



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

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

AGENCY USE ONLY 100148

Date Received: **MAR 14 2012**  
10-FEB-2012

Repository

Reference No. 10447385

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]

Address: [REDACTED]

City: HEYWORTH State: IL 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: **3BNBAEFW7BS [REDACTED]**

Make: CHEVROLET Model: HHR Model Year: 2011

Date Purchased: **DEC 31 2010** Dealer's Name and Telephone Number: **LEMANS CHEVY City** Engine: No: Cylinders: **4** Fuel Type: **GAS**

Original Owner:  Dealer's City: **BLOOMINGTON** State: **IL** Zip Code: **61702**

Transmission Type: **MANUAL**  Antilock Brakes  Cruise Control Powertrain: **FRONT DRIVE** Multiple Failure: **YES** Incident Date(s): 28-DEC-2010

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

Vehicle Component Code: 010000 STEERING Failure Mileage: 50 Failure Speed: 35

**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: **NONE** Number of Deaths: **NONE** 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 WHILE DRIVING 35 MPH THE STEERING WHEEL BEGAN PULLING TO THE LEFT. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 50 AND THE CURRENT MILEAGE WAS 17,000.

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.

March 3, 2012

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

RE: 2011 Chevrolet HHR Vin#3BNBAEFW7B[REDACTED]  
To clarify the original "Vehicle Owner's Questionnaire"

On December 30, 2011 (+ or – two days) I purchased the HHR from Leman's Chevy City (dealer) in Bloomington, Illinois. After test driving the HHR I reported to the "sales person" that the vehicle pulled to the left and something was wrong with the steering. He advised the Service Department asking that they correct the problem that I found.

When I took delivery and took the HHR to the Service Department, they asked if I would drive it about 1000 miles to "shake it down". I did what I was asked and took it back to them and they said, they found the alignment "out" and realignment was made (repair order attached and on file with GM who paid for it via warranty). It did not correct the problem. I took it back to Leman's 7 times (some repair orders attached) and no correction resulted. I even went to the Service Department management who promised to fix the problem (after 5<sup>th</sup> return). When I kept the appointment (6<sup>th</sup> and 7<sup>th</sup>) they did not move the car because they said they were, "too busy".

I then took the HHR to another Dealer, Baum Chevrolet in Clinton, Illinois. They found it out of specification and realigned it again. Baum Chevrolet has worked with me and the HHR over 6 months to diagnose and correct the problem. The last time (alignment and forms attached) they told me they could not help me anymore and did not say that their extensive work under direction of General Motors Central Office personnel corrected the problem. In fact I was told it did not! The HHR is still unsafe because of the left pull and occasional right pull as the road surface changes.

I have driven nine (9) HHR's over the last six months that have the handling and left hand pull and other difficulties that my HHR has. Further names and VIN numbers are available if you need them.

Sincerely,

[REDACTED]  
Heyworth, IL [REDACTED]

# LEMAN'S CHEVY CITY



1602 Morrissey  
 Bloomington, Illinois 61704  
 Phone 309 663-4311  
 www.samleman.com

**GM Goodwrench Service Plus**  
 The Plus means better.



|                                   |   |                       |                               |                                  |                                  |
|-----------------------------------|---|-----------------------|-------------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>75787</b>      | ADVISOR<br><b>JON REED</b>                                    | TAG NO.<br><b>792</b> | 3304                          | INVOICE DATE<br><b>01/21/11</b>  | INVOICE NO.<br><b>CTCS291911</b> |
| [REDACTED]<br><b>HEYWORTH, IL</b> | LABOR RATE  | LICENSE NO.           | MILEAGE<br><b>1,047</b>       | COLOR<br><b>MOCHA STEEL</b>      | STOCK NO.<br><b>CV4780</b>       |
|                                   | YEAR / MAKE / MODEL<br><b>11/CHEVROLET TRUCK/HHR/LS SEDAN</b> |                       |                               | DELIVERY DATE<br><b>12/31/10</b> | DELIVERY MILES<br><b>275</b>     |
|                                   | VEHICLE I.D. NO.<br><b>3GNBAEFW7BS</b>                        |                       |                               | SELLING DEALER NO.               | PRODUCTION DATE                  |
| <b>LCCDUMP@SAMLEMAN.COM</b>       | F. T. E. NO.  | P. O. NO.             | R. O. DATE<br><b>01/21/11</b> |                                  |                                  |
| RESIDENCE PHONE                   | BUSINESS PHONE  | COMMENTS              |                               |                                  |                                  |

MO: 1047

**LABOR**

J# 1 28CVZ4ALIGN WHEEL ALIGNMENT TECH(S):559 WARRANTY  
 CUSTOMER STATES THAT VEHICLE PULLS TO THE LEFT; MOSTLY WHEN ON FREEWAY E2020  
 COMPUTER ALIGN ALL FOUR WHEELS AND CHECKED SUSPENSION SYSTEM  
 TECH FOUND EXCESSIVE TOE-IN, ADJUSTED BOTH FRONT CAMBER & TOE

J# 2 12CVZ DRIVEABILITY TECH(S):559 WARRANTY  
 CUSTOMER STATES THAT VEHICLE VIBRATES AT 60-65 MPH; POSSIBLY COMING FROM RIGHT FRONT WHEEL.  
 TECH BALANCED ALL WHEELS  
 FOUND BOTH LEFT SIDE TIRES OFF BY 1 OZ.  
 BALANCED ALL 4 TIRES AND RECHECKED OK E0203

J# 3 15CVZ AUTO TRANS TECH(S):559 WARRANTY  
 CUSTOMER STATES THAT THERE IS A GEAR NOISE COMING FROM EITHER THE AXLE OR THE TRANSMISSION  
 TECH TEST DROVE AND WAS UNABLE TO VERIFY CUSTOMERS CONCERN  
 NO PROBLEM FOUND

J# 4 25CVZ15KMPI 15K WORLD CLASS MPI TECH(S):559 INTERNAL  
 NEW VEHICLE WORLD CLASS INSPECTION  
 TECHNICIAN TO PERFORM WORLD CLASS INSPECTION LOOKING FOR DEFECTIVE COMPONENTS, LEAKS AND WEAR ITEMS.  
 TECHNICIAN PERFORMED WORLD CLASS INSPECTION  
 SEE MPI "KNOW YOUR VEHICLE" REPORT FOR COMPLETE FINDINGS

**DISCLAIMER OF WARRANTIES**  
 The sellers, Leman's Chevy City, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Leman's Chevy City, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**  
 I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

TOTALS

THANK YOU FOR DOING BUSINESS WITH LEMAN'S CHEVY CITY.

\* WILL APPEAR FOR GM LIFETIME WARRANTY PARTS.

AUTOBODY REPAIRS ARE COVERED BY A LIMITED LIFETIME WARRANTY. PLEASE SEE YOUR CONSULTANT FOR DETAILS. APPLIES TO ORIGINAL OWNER.

PAYMENT TYPE:  
 CASH CHECK #  
 VISA MASTERCARD  
 DISCOVER  
 CHARGE

CUSTOMER SIGNATURE

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**

**IMPORTANT**  
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT TROY BOWMAN, SERVICE MANAGER IMMEDIATELY. THANK YOU  
 LEMAN'S CHEVY CITY  
 (309) 663-4311

Reynolds and Reynolds TO ORDER: www.reynolds.com 1-800-344-0908; fax 1-303-524-0855  
 FORM IFA-12R-A14 (12-09)

**LEMAN'S CHEVY CITY**



1602 Morrissey  
Bloomington, Illinois 61704  
Phone 309 663-4311  
www.samleman.com

**GM Goodwrench Service Plus**  
The Plus means better.



|                           |  |                     |                               |                               |
|---------------------------|--|---------------------|-------------------------------|-------------------------------|
| CUSTOMER NO. <b>75787</b> | ADVISOR <b>JON REED</b>                                    | TAG NO. <b>1799</b> | INVOICE DATE <b>01/24/11</b>  | INVOICE NO. <b>CTCS292014</b> |
|                           | LABOR RATE   | LICENSE NO.         | MILEAGE <b>1,086</b>          | COLOR <b>MOCHA STEEL</b>      |
|                           | YEAR / MAKE / MODEL <b>11/CHEVROLET TRUCK/HHR/LS SEDAN</b> |                     | DELIVERY DATE <b>12/31/10</b> | STOCK NO. <b>CV4780</b>       |
| HEYWORTH, IL              | VEHICLE I.D. NO. <b>3GNBAEFW7BS</b>                        |                     | SELLING DEALER NO.            | DELIVERY MILES <b>275</b>     |
| LCCDUMP@SAMLEMAN.COM      | F.T.E. NO.   | P.O. NO.            | R.O. DATE <b>01/24/11</b>     | PRODUCTION DATE               |
| RESIDENCE PHONE           | BUSINESS PHONE   | COMMENTS            | MO: 1086                      |                               |

| LABOR  | TECH(S)    | WARRANTY  |              |            |            |             |
|--|------------|-----------|--------------|------------|------------|-------------|
| J# 1 11CVZ   | ELECTRICAL |           |              |            |            |             |
| CUSTOMER STAETS THE LEFT FRONT TIRE SENSOR IS NOT READING PRESSURE<br>TECH FOUND CODE WHEN DIAGING CAR C0750 FOR FRONT LEFT SENSOR: TECH TRIED RELEARNING SNESORS, BUT TO NO AVAIL.<br>TECH REPLACED LEFT FRONT SENSOR (E0722) CLEARED DEFAULT CODE AND RELEARNED SENSOR |            |           |              |            |            |             |
| TOTAL - LABOR  |            | 0.00      |              |            |            |             |
| PARTS  | QTY        | FP-NUMBER | DESCRIPTION  | LIST PRICE | UNIT PRICE | WARRANTY    |
| JOB # 1  | 1          | 20923680  | SENSOR 5.890 |            |            | 0.00        |
| TOTALS   |            |           |              |            |            |             |
| 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        |
| <b>TOTAL INVOICE \$</b>  |            |           |              |            |            | <b>0.00</b> |

THANK YOU FOR DOING BUSINESS WITH LEMAN'S CHEVY CITY.  
 \* WILL APPEAR FOR GM LIFETIME WARRANTY PARTS.  
 AUTOBODY REPAIRS ARE COVERED BY A LIMITED LIFETIME WARRANTY. PLEASE SEE YOUR CONSULTANT FOR DETAILS. APPLIES TO ORIGINAL OWNER.  
 PAYMENT TYPE:  
 CASH CHECK #  
 VISA MASTERCARD  
 DISCOVER  
 CHARGE  
 CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
 The sellers, Leman's Chevy City, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Leman's Chevy City, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

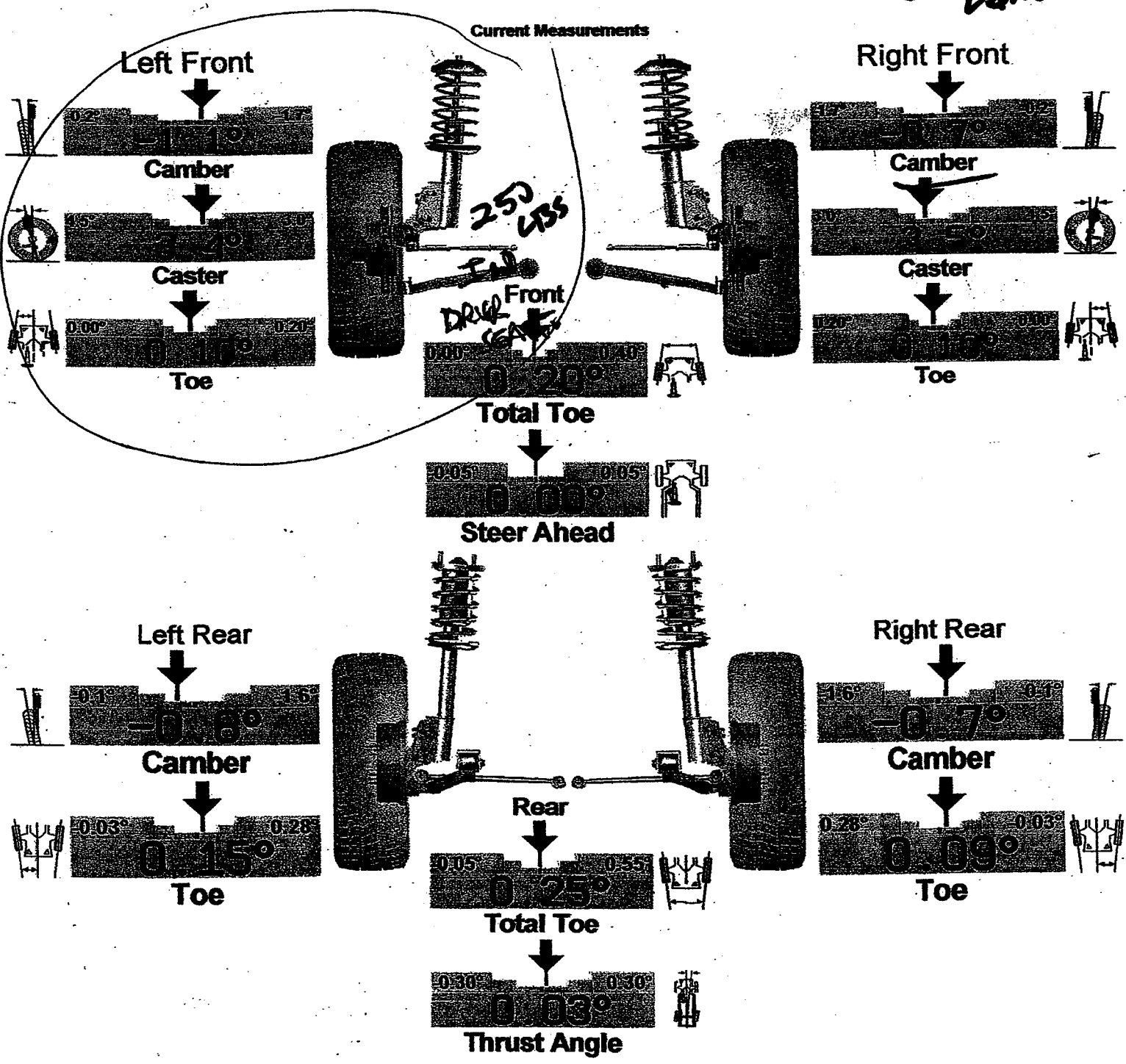
**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**  
 I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

**THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 96 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.**

N: 3GNBAEFW7BS  
 Case: (IL)  
 Color: gold  
 Year: 11  
 Technician: Bobcat  
 Mileage: 12685

**ExpressAlign®**  
**Chevrolet 06-10 HHR**

*EVEN DE  
LABOR*



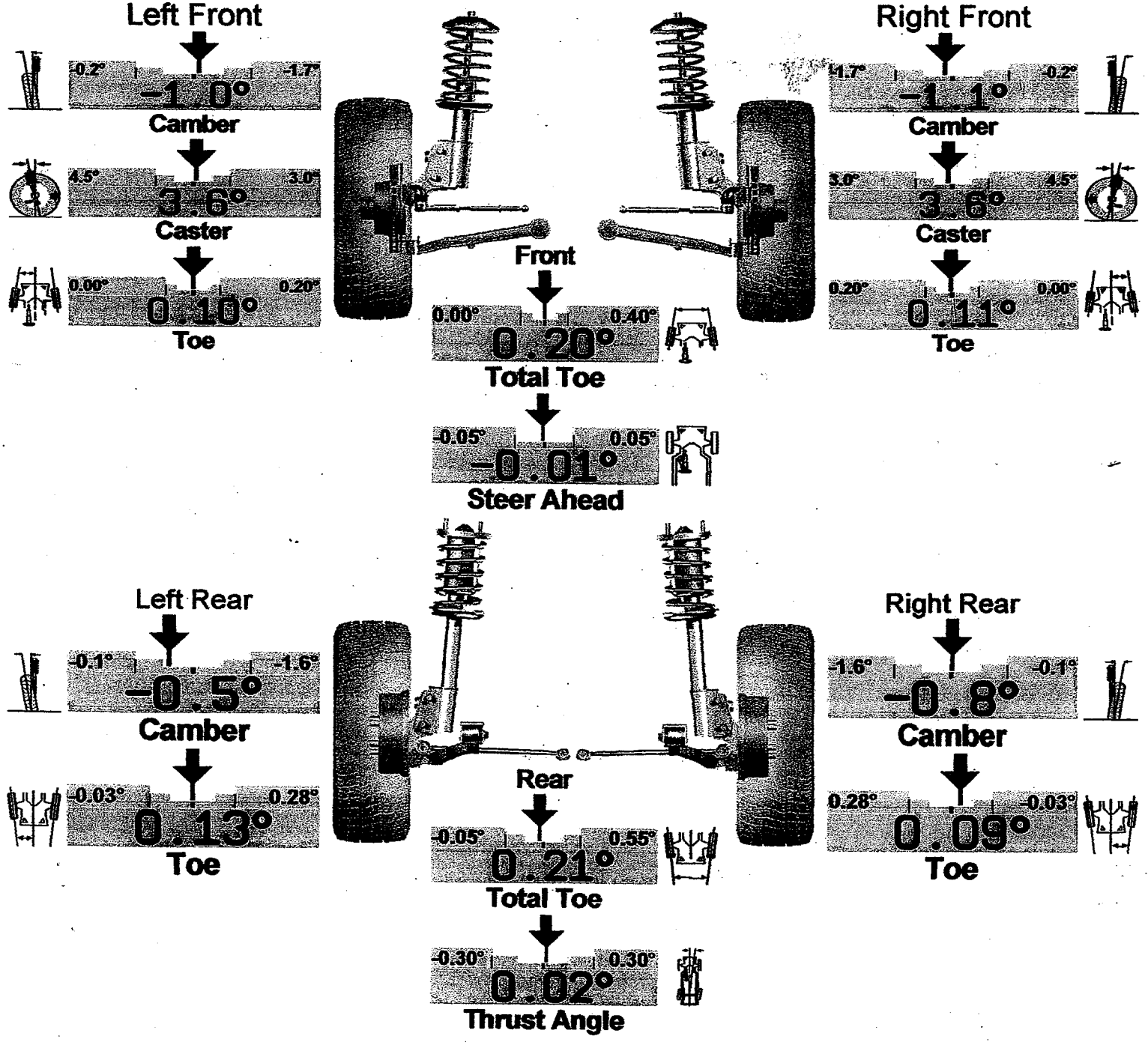
**Recommended Procedure**  
**No adjustments are required.**

IN: 3GNBAEFW7BS  
License: (IL)  
Color: gold  
Year: 11  
Technician: Bobcat  
Mileage: 17317

1/25/12  
w/270 lbs in DR. Seat

### ExpressAlign® Chevrolet 06-10 HHR

#### Current Measurements



**Recommended Procedure**  
No adjustments are required.

CUSTOMER #: 55000

360124



810 West VanBuren St.
Clinton, IL 61727
Phone: (217) 935-3156
Fax: (217) 935-0435
www.baumchevybuick.com

\*INVOICE\*

PAGE 1

HEYWORTH, IL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 738 COREY OSBORNE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE. Includes details for a 2011 Chevrolet HHR.

07:46 23JAN12 13:43 26JAN12
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES VEHICLE DRIFTS LEFT-PUTTING ON BODYSHOP ALIGNMENT MACHINE
THEN ON OURS, SEE TROY
CAUSE: CHECKED ALIGNMENT
DIAG REP

928 WGM 0.00 (N/C)
ALL ALIGNMENT SETTINGS IN SPEC STILL WHERE SETTINGS WERE SET UPON
LAST VISIT WITH 250LB DRIVER IN THE DRIVERS SEAT CALLED TAC TO SET UP
CASE CONSULTANT STATED NO ISSUE ALIGNMENT GOOD AND IN SPEC CONDITION
NORMAL FOR THIS VEHICLE ACCORDING TO RECORDED CASES WITH MAN TRANS

B\*\* LUBE OIL AND FILTER CHANGE
LOF LUBE OIL AND FILTER CHANGE
858 CPC 0.00
SUBL QUICK LUBE
CPC 37.84 37.84

UNLESS OTHERWISE STATED ALL PARTS AND LABOR
CARRY A 12 MONTH, 12,000 MILE WARRANTY

CHEVROLET BUICK

PAID
JAN 27 2012
BY: [Signature]

Table with columns: DESCRIPTION, TOTALS. Includes disclaimer of warranties, terms of repair, and a summary of charges totaling 37.84.