

November 29, 2017

07786 Version 2

Power Tailgate Won't Open from the Outside in Cold Weather

AFFECTED VEHICLES

Year	Model	Trim	VIN range
2015	MDX	ALL	ALL
2016	MDX	ALL	ALL
2017	MDX	2WD	5FRYD3H..HB000001 to 5FRYD3H..HB006289
2017	MDX	SH-AWD	5FRYD4H..HB000001 to 5FRYD4H..HB018917
2017	MDX SPORT HYBRID	ALL	5FRYD7H..HB000001 to 5FRYD7H..HB000041

SYMPTOM

The power tailgate doesn't open in temperatures near freezing or below, but will work in warmer temperatures.

POSSIBLE CAUSES

The power tailgate outer handle switch is inoperative in cold weather.

CORRECTIVE ACTION

Replace the power tailgate outer handle switch.

PARTS INFORMATION

Part Name	Part Number	Quantity
Switch Sub-Assembly	74811-TZ5-A01	1

WARRANTY CLAIM INFORMATION

The normal warranty applies.

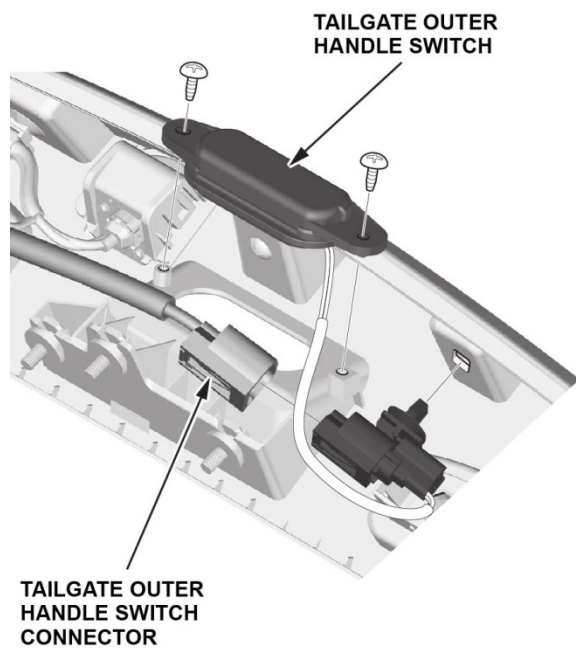
Operation Number	Description	Defect Code	Symptom Code	Flat Rate Time	Template ID	Failed Part Number
8231A7	Replace the power tailgate outer handle switch.	03214	03217	0.5 hr	16-031N	74811-TZ5-A01

Skill Level: Repair Technician

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

1. Remove the rear license trim.
2. Disconnect the tailgate outer handle switch connector.



3. Remove the tailgate outer handle switch.
 4. Install the new tailgate outer handle switch.
 5. Connect the connector.
 6. Install the rear license trim.
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