2014-15 Accord Hybrid Cell Voltage Sensor Safety Recall Q&A	
What is the reason for this recall?	The CVS may not have sufficient electrical noise toughness, which may result in the CVS incorrectly interpreting electrical noise from the hybrid battery inverter and motor circuits. If the CVS incorrectly interprets the electrical noise, it can cause the vehicle to switch to a fail-safe electric vehicle (EV) mode in which the vehicle uses the electric motor for propulsion, with braking and steering functionality operating on electric power only. If the vehicle switches to fail-safe EV mode while cruising at highway speed, the internal combustion engine will shut off with visual and audible warnings and the vehicle will experience a sudden loss of power, with the maximum speed limited to approximately 40 mph. Once in fail-safe EV mode, the vehicle may be able to travel for up to two miles at which time the hybrid battery will likely completely discharge. If the battery completely discharges while the vehicle is still in operation, the vehicle will stall, increasing the risk of a crash. The software update will prevent misinterpretation of the noted electrical noise.
What is electrical noise toughness?	Many vehicle components generate magnetic fields that may manifest as electrical noise as they operate in the vehicle. This electrical noise can transmit to other components, confusing their operation, if those components do not have sufficient safeguards built in for anticipated noise.
Why doesn't this affect all Accord Hybrid vehicles?	Digital TV is available in vehicles sold in Japan. A change to the CVS was made during 2014 model year production to account for poor digital television reception in Japan-market Accord Hybrids. This change to the CVS did not properly anticipate that the electrical noise would adversely affect the CVS. This change was also applied to US market vehicles as a "common" component change. Please note that only 3 Accord Hybrid vehicles from the 2014 model year are affected. The remaining vehicles are all from the 2015 model year.
What will be done to recalled vehicles?	A Honda dealer will apply a hybrid system software update, free of charge.
How long will the inspection/repair take?	Customers should ask their dealers for a total time estimate when making an appointment, as each dealer's daily schedule is different. Once the technician has the vehicle, the update should take less than half an hour.
Will this software update affect MPG or emissions?	It will have no effect on fuel economy ratings or emissions.
Will the software update affect vehicle drivability or performance?	There should be no effect on drivability or performance after the software update is applied.
How did Honda discover the issue?	The issue was originally discovered through warranty claims.
What were the customer complaints that led to those warranty claims?	Customers complained of the vehicle going into EV mode and eventually losing motive power.
When will customers be notified?	Owners can check their vehicle recall status now at www.recalls.honda.com and immediately schedule an appointment with their local dealer. Letters to owners of affected vehicles will be mailed starting in early November, 2015.
What should a customer do if their vehicle is experiencing a problem now?	All of these vehicles are eligible for the recall repair immediately. If a customer's vehicle is included in the recall, they should contact a Honda dealer as soon as possible to schedule repair. If the vehicle is not included in the recall or is experiencing another issue, a Honda dealer can assist with diagnosis and repair. This recall only applies to a limited number of vehicles, and it is unnecessary for all owners of all 2014-2015 Accord Hybrid vehicles to visit a dealer. However, we want each customer with an included vehicle to ensure that it is repaired.
Are all 2014-15 Accord Hybrids part of this recall?	No. Only a limited number of specific vehicles are affected by this recall. Only certain 2014-2015 Accord Hybrid vehicles made during specific production periods are affected.
Is there a potential to include other vehicles in the future?	We are confident that we have identified all of the potentially affected vehicles and do not expect to add any in the future.