

U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148	
Date Received 22-FEB-2021	Repository <input type="checkbox"/> Reference No. 11397291

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: RUSSELL State: PA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5J6RW2H97ML0 [REDACTED]	Make HONDA	Model CR-V	Model Year 2021
Date Purchased 2/13/21	Dealer's Name and Telephone Number BIANCHI HONDA [REDACTED]		Engine: No: Cylinders 4
Original Owner [REDACTED]	Dealer's City ERIE	State PA	Zip Code [REDACTED]
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 15-FEB-2021

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 060000 ENGINE (PWS), 072100 FUEL SYSTEM, GASOLINE: DELIVERY: FUEL PUMP	Failure Mileage 120	Failure Speed
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2021 HONDA CR-V. THE CONTACT STATED THAT THE FUEL PUMP CONTINUED RUNNING AFTER THE VEHICLE HAD BEEN SHIFTED INTO PARK AND TURNED OFF. THE CONTACT HAD TO RESTART AND SHUT-OFF THE VEHICLE A SECOND-TIME FOR THE FUEL PUMP TO STOP RUNNING. ON ONE OCCASION THE CONTACT NOTICED THAT THE FUEL PUMP WAS STILL RUNNING A FEW HOURS AFTER THE VEHICLE WAS TURNED OFF. THE CONTACT CONTACTED BIANCHI HONDA (8430 PEACH ST, ERIE, PA 16509, (814) 868-9678) AND NOTIFIED THE DEALER OF THE FAILURE HOWEVER, THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 120.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

We had a 2017 CRV that had the same problem as our 2021 CRV. It sounds like the fuel pump runs after the car is shut off, It is sporadic, not a continuous issue. I did not take the CRV back to the dealer because it does not run all the time. Another Honda dealership told me I have a smart car and it is running a diagnostic test on itself. I didn't find anything in the owners manual about any such test, If its doing a test on itself why didn't the salesman tell people about this sound? Since this has been going on Honda has now issued a recall on certain vehicles for a fuel pump problem. If more is needed call [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

PITTSBURGH PA 150

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NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**



**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



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National Highway Traffic Safety Administration

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National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382  
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