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Sent on	03	31	2026	Expires on	04	14	2026
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From	Technical Information & Support Group
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Subject	Request for Visit: 2023-2026 CR-V Power Tailgate Motor Inop (ACTION REQ'D)
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PRIORITY/ACTION REQUIRED

To: All Honda Service Managers/Advisors
 From: Technical Information & Support Group
 RE: **Request for Visit: 2023-2026 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 2023-2026 CR-Vs with a customer complaint of the power tailgate not opening or closing under its own power. To better understand the cause of this condition, AHM would like to inspect 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. Must have coded DTC B1387 (must print out ALL DTC Check & e-mail to TIS).
5. No prior replacement of the tailgate motor (74961), PTG ECU (74970) 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, 6am-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. 2026)
2. Model Name (e.g. Accord)
3. Issue (e.g. Brake Judder)
4. VIN

E-Mail Body:

1. Dealer Name & Number
2. Dealer City & State
3. Your Name
4. Best Phone Number to be Reached
5. Current Mileage
6. Confirm that the vehicle meets qualifiers #1-#7 listed above
7. 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 dealer personnel with a **VISA gift card**. Technical Information & Support (TIS) will provide additional information if this situation applies.

Thank you.