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Sent on	10	04	2018	Expires on	12	22	2018
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From	Brad Ortloff, Manager of Auto Campaigns and Recalls
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Subject	2018 Honda Clarity Plug-In Hybrid Product Updates
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DATE: October 04, 2018

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

FROM: Brad Ortloff, Manager of Auto Campaigns and Recalls

RE: 2018 Honda Clarity Plug-In Hybrid Product Updates

Today, American Honda is announcing several product updates affecting certain 2018 Honda Clarity Plug-In Hybrid (PHEV) models. **There may be multiple combinations of these campaigns per VIN. To clearly identify each vehicle's needs, be sure to do an iN VIN status inquiry for units in dealer inventory and during customer visits. Also, to help ensure customer satisfaction and reduce inconvenience, make sure all parts and software are available when customers arrive.**

PROBLEM

- **Climate Control:** In certain operating conditions, a software issue with the climate control unit and PCM software may lead to incorrect operation of the coolant 3-way valve, causing DTC P26A3 (electric water valve malfunction) to set.
- **Electric Valve Timing Control (EVTC):** In certain operating conditions, an issue with the PCM software may lead to incorrect operation of the EVTC, causing DTC P100C (electric VTC motor signal circuit malfunction) and/or P0010 (variable valve timing control [VTC] malfunction) to set.
- **Driver Information Interface:** In certain EV mode driving conditions, a software issue with the driver information interface may lead to the HV range reading unusually high (more than 1,000 miles remaining).
- **Warranty Information CD:** The warranty information CD placed in the vehicle did not list the correct warranty coverage for the state of Oregon. This may cause customer confusion regarding coverage.

REPAIR/ BULLETIN: As of today, the following service bulletins have been posted to the Service Information System with repair procedures, parts, software, tools, and warranty claim information:

- **18-089, Product Update: 2018 Clarity Plug-In Climate Control Unit Replacement**
- **18-090, Product Update: 2018 Clarity Plug-In Hybrid EVTC & 3-Way Valve Software Update (P100C/P0010/P26A3)**
- **18-091, Product Update: 2018 Clarity Plug-In Hybrid Driver Display Software Update (Mileage)**
- **18-096: Product Update: 2018 Clarity Plug-In Hybrid Warranty Information CD**

PARTS: Parts to support repairs are available for dealer ordering.

TOOLS: Tools to support these repairs should be in dealer inventory and the new software is available for download. Make sure your diagnostic tools have this software.

CUSTOMER NOTIFICATION: Customer notifications are expected to take place in late November.

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.