

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
FOR AGENCY USE ONLY 100148U.S. Department
of TransportationNational 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

Date Received

NOV 10 2010
29-JUN-2010Repository ☐Reference No.
10340645**OWNER INFORMATION (Type or Print)**

Name

Address

City

ALPENA

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

3GNDA23P37S

Make

CHEVROLET

Model

HHR

Model Year

2007

Date Purchased

12-29-07

Dealer's Name and Telephone Number

CLIFF ANSCHUETZ

Engine:

No: Cylinders

Fuel Type:

gas

Original Owner

☒

Dealer's City

ALPENA

State

Mich

Zip Code

49707

4

Transmission Type

aut mackit

☒ Antilock Brakes

Powertrain

Front wheel drive Brakes

Multiple Failure:

Incident Date(s)

09-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

9000

Failure Speed

0

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: DOTM9ABC036)

☐ 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

Number of Deaths

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 WHILE APPLYING THE BRAKES THE FRONT END OF THE VEHICLE WOULD VIBRATE. THE VEHICLE WAS TAKEN TO THE DEALER AND THE ROTORS WERE TURNED AT 9,000 MILES. THE FAILURE HAPPENED AGAIN AND THE ROTORS WERE TURNED AGAIN. THE FAILURE STILL PERSISTED AND AT 30,000 MILES THE ROTORS WERE REPLACED. THE FAILURE MILEAGE WAS APPROXIMATELY 9,000. THE CURRENT MILEAGE IS APPROXIMATELY 31,000. UPDATED 10/27/10. *LJ

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.



1074 U.S. 23 NORTH • P.O. BOX 306 • ALPENA, MI 49707 • PHONE (989) 354-3157 OR 800-996-6604
www.cliffanschuetz.com • FAX (989) 354-4551

CUSTOMER NO. 13579	ADVISOR DANIEL	500	530	INVOICE DATE 09/09/08	INVOICE NO. CTC65650
	LABOR RATE	LICENSE NO.	MILEAGE 9,071	COLOR BLACK/	STOCK NO. 8769
ALPENA, MI	YEAR / MAKE / MODEL	07/CHEVROLET TRUCK/HHR ROADSTER/HHR		DELIVERY DATE 12/29/07	DELIVERY MILES
	VEHICLE I.D. NO.	3 G N D A 2 3 P 3 7 S		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.S. DATE 09/09/08	
	BUSINESS PHONE	COMMENTS			

MO: 9071

JOB# 1 CHARGES

LABOR-
J# 1 04CVZ06 BRAKE VIBRATION TECH(S):813 WARRANTY
CUSTOMER STATES THAT BRAKES PULSATE WHEN STOPPING FROM
50-55 MPH AND BRAKING SLIGHTLY HARD
LRO=.003 ON BOTH FRONT ROTORS
RESURFACED FRONT BRAKE ROTORS
THICKNESS L=1.020 R=1.019 AFTER L=1.006 R=1.006 DISCARD .906
LRO AFTER .001 ON BOTH SIDES

JOB# 1 TOTALS

COMMENTS-
WAIT/PCC

TECHNICIAN CERTIFICATION
813

EARL WALMSLEY

M236643

TOTALS

E
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!
YOUR COMPLETE SATISFACTION IS OUR GOAL. IF YOU ARE NOT
COMPLETELY SATISFIED OR HAVE ANY CONCERNS PLEASE CONTACT
SERVICE MANAGER CHRIS BEAUVAIS AT 989-354-3157 FOR
ASSISTANCE IN RESOLVING YOUR CONCERN.

CUSTOMER SIGNATURE

SERVICE, PARTS AND
BODY SHOP HOURS
MON. - FRI.

7:30 AM - 5:30 PM

SALES HOURS

MON. - FRI.

8:00 AM - 5:30 PM

SAT.

9:00 AM - 1:00 PM

MISCELLANEOUS
SHOP SUPPLIES

A token charge equivalent to 6% of cost of our labor
charge, maximum of \$20.00 for supplies used in or
on your vehicle. Items are nuts, bolts, washers, tape,
pins, solvents, lubricants, window sealers, mats,
towels, aerosol sprays, etc.

THE DEALERSHIP'S LABOR TIME GUIDE,
REFLECTS AN AVERAGE TIME REQUIRE-
MENT FOR PERFORMANCE OF SPECIFIC
VEHICLE REPAIRS AND MAY THERE-
FORE BE EITHER MORE OR LESS THAN
THE ACTUAL CLOCK TIME IN ANY GIVEN
INSTANCE.



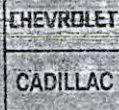
REG # F-105492

The factory warranty constitutes all of the
warranties with respect to the sale of this
item/items. The seller hereby expressly dis-
claims all warranties, either express or
implied, including any implied warranty of
merchantability or fitness for a particular
purpose. Seller neither assumes nor autho-
rizes any other person to assume for it any
liability in connection with the sale of this
item/items.

ALL REPAIRS WERE PROPERLY

PERFORMED X

Thank You



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CUSTOMER NO. 13579	ADVISOR DAN	TAG NO. 300	422	INVOICE DATE 05/05/09	INVOICE NO. CTC573380
	LABOR RATE	LICENSE NO.	MILEAGE 16,810	COLOR BLACK/	STOCK NO. 8769
ALPENA, MI	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/HHR ROADSTER/HHR	DELIVERY DATE 12/29/07	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. 3 G N D A 2 3 P 3 7 S				
	F.T.E. NO.	P.O. NO.		R.O. DATE 05/05/09	
BUSINESS PHONE	COMMENTS				MO: 16810

JOB# 1 CHARGES-----

LABOR-----

J# 1 02CVZLOF LUBE OIL FILTER TECH(S):4484 7.95

CUSTOMER REQUESTS LUBE OIL FILTER

CHANGE ENGINE OIL, REPLACE OIL FILTER AND LUBE ALL GREASEABLE

CHASSIS FITTINGS, TOP OFF NECC. FLUID LEVELS AND PERFORM

COMPLETE GM GOODWRENCH VEHICLE INSPECTION. RESET OIL LIFE

MONITOR IF EQUIPPED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		12605566	FILTER 1.836	6.95
	5		OIL	SHELL	2.60
TOTAL - PARTS					19.95

MISC-----

CODE-----

DIS. LABOR \$ DISCOUNT

PD. PARTS \$ DISCOUNT

CONTROL NO-----

TOTAL - MISC 10.00

JOB# 1 TOTALS-----

LABOR 7.95

PARTS 19.95

MISC 10.00

JOB# 1 JOURNAL PREFIX CTC5 JOB# 1 TOTAL 17.90

SERVICE, PARTS AND
BODY SHOP HOURS
MON. - FRI.
7:30 AM - 5:30 PM
SALES HOURS
MON. - FRI.
8:00 AM - 5:30 PM
SAT.
9:00 AM - 1:00 PM

MISCELLANEOUS
SHOP SUPPLIES

A token charge equivalent to 5% or less of our labor
charge, maximum of \$20.00, for supplies used in or
on your vehicle. Items are nuts, bolts, washers, tape,
pins, solvents, lubricants, window sealers, mats,
towels, aerosol sprays, etc.

THE DEALERSHIP'S LABOR TIME GUIDE
REFLECTS AN AVERAGE TIME REQUIRE-
MENT FOR PERFORMANCE OF SPECIFIC
VEHICLE REPAIRS AND MAY THERE-
FORE BE EITHER MORE OR LESS THAN
THE ACTUAL CLOCK TIME IN ANY GIVEN
INSTANCE.

JOB# 2 CHARGES-----

LABOR-----

J# 2 04CVZ01 BRAKE CONCERN TECH(S):813 WARRANTY

O/S BRAKES PULSATE WHEN APPLIED

FRT ROTORS RUSTED

RESURFACED FRT ROTORS

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTC5 JOB# 2 TOTAL 0.00



REG # F-105492

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purpose. Seller neither assumes nor autho-
rizes any other person to assume for it any
liability in connection with the sale of this
item/items.

ALL REPAIRS WERE PROPERLY

PERFORMED X

JOB# 3 CHARGES-----

LABOR-----

J# 3 09CVZ001 STEERING/SUSPENSION TECH(S):813 WARRANTY

O/S RATTLE FROM UNDER VEHICLE OVER BUMPS

NOISE/LOOSE

REPLACED LEFT FRT SWAY BAR LINK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		20784686	LINK 7.240	
TOTAL - PARTS					0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CTC5 JOB# 3 TOTAL 0.00

MISC-----

CODE-----

SS SHOP SUPPLIES

CONTROL NO-----

JOB # A 0.80

Thank You

CHEVROLET

CADILLAC

BODY
SHOP

CLIFF ANSCHUETZ

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CUSTOMER NO.	13579	ADVISOR	DANIEL	500	TAG NO.	101	INVOICE DATE	06/24/10	INVOICE NO.	CTCS86860
		LABOR RATE			MILEAGE	30,825	COLOR	BLACK/	STOCK NO.	8769
		YEAR / MAKE / MODEL	07/CHEVROLET TRUCK/HHR/4DR 2WD LT				DELIVERY DATE	12/29/07	DELIVERY MILES	
		VEHICLE I.D. NO.	3 G N D A 2 3 P 3 7 S				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			R.O. DATE	06/23/10		
		BUSINESS PHONE								
		COMMENTS								MO: 30825

JOB# 1 CHARGES

LABOR-----
J# 1 02CVZLOF LUBE OIL FILTER TECH(S):4484 7.95
CUSTOMER REQUESTS LUBE OIL FILTER
CHANGE ENGINE OIL, REPLACE OIL FILTER AND LUBE ALL GREASEABLE
CHASSIS FITTINGS, TOP OFF NECC. FLUID LEVELS AND PERFORM
COMPLETE GM GOODWRENCH VEHICLE INSPECTION. RESET OIL LIFE
MONITOR IF EQUIPPED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	19168267	FILTER 1.836	6.95
	5	OIL	SHELL	2.60
TOTAL - PARTS				19.95

JOB# 1 TOTALS

LABOR 7.95
PARTS 19.95

JOB# 2 CHARGES

LABOR-----
J# 2 04CVZ01 BRAKE CONCERN TECH(S):813 WARRANTY
O/S BRAKES PULSATING AGAIN
PULSATING
REPLACED FRT BRAKE ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	2	19201429	ROTOR 5.809	
TOTAL - PARTS				0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3+04CVZ06 BRAKE VIBRATION TECH(S):813 59.95
CUSTOMER STATES VIBRATION WHEN BRAKING
FRT BRAKE PADS AT 25-30 % REMAINING. OFFERED CUSTOMER TO
REPLACE PADS & CLEAN & LUBE SLIDES WHILE REPLACING ROTORS.
REPLACED FRT BRAKE PADS & CLEAN & LUBED FRT SLIDES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	19157892	PAD KIT 5.017	60.00
TOTAL - PARTS				60.00

JOB# 3 TOTALS

LABOR 59.95
PARTS 60.00

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 119.95

SERVICE, PARTS AND
BODY SHOP HOURS

MON. - FRI.
7:30 AM - 5:30 PM

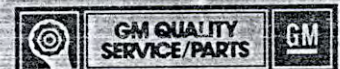
SALES HOURS

MON. - FRI.
8:00 AM - 5:30 PM
SAT.
9:00 AM - 1:00 PM

MISCELLANEOUS
SHOP SUPPLIES

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GENERAL MOTORS CORPORATION

REG # F-105492

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ALL REPAIRS WERE PROPERLY

PERFORMED X

Thank You