



U.S. Department
of Transportation
2009 AUG -8
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

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

25-JUN-2009

Repository ☐

Reference No.

10274941

OWNER INFORMATION (Type or Print)

Name

Address

City

RICHLAND

State

MI

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/4/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3GNDA23D77S

Make

CHEVROLET

Model

HHR

Model Year

2007

Date Purchased

July 07

Dealer's Name and Telephone Number

Midway Chevy 1-268-685-6871

Engine:

No: Cylinders

2.24cyl

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto
matic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

5YR 100,000 miles

Multiple Failure:

Stabilizer Bushing

Incident Date(s)

06-MAY-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 021000 SUSPENSION: FRONT, 021100 SUSPENSION: FRONT: STABILIZER BAR

Failure Mileage

26533

Failure Speed

25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Hankook Optima

Tire Model (Name or Number)

215/55R16

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☒ Original Equipment
☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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 2007 CHEVROLET HHR. THE CONTACT STATED THAT THE VEHICLE MAKES A LOUD NOISE WHEN DRIVEN BETWEEN 25-30 MPH. HE TOOK THE VEHICLE TO THE DEALER SEVERAL TIMES AND THEY REPLACED THE FRONT PASSENGER SIDE STABILIZER CONTROL ARM; HOWEVER, THE FAILURE WAS NOT CORRECTED. HE TOOK THE VEHICLE TO THREE OTHER SERVICE CENTERS FOR DIAGNOSTIC TESTING AND THEY CONFIRMED THE STABILIZER FAILURE. THE CONTACT TOOK THE VEHICLE BACK TO THE DEALER AND THEY STATED AGAIN THAT THE FRONT STABILIZER FAILED. THE ESTIMATED COST FOR REPAIR WAS \$300. THE FAILURE MILEAGE WAS 26,533 AND CURRENT MILEAGE WAS 61,353.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

Section 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 is responsible for a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, if any, may be used in support of the agency's action.

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

hear the Noise in front end when Breaking at 45 mph or less stabilizer
Bushings took to several different shops common thing on the HHR one shop
said he replaced a lot of them & same for a couple of other people.
I am the original owner of this vehicle bought new July 07 with 7 miles on it
never abused.

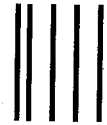
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



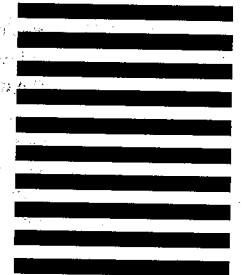
**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

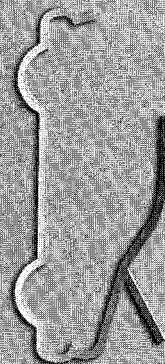
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

