



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

[REDACTED]

NEF-109 br  
Ref. No. 11325815

Indianapolis, IN [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 Honda Clarity vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. While researching your problem, we identified a recall (NHTSA Safety Recall Campaign No. 18V-921) that may be of interest to you. A problem with the vehicle's fuel cell control unit (FC-ECU) may misinterpret a small cell voltage drop and a warning light may illuminate. If the warning indicator illuminates, the vehicle may enter EV limp mode or may lose motive power and come to a stop increasing the risk of a crash. All MY 2017 and MY 2018 Honda Clarity Fuel Cell vehicle were affected. Honda mailed owner notifications for Recall 18V-921 in February 2019.

You did not include your vehicle identification number (VIN), so we cannot determine if you had Recall 18V-921 previously performed on your vehicle. We recommend that you contact Honda to determine if your vehicle is included in the recall and if you require further assistance regarding this matter. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

You may consider contacting the Indiana Attorney General's Office or a private attorney regarding your vehicle problems and rights under the State laws. You may also ask your

dealership for a meeting with a Honda district manager regarding your problems. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, reimbursement matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure



**AUTOMOBILE DIVISION**  
 American Honda Motor Co., Inc.  
 1919 Torrance Blvd., - P.O. Box 2215  
 Torrance, CA 90509-9870

February 2019

NHTSA Recall 18V-921

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**WHAT IS THE REASON FOR THIS NOTICE?**

Honda has decided that a defect which relates to motor vehicle safety exists in all 2017 and 2018 model year Clarity Fuel Cell vehicles. The vehicle's fuel cell control unit (FC-ECU) may misinterpret a small cell voltage drop as the deterioration of the fuel cell stack causing a warning indicator to illuminate and the fuel cell stack to shutdown. If the warning indicator illuminates, the vehicle may enter EV limp mode or may lose motive power and come to a stop, increasing the risk of a crash.



Owners of certain 2017 model year Clarity Fuel Cell vehicles were mailed letters in February 2018 notifying them of National Highway Traffic Safety Administration (NHTSA) Recall 18V-068. The software remedy for NHTSA Recall 18V-068 does not properly detect and provide adequate warning of fuel cell stack deterioration prior to shutdown of the fuel cell stack (loss of motive power). All 2017 and 2018 model year Clarity Fuel Cell vehicles, including those vehicles that previously received the software update to remedy NHTSA Recall 18V-068, must have the latest software update installed.

**WHAT WILL HONDA DO?**

The dealer will update the FC-ECU software with programming that will provide adequate warning of fuel cell stack deterioration prior to fuel cell stack shutdown for free.

**WHAT SHOULD YOU DO?**

Please call any authorized Honda Fuel Cell dealer and make an appointment to have the software update installed on your vehicle for free. Once you make an appointment for your vehicle, be advised that the total repair process may take approximately 15 minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information!

**CHECK YOUR VEHICLE FOR OPEN RECALLS**

You can check your vehicle's eligibility for repair under this or any other recall. Please access the *Honda Recall Lookup* tool at [www.recalls.honda.com](http://www.recalls.honda.com) and enter your Vehicle Identification Number (VIN).

**OWNER INFORMATION**

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title information, which indicate that you are the current owner of this vehicle. If this is not the case, or if any of the information is not correct, please complete, sign and return the Information Change Card and we will then update our records. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

**DO YOU STILL HAVE MORE QUESTIONS?**

Should you have any questions about this recall, please contact your authorized Honda dealer. Should you need additional assistance, you may contact American Honda's Customer Support & Campaign Center at 1-888-234-2138, Twitter @HondaCustSvc, email or chat by going to <http://owners.honda.com/help/customer-relations>. You may also visit [www.recalls.honda.com](http://www.recalls.honda.com) to use "Ask Dave", our 24/7 virtual agent.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge and within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.

## CAMPAÑA DE SEGURIDAD IMPORTANTE

Esta notificación aplica a su vehículo: XXXXXXXXXXXXXXXXXXXX

Estimado FIRSTNAME LASTNAME,

Esta notificación ha sido enviada a usted de acuerdo con el decreto de la oficina de Administración Nacional de Seguridad del Tráfico en las Carreteras (National Highway Traffic Safety Administration o NHTSA por sus siglas en inglés).

### ¿CUÁL ES EL MOTIVO DE ESTA NOTIFICACIÓN?

Honda ha determinado que existe un defecto el cual está relacionado con la seguridad del vehículo en todos los vehículos Clarity Fuel Cell año modelo 2017 y 2018. La unidad de control de celdas de combustible (FC-ECU) del vehículo puede mal interpretar una caída de voltaje de la celda como el deterioro de la pila de celdas de combustible ocasionando que se ilumine un indicador de advertencia y que se apague la pila de celdas de combustible. Si el indicador de advertencia se ilumina, el vehículo puede ingresar en la modalidad de funcionamiento limitado EV o puede perder energía motriz y detenerse, aumentando el riesgo de un choque.



**En febrero del 2018 se enviaron cartas a los propietarios de ciertos vehículos Clarity Fuel Cell año modelo 2017 notificándoles de la campaña de seguridad 18V-068 de la Administración Nacional de Seguridad en el Tráfico de las Carreteras (NHTSA). La reparación del programa para la campaña de seguridad NHTSA 18V-068 no detecta y no brinda la advertencia adecuada del deterioro de la pila de celdas de combustible antes de que se apague la pila de celdas de combustible (pérdida de energía motriz). Todos los vehículos Clarity Fuel Cell año modelo 2017 y 2018, incluyendo los vehículos que previamente recibieron la actualización del programa en la campaña de seguridad NHTSA 18V-068, se les debe instalar la actualización del programa más reciente.**

### ¿QUÉ HARÁ HONDA?

El concesionario actualizará de forma gratuita el programa FC-ECU con la programación que brindará la advertencia adecuada del deterioro de la pila de celdas de combustible antes de que se apague la pila de celdas de combustible.

### ¿QUÉ DEBE HACER USTED?

Por favor comuníquese con cualquier concesionario Honda autorizado de celdas de combustible y haga una cita para la actualización del programa en su vehículo de forma gratuita. Una vez que programe una cita para su vehículo, le avisamos que el proceso de reparación total podría tardar aproximadamente 15 minutos. No obstante, su concesionario le puede ofrecer un mejor estimado del tiempo total de esta visita de servicio, ya que pudiera ser necesario que su vehículo esté disponible por un periodo más largo. ¡Si usted no es el único conductor de este vehículo, por favor informe a todos los conductores y pasajeros sobre esta información importante!

### VERIFIQUE SI SU VEHÍCULO TIENE UNA CAMPAÑA DE SEGURIDAD PENDIENTE

Puede verificar la elegibilidad de su vehículo para que sea reparado bajo esta campaña de seguridad o bajo cualquier otra. Por favor acceda a la herramienta "**Honda Recall Lookup**" en [www.recalls.honda.com](http://www.recalls.honda.com) e ingrese su número de identificación del vehículo (VIN).

### INFORMACIÓN DEL PROPIETARIO

Usted recibió esta notificación porque las regulaciones gubernamentales requieren que esta notificación sea enviada al último propietario registrado. Nuestros registros están basados principalmente en la información del título y registro en el estado, el cual indica que usted es el propietario actual de este vehículo. Si no es el caso o si la información no está correcta, por favor complete, firmé y devuelva la tarjeta de Cambio de información anexa y nosotros actualizaremos nuestros registros. Si usted es el arrendador de este vehículo, las regulaciones federales requieren que usted envíe una copia de esta notificación a su arrendatario en un lapso de diez días.

### ¿USTED TODAVÍA TIENE MÁS PREGUNTAS?

**Si tiene preguntas acerca de esta campaña de seguridad, por favor comuníquese con su concesionario Honda autorizado.** En caso de necesitar asistencia adicional, usted puede comunicarse con el Centro de Apoyo al Cliente y Campañas de American Honda al 1-888-234-2138, Twitter @HondaCustSvc, correo electrónico, o chat por medio de <http://owners.honda.com/help/customer-relations>. Usted también puede visitar [www.recalls.honda.com](http://www.recalls.honda.com) para usar "Ask Dave", nuestro agente virtual, 24 horas/7 días a la semana.

Si usted cree que American Honda o el concesionario ha fallado o no le es posible reparar el defecto en su vehículo, sin cobro alguno y dentro de un periodo de tiempo razonable (60 días desde la fecha en que usted contactó por primera vez el concesionario para la cita de la reparación), usted puede enviar una queja a: Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternativamente, usted también puede comunicarse con el número de llamada sin costo (Toll-free) Safety Hotline de NHTSA al 888-327-4236 (TTY 800-424-9153), o visitar la página web <http://www.safercar.gov>.

Le pedimos disculpas por cualquier inconveniente que esta campaña de seguridad pudiera causarle.

Atentamente,  
**American Honda Motor Co., Inc.**