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Sent on	01	26	2018	Expires on	04	13	2018
From	Brad Ortloff, Manager of Auto Campaigns and Recalls						
Subject	Safety Recall: 2017 Fuel Cell Stack - Power System Problem Message is Displayed						

DATE: January 26, 2018

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Safety Recall: 2017 Fuel Cell Stack - Power System Problem Message is Displayed

Today, January 26, 2018, American Honda is announcing a **Safety Recall** for **certain** 2017 Clarity Fuel Cell vehicles because of an error in the Fuel Cell Electronic Control Unit (ECU) software programming. This programming error may lead to an unexpected loss of motive power while driving, which may increase the risk of a crash.

The software update required by this recall will be applied to new vehicles during production or, for those vehicles already in transit to the United States, at the port. Therefore, any new vehicles recently delivered to your dealership or that will be delivered in the future should not require repair or are not covered under this recall. As always, you must check each vehicle's recall status prior to any lease or customer delivery.

While Honda-owned demonstration vehicles in your inventory are considered non-salable, they are subject to this recall and should be repaired as soon as possible. If, in the future, any of these demonstration vehicles becomes salable, you must confirm that it has been repaired prior to sale/ lease.

Note: Failure to repair a vehicle as necessary prior to sale/lease may subject your dealership to claims or lawsuits from the customer or anyone else harmed as a result of such failure.

Basic Concern

Honda has decided that a defect, which relates to motor vehicle safety, exists in 2017 model year Clarity Fuel Cell vehicles. The fuel cell stack is made up of many individual cells that act like batteries which are monitored individually by the vehicle. The Fuel Cell ECU software responsible for monitoring voltage in the fuel cell stack may misinterpret a minor voltage variance as a larger issue and erroneously shut down the fuel stack, resulting in an unexpected loss of motive power, potentially increasing the risk of a crash.

Campaign Information

VINs are available for search on VIN Status Inquiry and part of your eResponsibility report. Service bulletin 18-016, is available/posted to the Service Information System as of January 26, 2018 and includes warranty, tools, and repair information related to the recall campaign.

Repair/Service Bulletin

Update the FC (fuel cell) system software with the i-HDS. Details provided in Service Bulletin **18-016 Safety Recall: Fuel Cell Stack - Power System Problem Message is Displayed** that posted to Service Information System (SIS) as of today January 26, 2018.

Parts

There are no parts associated with the repair for this recall campaign.

Tools

Software for updating vehicles is available for dealer download as of January 26, 2018. Please make sure to download the most up to date software. Service Bulletin 18-016 has detailed information on the update programming codes.

Warranty

Detailed information on warranty and repair is available in service bulletin 18-016.

As always, please make sure to check iN VIN Status to determine if a particular vehicle is eligible for these or any other campaigns.