

INFORMATION ACT (EOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		Date Received <b>DEC 5 2011</b> 10-NOV-2011	Repository <input type="checkbox"/>  Reference No. 10435192
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
KETTERING	OH		
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
3GNBABFW6BS		CHEVROLET	HHR
Model Year		Engine:	Fuel Type:
2011		No: Cylinders 4	FLEX FUEL OR REG.
Date Purchased	Dealer's Name and Telephone Number		State
MAY 16, 2011	LANGS CHEVY 1-800 241-5264		OH
Original Owner	Dealer's City	Zip Code	
<input checked="" type="checkbox"/>	BEAVER CREEK	45434	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
AUTO	<input checked="" type="checkbox"/> Cruise Control		SERVICE AIR BAG
			Incident Date(s)
			10-MAY-2011
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage	Failure Speed
		17000	0
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b>			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
			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 WARNING LIGHT WAS CONSTANTLY ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER AT LEAST ONCE A MONTH BUT THE DEALER WAS UNABLE TO DETERMINE THE FAILURE OR WHY THE WARNING LIGHT WAS ILLUMINATED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 17,000.			
FINAL FIX → 1,801 THIS IS CORRECT MILEAGE			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>			
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.			

1,801



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\*INVOICE\*

635 ORCHARD LANE  
BEAVERCREEK, OHIO 45434  
(937) 426-2313 (937) 372-3551

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KETTERING, OH  
HOME:  
BUS:

CONT:  
CELL:

SERVICE ADVISOR: 101 JIM BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ARCTIC ICE	11	CHEVROLET HHR	3GNBABFW6BS		610/610	T1225	
IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
16MAY11 IS			WAIT 15JUN11		0.00	CASH	15JUN11
16MAY11 DD							
R.O. OPENED	READY	OPTIONS: STK:HT585 DLR:? ENG:LE8 TRN:MX0					
08:01 15JUN11	10:22 15JUN11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUST STATES THAT THE SERVICE AIR BAG LIGHT HAD COME AND STAYED ON FOR A DAY --IS OUT NOW CHECK AND ADVISE

CAUSE: POOR CONTACT OL RS  
N6654 CONNECTOR RECONNECTION

28	W94						(N/C)
N6654 OL							
28	W94						(N/C)

CC: 0621  
FC: 7083  
PART#:  
COUNT:  
CLAIM TYPE:  
AUTH CODE: E

610 CHECKED FOR DTC FOUND B0090-3A & B0081-3A SET & PASSED, CHECKED GROUND CIRCUIT 1551 OF ROS & PPS-OK .4 OHM, R&R R/F SEAT TO INSPECT GROUND 302 LOCATION L-15 FOUND NUT SLIGHT LOOSE, R&R NUT, INSPECT, CLEANED PAINT OFF, & REINSTALLED, RETESTED CIRCUIT1551 .1 OHM CLEARED DTCS & CHECKED OPERATION OF DTCS TO RESET-OK, TOTAL TIMES=1.0

B	30 DAY FREE INSPECTION						
	SS SEE STORY						
	101 CW					0.00	0.00

610 INSPECTION COMPLETED



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	
PLEASE PAY THIS AMOUNT	0.00



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KETTERING, OH

PAGE 1

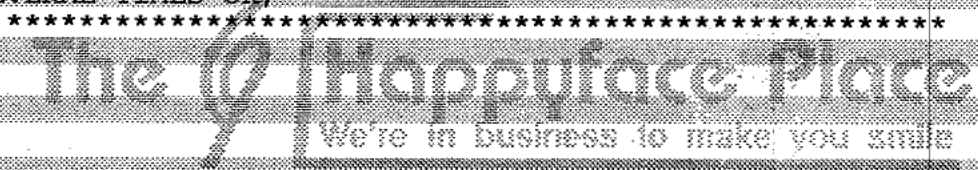
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 101 JIM BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ARCTIC ICE	11	CHEVROLET HHR	3GNBABFW6BS		869/869	T2639	
IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
16MAY11 IS			WAIT 29JUL11		0.00	CASH	29JUL11
16MAY11 DD							
R.O. OPENED	READY	OPTIONS: STK:HT585 DLR:? ENG:LE8 TRN:MX0					
07:33 29JUL11	12:29 29JUL11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES THAT THE AIR BAG LIGHT IS COMING BACK ON CHECK AND ADVISE CAUSE: F							
N6650 TERMINAL REPLACEMENT							
28 W94 (N/C)							

869 BROKEN WIRES, TOTAL TIME 2.2 CREDIT 6104 \$5 FOR TERMINAL LEADS p#1393365-2 SIR, CHECKED OPERAIOTON NO LIGHT ON, FOUND DTC B0090-3A & B0081-3A SET HIST, CLEARED DTCS & CHECKED TO RESET-NONE, R&R CENTER CONSOLE & TESTED CIRCUIT FOR ROLLOVER SENSOR ALL TESTED-OK, WHEN CHECKING DATA LOST COMMUNICATION WITH SDM, NO LIGHT CAME ON & NO U CODES SET FOR SDM, WIGGLE TESTETD WIRE HARNESS TO SDM NO CHANGE, DISCONNECTED & INSPECT TERMINALS 1, 2, 31, & 33 ALL OK, RECONNECTED & STARTED TO COMMUNICATE WITH SDM, BUT LOST IT AGAIN, R&R-SDM & INSPECT TERMINAL IN SDM-OK, TESTED CIRCUITS 1240, 5060, 1339, & 351 ALL SHOW OK, WIGGLE TESTED WIRE HARNESS AT SDM CONNECTOR FOUNDN STARTED TO COMMUNICATE, REMOVED WIRE HARNESS COVER FROMCONNECTOR FOUNDN CIRCUIT 1240 & 5060 HAVING DAMAGE, REPLACED BOTH TERMINAL LEADS, & RECHECKED OPERAITON SEVERAL TIMES-OK,



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	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY



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KETTERING, OH  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 237 DANIEL T BANKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ARCTIC ICE	11	CHEVROLET HHR	3GNBABFW6BS		1801/1884	T5322	
IN SERVICE	DEL DATE	WARR. EXP	ESTIMATED DELIVERY	PO NO.	RATE	PAYMENT	INV. DATE
16MAY11 IS			17:00 22NOV11		0.00	CASH	23NOV11
R.O. OPENED	READY	OPTIONS: STK:HT585 DLR:? ENG:LE8 TRN:MX0					
07:34 14NOV11	12:38 23NOV11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S IS THIRD VISIT FOR AIR BAG LIGHT/CAME ON  
9-28/10-14/11-10/11-13/STAYS ON TILL TURNS OFF CAR/HAS TIME  
PICS ON DIG CAMERA/HAS G.M CASE 71-1007373037/CHECK/ADVISE

CAUSE: POOR CONTACT  
C8870 INFLATABLE RESTRAINT PASSENGER SEAT  
SUPPRESSION MODULE REPLACEMENT  
28 W94 (N/C)  
1 25994653 SENSOR (N/C)  
1 25972192 F-HARNES (N/C)  
C8870 DIAG  
28 W94 (N/C)  
N6650 TERMINAL REPLACEMENT  
28 W94 (N/C)  
N6650 OLH 2.0  
28 W94 (N/C)  
CC: 0621  
FC: 7083  
PART#: 25972192  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE: E



1884 C8870-1.2+0.3 N6650-0.5 + 2.0 O/L CLOCKED. CREDIT 6104 FOR  
TERMIAL LEAD p#1393364-2. CASE#71-1009131187. CHECKED FOR DTCS FOUND  
B0090-3A & B0081-3A SET IN HIST. CHECKED PASSENGER PRESENCE SYSTEM FOR  
DTCS FOUND 4064 & 4065 SET, CALLED TAC FOR ANY ASSISTANCE WAS TOLD NEED  
TO DUPLICATE LAMP COMMING WAS TOLD NO OTHER CASE OF COMPLAINT & DTCS.  
R&R CENTER CONSOLE. ROAD TESTED SEVERAL TIMES NO LAMP. CHECKED ALL  
CIRCUITS, TERMINALS, & CONNECTORS ON ROLLOVER SENSOR & PPS MODULE, ALSO  
OHMED ACCROSSED X316 TERMINALS OF CONNECTORS-OK, CHECKED CIRCUIT 5018  
FROM SDM TO PPS & ROLLOVER SENSOR-OK, REPLACED TERMINAL LEAD AT SDM  
TERMINAL 60 CIRCUIT-5018. CLEARED DTCS & ROAD TESTED SEVERAL TIMES FOR  
DTCS TO RESET, FOUND 3 TIMES B0081-3A SET, FOUND 4064 RESET IN PPS  
MODULE. TESTED ALL CONNECTORS. R&R R/F SEAT INSPECT WIRE HARNESS & WIRE

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

CUSTOMER #: 11118888

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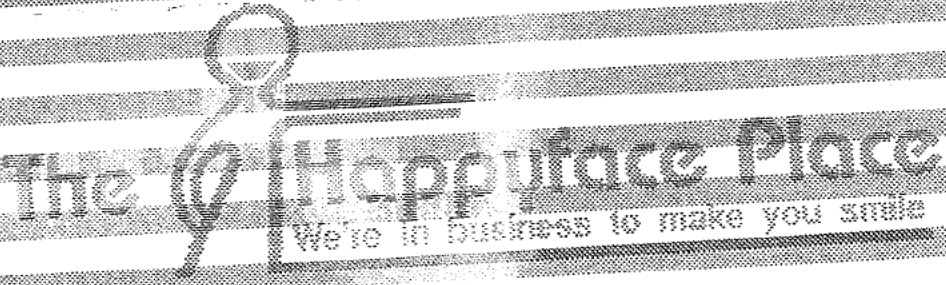
PAGE 2

SERVICE ADVISOR: 237 DANIEL T BARKS

LETTERING, OH [REDACTED] CONT [REDACTED]  
 HOME: [REDACTED] CELL: [REDACTED]  
 BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
		CHEVROLET HHR	3GNBABFW6BS		1801/1864	TS322	
ARCTIC ICE IN SERVICE	DEL. DATE	WARR. EXP.	ESTIMATED DELIVERY	PO NO.	DATE	PAYMENT	INV. DATE
16MAY11 IS			17:00 22NOV11		0.00	CASE	23NOV11
16MAY11 DD							
R.O. OPENED		READY	OPTIONS: STK:HT585 DLR: ? ENG: L88 TRN: M10				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
07:34	14NOV11	12:38	23NOV11				
TO PPS MODULE, REPLACED PPS MODULE & JUMPER HARNESS FOR MODULE, COAT ALL TERMINALS WITH DYE ELECTRIC LUBE, CALIBRATED PPS SENSOR, & ROAD TESTED SEVERAL TIMES & CHECKED FOR DTCS-NONE *****							



  
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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