

September 23, 2016

04872 Version 1

**Tailgate Will Not Swing Open****AFFECTED VEHICLES**

Year	Model	Trim	VIN Range
2017	Ridgeline	2WD	5FPYK2F..HB [REDACTED] thru 5FPYK2F..HB [REDACTED]
2017	Ridgeline	AWD	5FPYK3F..HB [REDACTED] thru 5FPYK3F..HB [REDACTED]

**SYMPTOM**

The tailgate will not open in the swing open mode.

**POSSIBLE CAUSES**

The synchronizer is held in a position that does not allow the swing open function of the tailgate to operate.

**CORRECTIVE ACTION**

Replace the left upper latch sensing rod.

**PARTS INFORMATION**

Part Name	Part Number	Quantity
Left Upper Latch Sensing Rod	74853-T6Z-A01	1

**WARRANTY CLAIM INFORMATION**

The normal warranty applies.

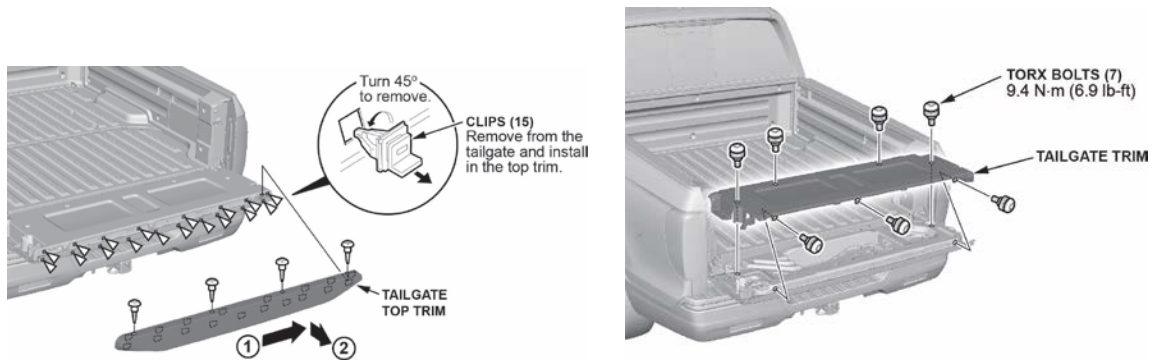
Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
8231Z8	Replace the left upper latch sensing rod.	0.4 hr	03214	07902	16-077A	74853-T6Z-A01

Skill Level: Repair Technician

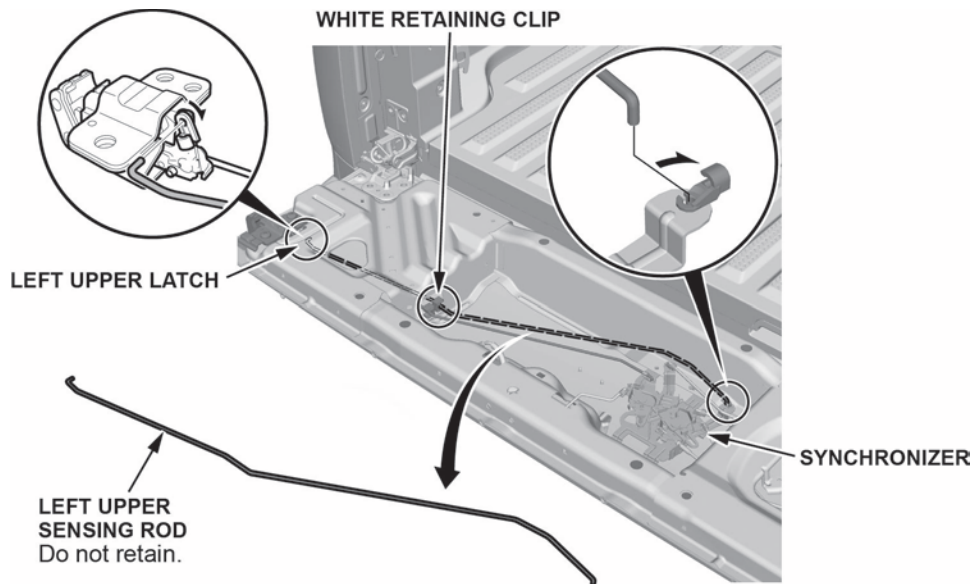
**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this 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.

## REPAIR PROCEDURE

1. Open the tailgate in the drop down mode.
2. Remove the tailgate trim.



3. Disconnect the left upper sensing rod from the synchronizer.



4. Disconnect the left upper sensing rod from the left upper latch.
5. Disconnect the left upper sensing rod from the white retaining clip.
6. Remove the rod from the tailgate.
7. Install the new rod in the reverse order of removal.
8. Manually close the left upper latch.

9. Verify the position of the plastic anvil and make sure it is in the range as shown



SYNCHRONIZER

PLASTIC ANVIL



METAL LEVER

PLASTIC ANVIL

10. Release the left upper latch by pulling out on the center tailgate handle.
11. Close the tailgate.
12. Verify the tailgate opens in both the drop down and swing open modes.
13. Reinstall the tailgate trim.

END