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Sent on	02	17	2025	Expires on	03	03	2025
From	Technical Information & Support Group						
Subject	Request for Visit: 2023-2025 CR-V Power Tailgate Motor Inop (ACTION REQUIRED)						

PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2023-2025 CR-V Power Tailgate Motor Inop (ACTION REQUIRED)**

This message is solely directed to Honda dealership personnel; please handle it accordingly.
 Print this iN message and provide a copy to the Shop Foreman and all Service Advisors.

Background

American Honda Motor Co., Inc. (AHM) is searching for certain 2023-2025 CR-Vs and CR-V FHEVs with a customer complaint of the power tailgate not opening or closing under its own power as well as sagging when manually opened. To better understand the cause of this condition, AHM would like to collect certain parts from the vehicle prior to you attempting a repair of any kind.

Qualifiers

AHM is interested ONLY if the vehicle meets the following requirements:

1. Vehicle MUST have power tailgate.
2. Tailgate motor MUST be inop CONSISTENTLY (no intermittent failure).
3. Issue must NOT be related to pinch sensor or tailgate latch.
4. Printout All DTC check.
5. No prior replacement of the tailgate motor (74961) or the spring assembly (74981).
6. Vehicle has not been involved in a collision.
7. No repair attempts during this visit.

Action Required

If a vehicle matching the qualifiers above comes into your dealership, please e-mail Technical Information & Support (TIS) at tis@ahm.honda.com, or call us at 800-880-1072 (Monday-Friday, 7am-5pm PST). TIS will contact you to record certain vehicle information and provide you with further instructions.

Please be sure to include the following information in your e-mail.

E-mail Title:

1. Model Year (e.g. 2024)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Number
2. Your Name
3. Best Phone Number to be Reached
4. Current Mileage
5. Confirm that the vehicle meets qualifiers #1-#5 listed above, include All DTC Check.
6. DPTS#

As a gesture of appreciation to the dealer personnel who identify and report a vehicle that meets the qualifiers, is accepted as a candidate and is the subject of a successful Dealer Visit/Parts Collection/Info Collection, AHM will provide the referring personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.