

September 15, 2016

04793 Version 1

## Power Tailgate Does Not Work

### AFFECTED VEHICLES

Year	Model	Trim	VIN range
2014–15	MDX	ALL	ALL
2016	MDX	2WD	5FRYD3...GB [REDACTED] thru 5FRYD3...GB [REDACTED]
2016	MDX	SH-AWD®	5FRYD4...GB [REDACTED] thru 5FRYD4...GB [REDACTED]

### SYMPTOM

The power tailgate does not work when using either the keyless remote or the switches on the vehicle. The power tailgate motor can be heard running, but the tailgate will not rise.

### POSSIBLE CAUSES

The spindle nut in the power tailgate motor has become dislodged.

### CORRECTIVE ACTION

Replace the left tailgate strut motor.

### PARTS INFORMATION

Part Name	Part Number	Quantity
Motor Set	74961-TZ5-325	1

### WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Defect Code	Symptom Code	Flat Rate Time	Template ID	Failed Part Number
8231J8	Replace the left tailgate strut motor.	05701	03217	0.6 hr	16-056N	74961-TZ5-305

Skill Level: Repair Technician

### DIAGNOSIS

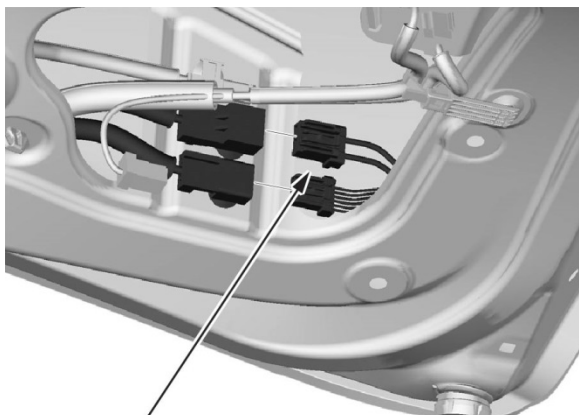
- Press the power tailgate button on the remote to open the tailgate and listen for the power tailgate motor to run.
  - If the motor runs but the tailgate does not open, go to REPAIR PROCEDURE and replace the left side tailgate strut motor.
  - If the motor does not run, this service bulletin does not apply. Continue with normal troubleshooting.

**CLIENT 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 Acura automobile dealer.

## REPAIR PROCEDURE

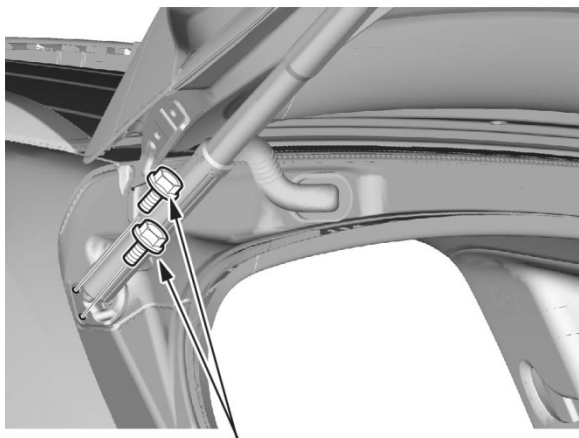
### NOTE:

- Have an assistant help you when removing and installing the tailgate support strut.
  - Do not carry the tailgate support strut by its harness.
  - Do not twist or apply transverse force to the tailgate support strut.
  - Support the tailgate with a prop to the vehicle, not to the ground.
  - Do not remove the support strut from the pivot bracket. If you do, you will have to replace it with new one.
1. Remove the tailgate lower trim panel.
  2. Remove the pinch sensor.
  3. Disconnect the left tailgate support strut (power tailgate motor) connector.

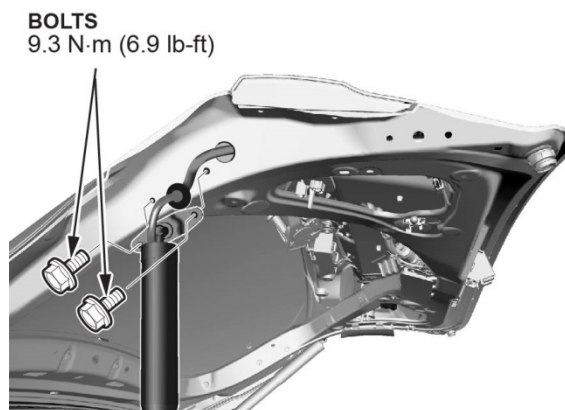


**POWER TAILGATE  
MOTOR CONNECTOR**

4. Remove the bolts from the left tailgate support strut, then remove the strut from the tailgate.



**BOLTS  
9.3 N·m (6.9 lb-ft)**



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9.3 N·m (6.9 lb-ft)**

5. Install the new left tailgate support strut and torque the bolts to **9.3 N·m (6.9 lb-ft)**.
6. Install all parts in the reverse order of removal.

END