

**August 23, 2016**

04560 Version 1

## Power Tailgate Will Not Open from the Outside in Cold Weather

### AFFECTED VEHICLES

Year	Model	Trim	VIN range
2012–14	CR-V	ALL	ALL
2015	CR-V	2WD	5J6RM3...FL000001 thru 5J6RM3...FL014778
2015	CR-V	2WD	2HKRM3...FH000001 thru 2HKRM3...FH524634
2015	CR-V	2WD	3CZRM3...FG000001 thru 3CZRM3...FG707117
2015	CR-V	AWD	5J6RM4...FL000001 thru 5J6RM4...FL058879
2015	CR-V	AWD	2HKRM4...FH000001 thru 2HKRM4...FH645400
2011–13	Odyssey	ALL	ALL
2014	Odyssey	ALL	5FNRL5...EB000001 thru 5FNRL5...EB075566

### SYMPTOM

The power tailgate won't open in temperatures near freezing or colder, but will open in warmer temperatures.

### POSSIBLE CAUSES

The power tailgate outer handle switch doesn't work in cold weather.

### CORRECTIVE ACTION

Replace the power tailgate outer handle switch.

### PARTS INFORMATION

Part Name	Part Number	Quantity
Tailgate Opener Switch (CR-V) (non-smart key)	74810-T0A-A02	1
Tailgate Opener Switch (CR-V) (smart key)	74810-T1W-A01	1
Tailgate Opener Switch (2011–12 Odyssey EX, LX)	74810-TF0-003	1
Tailgate and Camera Handle Switch (2011–13 Odyssey EX, LX, EX-L EX-L RES)	74810-TK8-A00	1
Tailgate and Camera Handle Switch (2011–13 Odyssey EX-L Navi, Touring)	74810-TK8-A10	1
Tailgate and Camera Handle Switch (2014 Odyssey EX-L Navi, Touring)	74810-TK8-A20	1
Tailgate and Camera Handle Switch (2014 Odyssey LX, EX, EX-L, EX-L RES)	74810-TK8-A30	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

### Odyssey

The normal warranty applies

LON	Description	Flat Rate	Model/Year	Trim	Replacement Part Number	Template ID	Failed Part Number
8231A8	Replace the tailgate outer handle switch.	0.5 hr	2011–12	LX/ EX	74810-TF0-003	16-063A	74810-TK8-A00
			2011–13	EX-L	74810-TK8-A00	16-063B	74810-TK8-A00
			2013	LX/ EX			
			2011–13	EX-L (Navi)/ Touring	74810-TK8-A10	16-063C	74810-TK8-A00
			2014	EX-L (Navi)/ Touring	74810-TK8-A20	16-063D	74810-TK8-A00
			2014	LX/ EX/ EX-L/ EX-L RES	74810-TK8-A30	16-063E	74810-TK8-A00

### CR-V

The normal warranty applies

LON	Description	Flat Rate	Model/Year	Trim	Replacement Part Number	Template ID	Failed Part Number
8231A7	Replace the tailgate outer handle switch.	0.5 hr	2012–15	Non Smart Key	74810-T0A-A02	16-063F	74810-T0A-A02
			2012–15	With Smart Key	74810-T1W-A01	16-063G	74810-T0A-A02

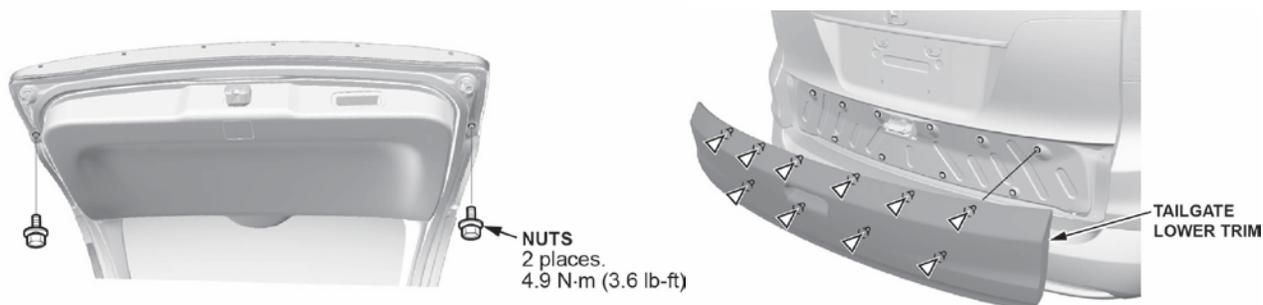
Defect Code: 03214

Symptom Code: 03217

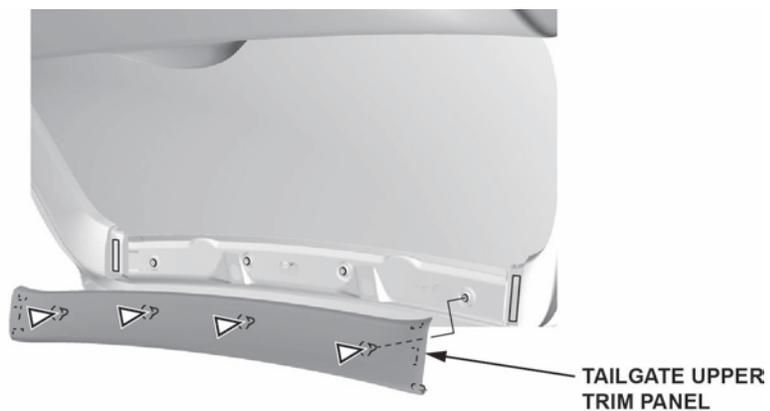
Skill Level: Repair Technician

## REPAIR PROCEDURE - CR-V

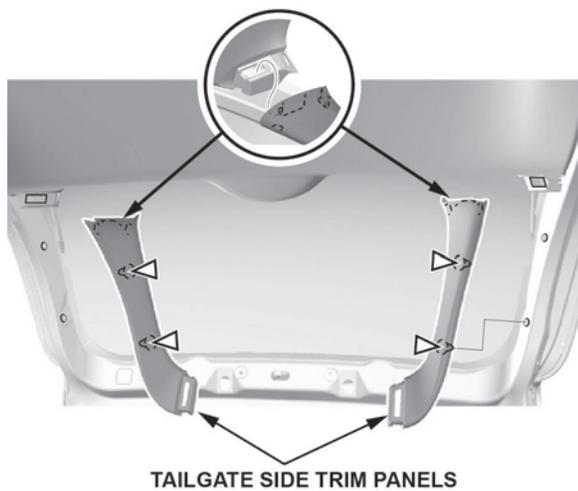
1. Remove the tailgate lower trim.



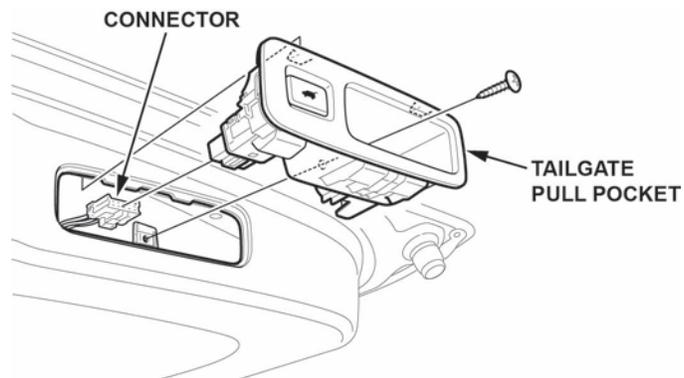
2. Remove the tailgate upper trim panel.



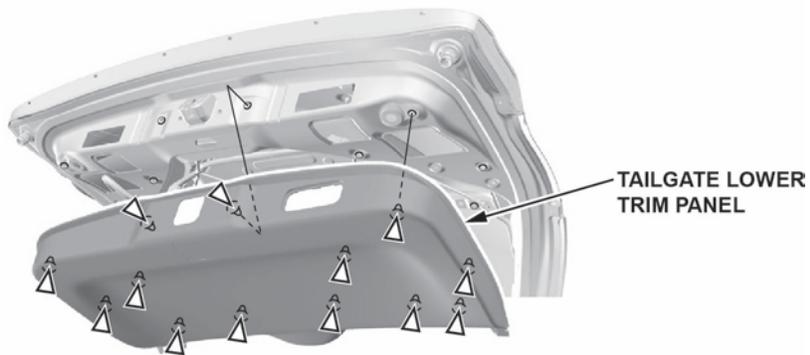
3. Remove the tailgate side trim panels.



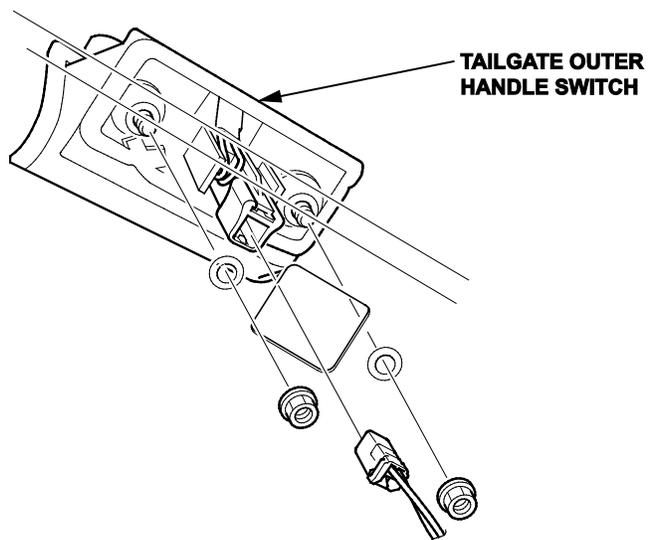
4. Remove the tailgate pull pocket.



5. Remove the tailgate lower trim panel.



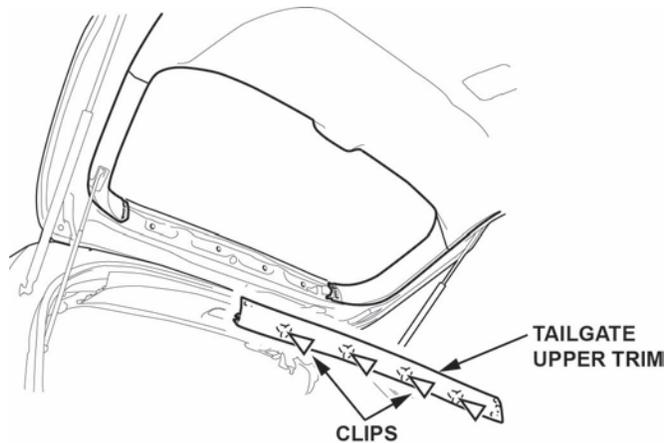
6. Disconnect the 2P connector.



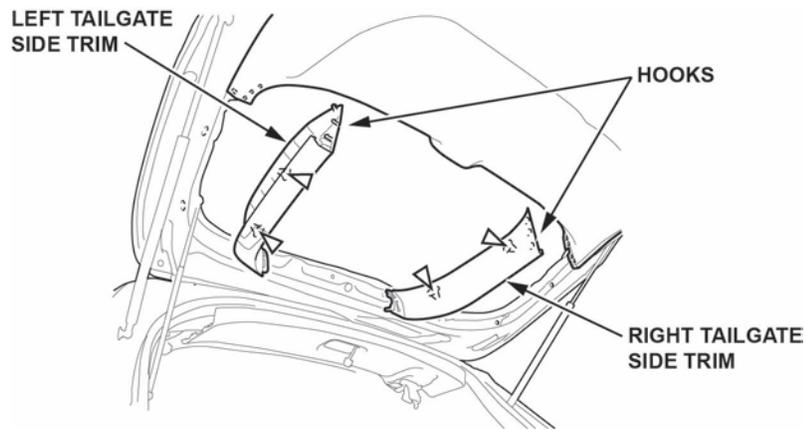
7. Remove the two nuts, then remove the tailgate outer handle switch
  8. Install the new switch.
  9. Install all parts in the reverse order of removal.
- END

## REPAIR PROCEDURE - ODYSSEY

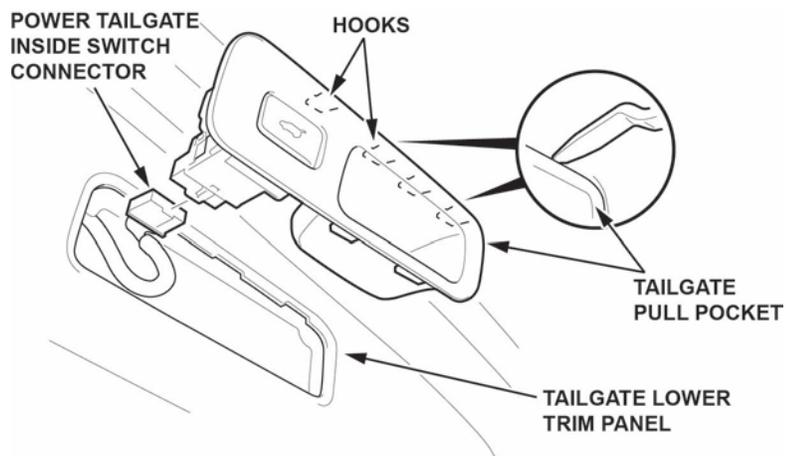
1. Remove the tailgate upper trim.



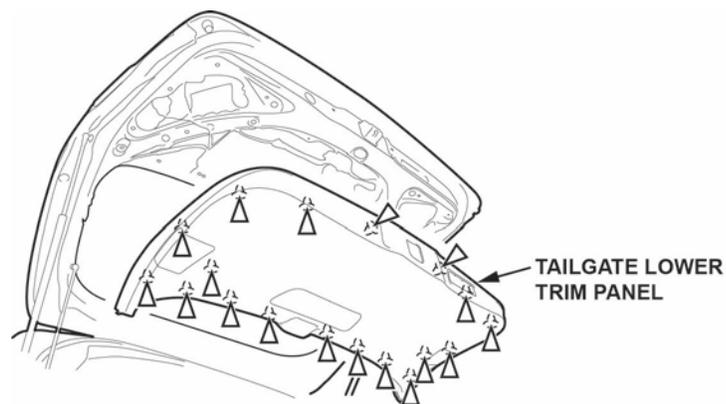
2. Remove the left and right tailgate side trim.



3. Remove the tailgate pull pocket.

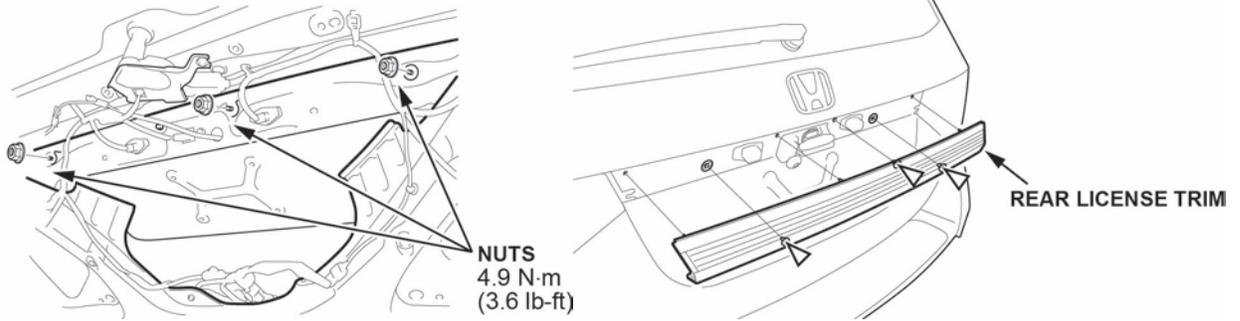


4. Pull out the tailgate lower trim panel by hand to detach the clips, then remove it.

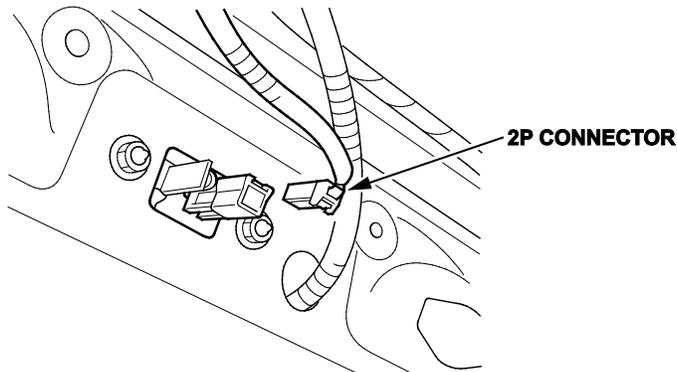


5. From inside the tailgate, remove the nuts, then remove the rear license trim.

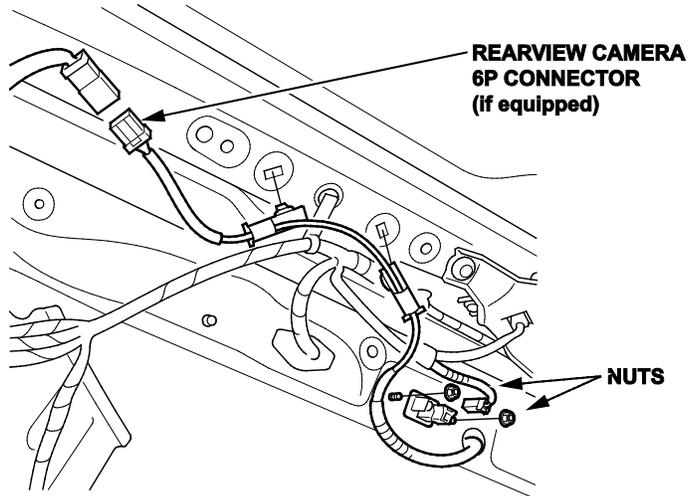
**INSIDE THE TAILGATE**



6. Disconnect the 2P connector from the tailgate outer handle switch.



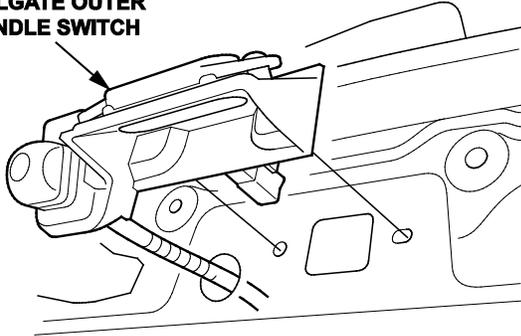
7. Remove the two nuts.



8. If equipped, disconnect the rearview camera 6P connector.
9. Remove the tailgate outer handle switch.

NOTE: The illustration shows with rearview camera.

**TAILGATE OUTER  
HANDLE SWITCH**



10. Install the new switch.
11. Install all remaining parts in the reverse order of removal.

END