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Sent on	12	21	2018	Expires on	02	14	2019
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	2017-18 Clarity Fuel Cell - Fuel Cell Voltage Misdetection Safety Recall
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DATE: December 21, 2018

TO: All Honda Parts & Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: 2017-18 Clarity Fuel Cell – Fuel Cell Voltage Misdetection Safety Recall

On December 20, 2018, American Honda notified NHTSA of a safety recall and stop sale for 2017 and 2018 Clarity Fuel Cell vehicles. Due to an error in fuel cell ECU software programming, the vehicle may incorrectly detect fuel cell stack deterioration. This could lead to an unexpected loss of motive power while driving, reducing vehicle control, and increasing the risk of a crash. Refer to your eResponsibility **report or do an iN VIN status inquiry to determine which units in your inventory are affected.**

Failure to repair a vehicle as necessary prior to sale may subject your dealership to claims or lawsuits.

PROBLEM

Due to an error in the fuel cell stack voltage monitoring software, the system may incorrectly identify fuel cell stack deterioration and erroneously shut down the fuel stack without providing sufficient warning.

REPAIR

Affected vehicles will require a software update to the fuel cell ECU.

PARTS

There are no parts or materials necessary for the repair.

TOOLS

Software to update the fuel cell ECU is available for download.

SERVICE BULLETIN

Service bulletin 18-148, *Safety Recall: Safety Recall: Clarity Fuel Cell Voltage Misdetection*, has posted to the Service Information System (SIS). It includes repair, software, and warranty information related to this recall.

CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification by late February 2019.

As always, be sure to do an iN VIN status inquiry for all vehicles passing through your dealership to determine eligibility for any open campaigns.