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<b>Sent on</b>	01	14	2019	<b>Expires on</b>	02	14	2019
<b>From</b>	Brad Ortloff, Manager of Auto Campaigns and Recalls						
<b>Subject</b>	17-18 Clarity Fuel Cell Hydro.Tank Temp. Sensor Software and Fuel Cell Stack Rep						

DATE: January 14, 2019

TO: All Honda Fuel Cell Certified Dealers Parts &amp; Service Managers, Advisors, and Personnel

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: Product Updates: 2017-18 Clarity Fuel Cell Hydrogen Tank Temperature Sensor Software and Fuel Cell Stack Replacement

Today American Honda is notifying dealers of two product updates affecting certain 2017-18 Clarity Fuel Cell vehicles.

- The first is a software update to the hydrogen tank temperature sensors.
- The second is a product update to replace the fuel cell stack on a limited number of vehicles due to premature deterioration.

*IMPORTANT: As American Honda continues to use telematics systems and updated software to collect vehicle information, it will be able to identify additional vehicles that are beginning to experience the fuel cell stack deterioration described below. Therefore, American Honda recommends checking VIN status each Friday. In addition, Automobile Customer Service will be working between customers and dealers to schedule a convenient time for the fuel cell stack repair.*

**Do an iN VIN status inquiry to determine which units in your inventory are affected.**

#### PROBLEM

Temperature Sensors: During refueling, the tank may not be allowed to be filled completely due to a false reading between the two hydrogen tank sensors. This will set either DTC P1F76 (*main hydrogen tank temperature sensor malfunction*) or DTC P1F77 (*sub hydrogen tank temperature sensor malfunction*).

**Fuel Cell Deterioration:** Water improperly discharged inside the fuel cell stack mixes with hydrogen and oxygen, generating hydrogen peroxide. The hydrogen peroxide/water combination concentrates in one area, accelerating the deterioration of the electrolyte membrane in the fuel cell.

#### REPAIR

- **Temperature Sensors:** Affected vehicles will require a software update to the hydrogen tank temperature sensor software.
- **Fuel Cell Deterioration:** Affected vehicles will require replacement of the fuel cell stack.

#### PARTS

- **Temperature Sensors:** No parts are required to do this repair.
- **Fuel Cell Deterioration:** Parts are available and are VIN controlled. Parts should be ordered once a customer appointment is scheduled through Automobile Customer Service.

## TOOLS

- **Temperature Sensors:** Software is available for download. Update your tools with **i-HDS Software Version: 1.004.053 or later**.
- **Fuel Cell Deterioration:** No special tools are required outside of those needed to be a Fuel Cell Certified dealer.

## SERVICE BULLETINS

The following service bulletins have been posted to the Service Information System (SIS). They include repair, parts, software, and warranty information related to these product updates.

- **Temperature Sensors:** Service bulletin 19-001, *Product Update: 2017-18 Clarity Fuel Cell Tank Temperature Sensor Software*
- **Fuel Cell Deterioration:** Service bulletin 19-006, *Product Update: 2017-18 Clarity Fuel Cell Stack Replacement*

## CUSTOMER NOTIFICATION

American Honda expects to complete initial customer notification by the middle of 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.