



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

February 2018

NHTSA Recall 18V-068

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle:

Dear

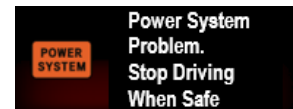
This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

### WHAT IS THE REASON FOR THIS NOTICE?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2017 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. If the warning indicator illuminates, the vehicle may enter EV limp mode or may lose power and come to a stop, increasing the risk of a crash.

### WHAT WILL HONDA DO?

The dealer will perform a software update for free.



### WHAT SHOULD YOU DO?

Please call any authorized Honda Fuel Cell dealer and make an appointment to have the software update performed on your vehicle at no charge to you. 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 visit 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 data, which indicate that you are the lessee 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>.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge, 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, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA's 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 campaign may cause you.

Sincerely,

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