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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	Safety Recall: 2017-18 Clarity Fuel Cell Electric Water Pump
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DATE: April 19, 2019

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Safety Recall: 2017-18 Clarity Fuel Cell Electric Water Pump

On April 18, 2019, American Honda notified NHTSA of a safety recall and stop sale for all 2017-18 Clarity Fuel Cell (FC) vehicles due to concerns with the fuel cell cooling system electric water pump. Refer to your eResponsibility report or do an iN VIN status inquiry to determine which vehicles in your inventory are **affected**.

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

BACKGROUND

Affected vehicles have an electric water pump (EWP) that circulates cooling water to cool the fuel cell stack. During manufacturing, the EWP's magnet surface was not properly treated for corrosion. Over time, corrosion may prevent the motor from starting, in turn preventing the vehicle from starting and triggering DTC P1FC5 (FC Electric Water Pump Failure [Warning]). If corrosion interferes with the EWP while driving the vehicle, DTC P1FC9 (Fuel Cell Insulating Fluid Pressure Lower Than Expected) will trigger, and the vehicle can only be driven at significantly reduced power for a short period of time and then come to a stop, increasing the risk of a crash.

REPAIR

At this time, a repair procedure is not available. American Honda will notify all dealers by iN message once a repair procedure is available. Please direct all fuel cell vehicles to a Honda Certified Fuel Cell Dealer for diagnosis and repairs.

PARTS

At this time, there are no parts available for this campaign. American Honda will notify all dealers by iN message once parts are available.

TOOLS

There are no special tools or equipment required for this repair.

SERVICE BULLETIN

Placeholder service bulletin 19-050, *Safety Recall: Fuel Cell Electric Water Pump*, has been posted to the Service Information System (SIS) as of April 19, 2019. A revised version will be posted to SIS once parts, repair procedure, and warranty information are available.

CUSTOMER NOTIFICATION

American Honda expects to complete customer notification in early June 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.