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…FL thru 5J6RM3…FL
2015	CR-V	2WD	2HKRM3…FH thru 2HKRM3…FH
2015	CR-V	2WD	3CZRM3…FG thru 3CZRM3…FG
2015	CR-V	AWD	5J6RM4…FL thru 5J6RM4…FL
2015	CR-V	AWD	2HKRM4…FH thru 2HKRM4…FH
2011–13	Odyssey	ALL	ALL
2014	Odyssey	ALL	5FNRL5…EB thru 5FNRL5…EB

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

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
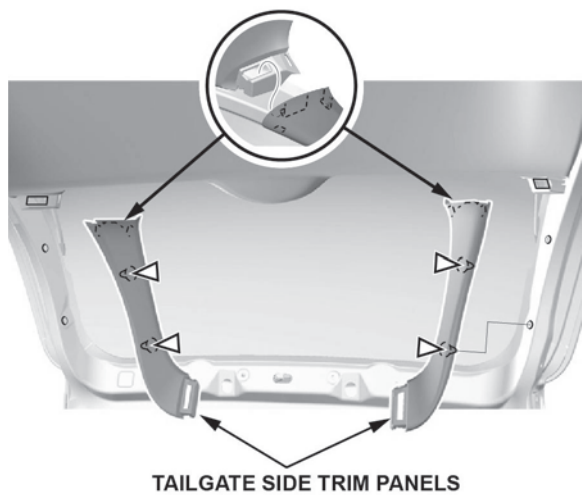
Skill Level: Repair Technician

REPAIR PROCEDURE - CR-V

1. Remove the tailgate lower trim.

NUTS
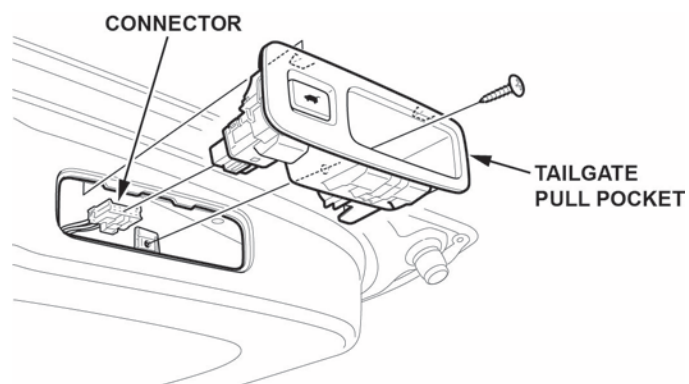2 places.
4.9 N·m (3.6 lb-ft)

TAILGATE LOWER TRIM

2. Remove the tailgate upper trim panel.
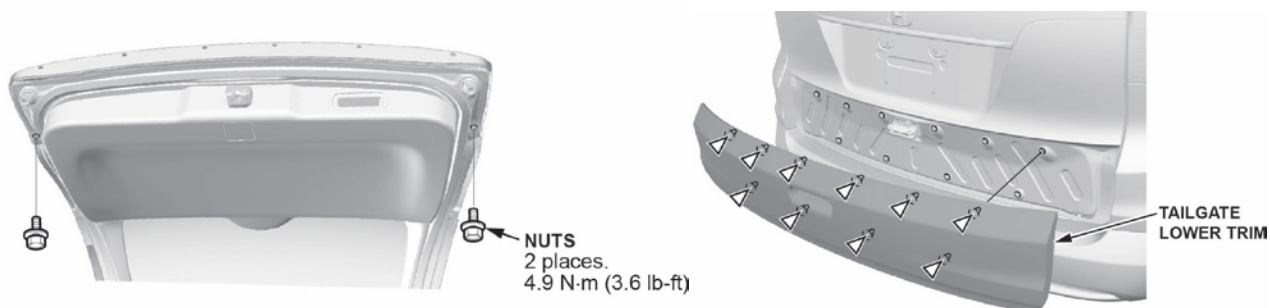
TAILGATE UPPER TRIM PANEL
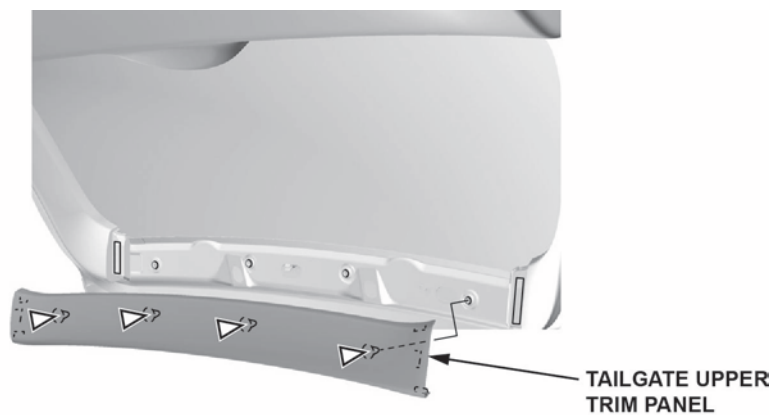
3. Remove the tailgate side trim panels.

TAILGATE SIDE TRIM PANELS

4. Remove the tailgate pull pocket.

CONNECTOR

TAILGATE PULL POCKET

5. Remove the tailgate lower trim panel.

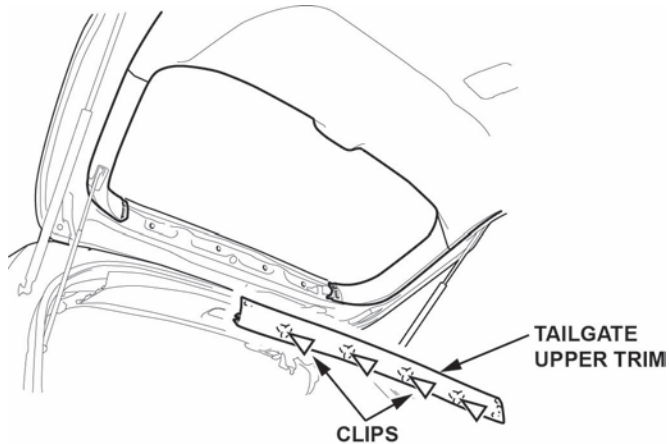TAILGATE LOWER TRIM PANEL

6. Disconnect the 2P connector.

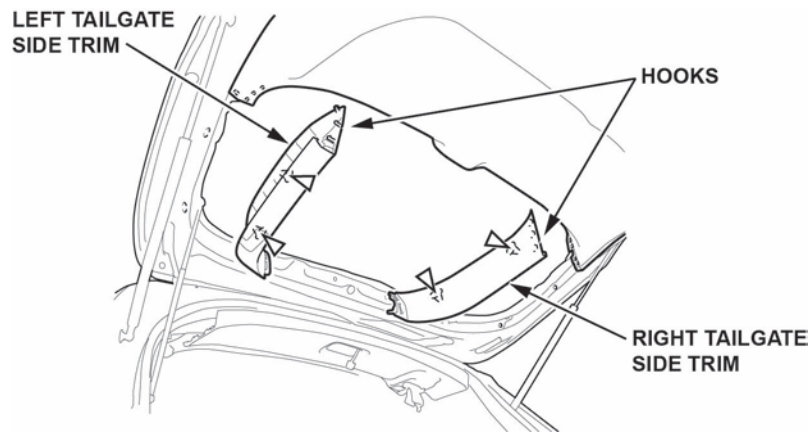TAILGATE OUTER HANDLE SWITCH
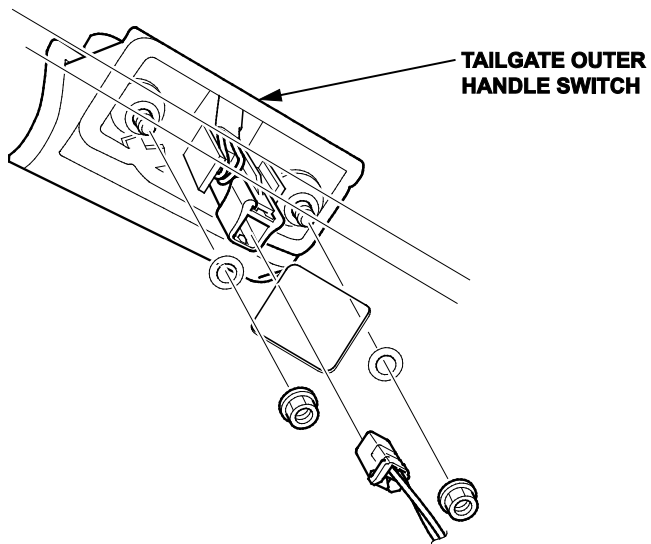
7. Remove the two nuts, then remove the tailgate outer handle switch

8. Install the new switch.

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

END
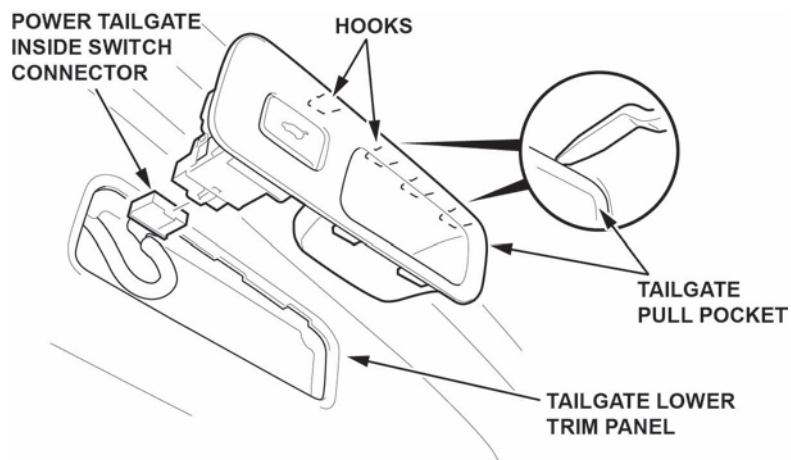
REPAIR PROCEDURE - ODYSSEY
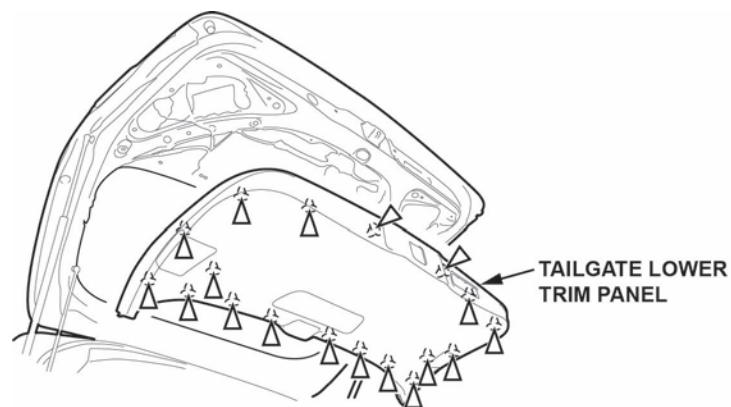
1. Remove the tailgate upper trim.

TAILGATE UPPER TRIM

CLIPS

2. Remove the left and right tailgate side trim.

LEFT TAILGATE
SIDE TRIM

HOOKS

RIGHT TAILGATE
SIDE TRIM

3. Remove the tailgate pull pocket.

POWER TAILGATE
INSIDE SWITCH
CONNECTOR

HOOKS

TAILGATE
PULL POCKET

TAILGATE LOWER
TRIM PANEL

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

TAILGATE LOWER
TRIM PANEL

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

INSIDE THE TAILGATE

NUTS
4.9 N·m
(3.6 lb-ft)

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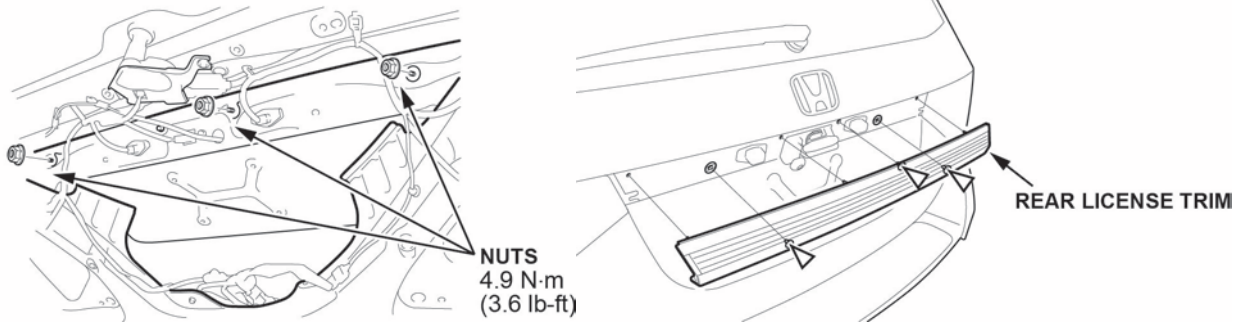
6. Disconnect the 2P connector from the tailgate outer handle switch.

2P CONNECTOR

7. Remove the two nuts.

REARVIEW CAMERA 6P CONNECTOR (if equipped)
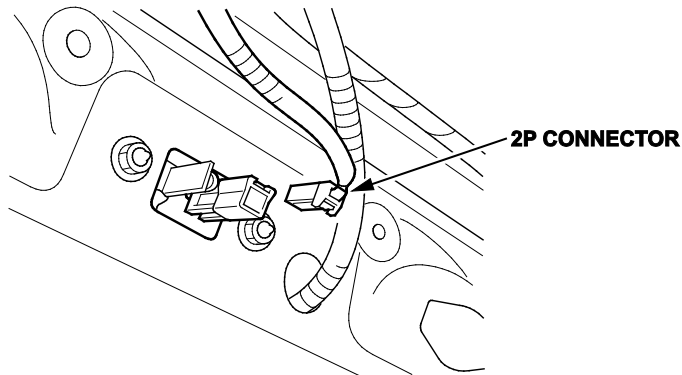
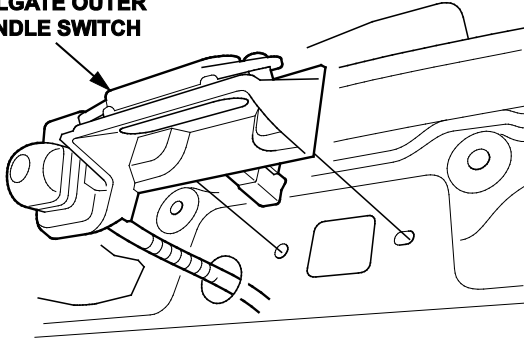**NUTS**

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