda.ca/dealerlocator to find a dealer in your region. Your dealer will be able to give you an estimate of how long they will require your vehicle – usually less than a day. The recall procedure will usually take less than three hours to complete. The dealer will perform the recall service free-of-charge.

In the exceptional case that any of your vehicle's rear frame rails fail the inspection criteria, dealers will provide you with an offer to purchase your vehicle. The purchase price offered will be a pre-determined value that is calculated taking into account key vehicle attributes, such as model year, trim, and mileage. The price offered will also include a bonus amount over and above the vehicle's estimated value. Where a vehicle fails the rear frame inspection, dealers will provide you with temporary alternative transportation, free-of-charge, until the vehicle purchase process is complete.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

Who to contact if you experience problems or have questions?

If you need assistance or if your dealer is unable to perform the necessary service free of charge, please contact Honda Canada Customer Relations at 1-888-9HONDA9 (1-888-946-6329).

We apologize for any inconvenience this Safety Recall may cause you. Thank you for your co-operation.

Sincerely,

Dave Jamieson
Sr Vice President & COO

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