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<b>Sent on</b>	12	18	2020	<b>Expires on</b>	03	05	2021
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<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls
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<b>Subject</b>	Stop Sale/Safety Recall: 2020-2021 Multi-Model DC-DC Converter
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DATE: December 18, 2020

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

Re: Stop Sale/Safety Recall: 2020-2021 Multi-Model DC-DC Converter

On December 17, 2020, American Honda notified NHTSA of a stop sale and safety recall for certain 2020 Accord Hybrid, 2020 CR-V Hybrid and 2020-2021 Insight vehicles to resolve 12-volt battery charging issues managed by the DC-DC converter unit, which may cause the vehicle to not start or the engine to stop while driving, 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.

BACKGROUND

The DC-DC converter within the Power Control Unit (PCU) may generate excessive voltage, triggering the failsafe mode in the power supply control program. In this condition, the DC-DC converter unit is unable to supply power to the 12V battery, which may result in the illumination of the 12V battery warning light and a warning message to be displayed. If the vehicle continues to be driven in this condition, driving assistance may decrease in effectiveness and eventually stop.

REPAIR

Update the PCU software.

SOFTWARE

The software is available as of December 17, 2020.

PARTS

There are no parts needed for this recall.

TOOLS

There are no special tools needed for this recall.

SERVICE BULLETIN

Service bulletin 20-124, *Safety Recall: Multi-Model Hybrid DC-DC Converter PCU Software Update*, has been posted to the Service Information System (SIS) as of December 18, 2020. It includes software, repair, and warranty information related to this campaign.

CUSTOMER NOTIFICATION

American Honda expects to begin customer notification in late February 2021.

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.