



U.S. Department of Transportation
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
SEP 16 2011
19-AUG-2011

Repository
Reference No.
10420712

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City CINCINNATI State OH 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
3GNBABFW4BS [Redacted] Make CHEVROLET Model HHR Model Year 2011
Date Purchased 14-MARCH-11 Dealer's Name and Telephone Number McChuskey 578 761-1111 Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City Cincinnati State OH Zip Code
Transmission Type Antilock Brakes Powertrain Multiple Failure: Yes Incident Date(s) 10-JUN-2011 04-sept-11
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage 6835 Failure Speed 25
13490

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) Original Equipment Failure Location:
 Prior Repair
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 2011 CHEVROLET HHR. THE CONTACT STATED THE AIR BAG LIGHT ILLUMINATED WHILE THE CELLULAR PHONE WAS CHARGING. THE DEALER RESET THE ELECTRICAL SYSTEM, BUT THE FAILURE WAS NOT CORRECTED. THE AIR BAG LIGHT CONTINUED TO ILLUMINATE INTERMITTENTLY. THE MANUFACTURER FILED REPORT 71962548301 AND ADVISED THE CONTACT THAT ANY DEVICE CONNECTED IN THE VEHICLE WOULD CAUSE AN ELECTRICAL INTERFERENCE. THE FAILURE MILEAGE WAS 6,835 AND THE CURRENT MILEAGE WAS 10,000.

- called on star
they have a ll failed reports

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 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)

GM will not address the problem. I feel unsafe allow my family to ride in front seat This is causing a hardship on my family and myself I make double trips.

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

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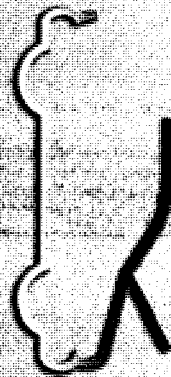
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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**



NHTSA
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