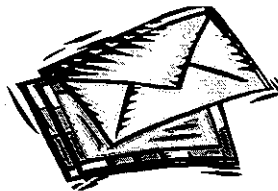


# **NHTSA ccmMercury Routing Slip**



CL-10453475-1590

Printed: 4/13/2012

**NHTSA #: ES12-002067**

**XREF #:**

**Delivery: EXP**

**Rec'd Date: 4/13/2012**

**Doc Type: GEN**

**Address To: NOA010**

**Referred By: NPO-011**

**Doc Date:**

**Due Date: 5/14/2012**

**S10 #:**

**DOT/I #:**

**RMP #:**

**Subject: LETTER TO THE ADMINISTRATOR FROM [REDACTED] REQUESTING RECALL ON THE 201 CHEVROLET HHR (PHOTOS ENCLOSED - NOT IMAGED)**

**Ack Date:**

**Sign Office: ENFORCEMENT**

**Cleared Date:**

**File Loc:**

**Added By: BMILLINGS x65470**

**Ack By:**

**Signature: NANCY L. LEWIS**

**Cleared By:**

**XREF File:**

**Modified By: BERNADETTE.MILLINGS**

**Signed For:**

**Cleared For:**

**Closed Date:**

**Most Recent Comment: PLEASE PROVIDE EXEC SEC A CLOSE OUT COPY**

**Author:**

**HOLLAND, MI [REDACTED]**

**Tel: Fax: E-mail:**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

| <b>Assigned To</b> | <b>Task</b> | <b>Asgn Date</b> | <b>Deadline</b> | <b>Returned Date</b> |
|--------------------|-------------|------------------|-----------------|----------------------|
| NVS-200            | REPLY       | 4/13/2012        | 5/14/2012       |                      |
| NPO-011            | INFORMATION | 4/13/2012        |                 | 4/13/2012            |

**APR 16 2012**

NAM

041612

TGW

Dear Mr. Strickland,

I understand that your organization, the National Highway Traffic Safety Administration, is the one that issues recalls of vehicles that are deemed unsafe and need to be fixed. I am writing to request such a recall, on the 2011 Chevrolet HHR.

I had an accident in January with a 2011 HHR that I had purchased last June from DeNooyer Chevrolet in Holland, Mich. When we bought the car, we had heard that it was a safe, dependable vehicle, which is something my wife and I both wanted for our teenage daughters to learn to drive in, as well as transport our two dogs when we wanted to take a family trip.

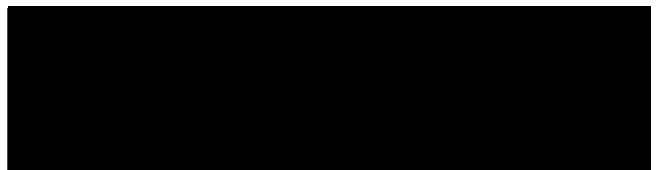
The accident occurred on a snowy and icy day, which is typical of winters in our part of the state. I came to an intersection, and when the light turned yellow, I tried to stop the car. It wouldn't stop, and it slid through the intersection. A GMC Yukon that was in the opposite direction made a left turn, not realizing I couldn't stop, and hit me on the left-front corner panel of the HHR, turning me 90 degrees from the direction I was going and causing more than \$8,000 damage to the car.

Fortunately, I wasn't seriously hurt. I banged my shoulder into the corner post of the vehicle, but that was it. But as I got home and analyzed what went wrong, I realized that the airbags on the car never deployed and that the OnStar system I had, which I thought automatically called when there is any sort of accident or damage, never activated. We later found that for OnStar to activate, the airbags have to deploy. But we had two main unanswered questions: Why didn't the antilock brakes on the HHR deploy to stop the vehicle, and once the accident occurred, why didn't the airbags activate?

We raised our concerns to GM, and got a response back from their engineering people, using the information that had been collected from the vehicle. Their assertion was that the antilock brakes were working properly, which I challenge because they said I needed to apply the brakes seven seconds before I entered the intersection. That would have meant I would have had to start hitting the brakes BEFORE the light turned yellow, about two football fields away from the intersection, which I find just plain stupid. It also said the impact was insufficient to deploy the airbags, which I also find incredibly upsetting. I was traveling about 30 mph in one direction and was struck by a vehicle going at nearly the same speed in the opposite direction. The damage was significant enough that as of April 10, the HHR was STILL undergoing repairs..80 days after the accident.

I have submitted the results of GM's report in our letter. I would respectfully request the NHTSA seriously consider a recall of the HHR over both the anti-lock brakes and the airbags. I feel the vehicle is unsafe and people who drive it are at unnecessary risk for injury and death in an accident.

Thank you for your time.



*Photos are enclosed of the  
damaged vehicle.*

ES12-002067

*This is a letter I wrote to Former U.S. Rep. E. Curren  
U.S. Senate candidate Pete Hockstra (R-Michigan)*

Dear Pete,

I am writing you about a concern I have with the safety of a General Motors product. My concern is this. Does someone really have to die before safety issues are addressed?

Here's the story. Last June, my wife and I purchased a brand new 2011 HHR in order to provide a safer, more dependable vehicle for our teenage daughters to learn to drive and to have enough room to take our two dogs with us when we wanted to go somewhere as a family.

In January, on one of the days we actually had snow on the ground, I came to an intersection, tried to stop, couldn't, and slid through. A car in the opposite direction made a left turn, not realizing I couldn't stop, hit me on the front left side of the HHR, turning me 90 degrees from the direction I was going and caused over \$8,000 of damage to the car.

The good news here is that no one was hurt. When I got home, the first thing my wife asked, after being assured everyone was okay, was did I get to see what my airbag looked like? I suddenly realized my airbags never deployed and OnStar never called in the accident.

We later found out that apparently for On Star to call, the airbags have to deploy. This all led to a discussion with a good friend who serves as our advocate when it comes to all things cars. The three of us all had the same question.

Why didn't the airbags deploy? Why didn't the antilock brakes stop the car, or at least slow it down? (The brakes get overwhelmed with snow pretty easily.) We went to the dealer we bought the car from, DeNooyer Chevrolet in Holland, Mich. and our insurance agent, Dallas Smock of State Farm, also in Holland. The insurance agent couldn't give us an answer and told us they would not be totaling out the car, there was not enough damage. More on that later. At the dealer, everyone we talked to had some kind of technological explanation as to why the airbags didn't deploy.

Here is the insidious part about the accident. My shoulder hit the front door post, where there is an airbag. We were allowed in the shop to look the car over, take pictures and ask questions. the guys in the shop were courteous, and honest with us. I cannot say the same for the dealer.

When we first started asking questions, the dealer treated us like an inconvenience and tried to blow us off. It wasn't until our advocate went in and reminded them that I write for the Grand Rapids Press that they could start talking to us and taking us seriously. I had also sent a few heated emails to GM, who also couldn't be bothered with us until they found out what I did for a living.

DeNooyer did finally get a representative from GM to look into it, pull the black box and see if we had a real issue. The attitude at this point seemed to shift from ignoring us to suspicion, as though we were trying to get away with something. This accident happened on January 18, and on March 9, I finally got a form letter from ESIS/GM basically claiming the car performed as it should. The letter also stated I should keep the car in an unrepaired condition

until the dispute is resolved. A day before I got the letter, DeNooyer called to tell me the repairs on the car were almost done. They knew we were disputing it, and repaired the car anyway. One other thing about the repair, when they gave me the repair estimate, a good portion of the parts came from a local junkyard off another wrecked HHR, but they are called "certified GM parts."

Since no one was hurt, the next issue is money. Here's how that breaks down. The car lists on NADA's website at about \$12,000, and I was promised by DeNooyer I would not lose value if I had them do the service under warranty and would not be punished for the accident if they did the repairs. I did this and on the recommendation of the body shop, decided to trade it in for another vehicle we liked.

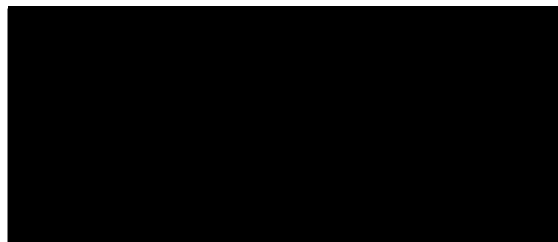
We (me, my wife, and our advocate), worked out a deal for the exchange that would have profited everyone except me, I would have taken a \$2,000 loss but would have been out of a car I believe to be unsafe. DeNooyer said no, and only offered \$9,000 on trade-in, claiming that is what the car would go for at auction. On the lot that day they had a 2008 HHR for \$13,000. I asked the insurance company why they would not total the car out, they said it had to have damage equaling 75 percent of the value and they base the value on what I purchased the car for, \$15,000.

This whole experience has left me bitter and frustrated. I wanted this car when I bought it. I wanted it to be everything it was promised to be. It wasn't. I did everything asked to do by the dealer and was left holding the bag. I currently hold a credit rating in the 800's and am seriously considering how much it will hurt me to give them the car back.

What I see is an end result of being bailed out of their financial troubles. Without getting into a debate about whether that was right or wrong, I will say that as a middle-income American struggling to hang onto a seriously underwater mortgaged house, it was a bitter pill to swallow watching these companies get the kind of help they did. You would think there could be some gratitude to the people that bailed them out, instead, there seems to be an attitude of "if we mess up too bad, the government will help us out," and therefore we don't really need the customer. Especially a customer who won't shut up and take what we give them.

I have one other question for you, one I have asked everyone in this process. If this was you, would you feel safe putting your family in this car? I personally know 3 families that have lost teenage children to car accidents. I would not wish this on anyone, especially if the accident were to occur in a car I believe to be unsafe. I feel I have been responsible on my end. What I want is GM, State Farm, or whomever, to step up and take responsibility for their product and the promises they made.

Thank you very much for your time.



[REDACTED]  
[REDACTED] HOLLAND MI [REDACTED]  
[REDACTED]

Dear Mr. Everest;

March 29, 2012

I would have responded to you sooner, however, my daughter shipped off to the Army and I have not had the time or the energy to deal with you. I feel that in your letter we are being characterized without you really knowing who we are so I am going to do introductions first.

Although I am a Mom first, in my professional life I am a flight instructor and a commercial pilot. I really do not appreciate the "hysterical woman traumatized by an accident" definition of who I am. One-third of my professional life is teaching safety systems, safety procedures, risk and emergency management and plain ole common sense.

[REDACTED] has worked in both print and broadcast news for nearly thirty years and still currently works in the media business. He spends a large portion of his day reading, listening and watching news as part of his business. He's known people like Arlan Meekhof for many years and although he does not usually send them personal requests, he felt compelled to in this case.

#### **The car**

We had not bought a new car in 25 years and had not thought of it until our daughters became old enough to drive. We wanted something dependable and safe for them to learn on and were referred to DeNooyer in Holland. Our FIRST choice was a GM product particularly the HHR because it fit us and our two large dogs comfortably with ok gas mileage. My point here is we wanted the car because I feel that I am also being accused of trying to take advantage in some way.

When winter hit we quickly learned it didn't handle well in snow and wet road conditions. This was a bit of a disappointment, however, we went out on a snowy day and figured out how to manage the car safely. Expecting better I researched the tires to be sure they were in fact all weather tires (they were) even though they didn't seem to have any deeper treads than a small airplane tire which is not designed for driving around in weather. I also found there was at least one professional review on this car having weak braking, ([www.edmunds.com](http://www.edmunds.com)). We found snow and ice seems to get packed into the

brake system and has to be knocked out before the brakes will work. The tires were quickly overwhelmed with wet road surfaces and required caution as well.

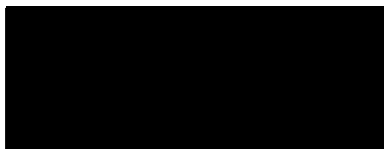
I will not go over the details of the accident, I believe you have already seen them. However, here is my response to your findings. In the case of the airbags going off. I might almost buy your argument - almost. Here's why I can't. First, we had friends have this same kind of accident a month later with no airbag deployment. They ended up going to the hospital with multiple injuries. Second, [REDACTED] shoulder hit the post where there is an airbag. It seems to me the whole point of the airbag is to prevent hitting things inside the car. He was wearing his seatbelt and nobody was going that fast. Third, MY KIDS ARE IN THIS CAR! After this, I have no confidence the system works and so far no one has been willing to give me a written guarantee that it will. Fourth is the numbers, we had over eight thousand dollars in damage on a car DeNooyers says is only worth nine thousand on trade-in, accident or not, and no airbag deployment. Those numbers don't add up to me. By the way, my advocate and I did try to trade this car in. We worked out a fair trade in deal that would have profited everyone but me. DeNooyer said no. Had they said yes you would not have heard from me.

Next is the brakes. You stated [REDACTED] would have had to step on the brakes seven seconds from the light in order to stop in time. Here's the numbers on what that looks like. Travelling at 60 mph you go 1 mile a minute or 5270 feet. At 30mph you travel 2635 feet per minute, [REDACTED] speed according to the readout. 2635 divided by 30 gives you a travelling speed of 88 feet per second. At 30mph you will travel 616 feet in 7 seconds. If you cut that number in half to account for deceleration, you still would have had to step on the brake 308 feet from the light. At that distance the light would have still been green, and to try and stop would have caused a rear end collision. 25 years ago I owned a Chevy Caprice Classic station wagon with rear-wheel drive, with none of these 5-star safety features and was a beast to handle on a snowy day. I never had to start applying the brakes two football fields away from a light in order to get it to stop in time. Are you really telling me with 25 years of technology you cannot do better? I think this flaw is why you stopped producing what has been a popular car.

Finally, we can debate cars all day, as I am not impressed with any of your new products, but when it comes to your customer service, it has been downright terrible. Since I started to ask questions about the safety of this car I have been ignored, treated with suspicion and treated as just plain stupid. It wasn't until we did a lot of yelling that we got any kind of respect and even that has been marginal. My biggest problem with you right now is that people like me, struggling to hang on to our mortgages, paid to keep your company afloat. I expect much better treatment. While we were gone with our daughter, one of your reps, Jacqueline called. Since we returned, we have left 5 messages to date without a call back. I am not a fan of the Republican candidates out there, however, when they start talking about how you should not have gotten a bailout, I start to listen.

Bottom line, I want you to step up and take responsibility for your product. I want to tell people we had a problem with a GM product and they took care of it. However, if you want to continue in this mode, I can promise you I will not quit writing to anyone and everyone about this issue. Also, you had better hope you are right because if this ever happens to anyone else, especially if they are hurt or killed, you can be assured that I have saved everything and will be only too happy to hand it over to their lawyer so they know that you knew about this and did nothing.

Sincerely,





Brian J. Everest  
Sr. Manager, Field Performance  
Assessment

General Motors Company  
Mail Code: 480-111-E20  
30200 Mound Rd.  
Warren, MI 48090

March 23, 2012

[REDACTED]  
Holland, MI [REDACTED]

**Re: 2011 Chevrolet HHR, VIN 3GNBAAFW6BS [REDACTED]**

Dear [REDACTED]

I am sorry to hear about the crash involving your 2011 Chevrolet HHR, but I am glad to hear you were not seriously injured. It has come to my attention that you are unhappy with the performance of your HHR's antilock brake system and airbag system, leading up to and during the crash, and with the post crash performance of the OnStar system. The Owner's Manual in your 2011 Chevrolet HHR contains information about airbags, antilock brakes and OnStar. I have been asked to explain those systems in more detail, so you will have a better understanding of those systems and how they performed during your January 17<sup>th</sup> crash event.

The airbag system in your 2011 Chevrolet HHR is a supplemental system, designed to augment the primary restraint, the safety belts. The airbag system consists of a driver frontal airbag module on the hub of the steering wheel, a passenger frontal airbag module located on the right side of the dash, a passenger sensing system for the right front passenger position, roof rail airbags for the 1<sup>st</sup> and 2<sup>nd</sup> row outboard seating positions, and an airbag sensing system.

The airbag sensing system consists of a Sensing and Diagnostic Module (SDM), located on the center tunnel between the seats, an electronic front sensor (EFS) on the inside of the radiator support, near the hood latch, a rollover sensor, located on the center tunnel in front of the SDM, and an electronic side impact sensor (SIS) on the inner door panel of each front door. (See the diagram in Figure 1.) The SDM contains accelerometers, microprocessors, supporting circuitry for communications, filtering, energy reserve, diagnostics, and the airbag deployment drivers. The main microprocessor contains deployment control algorithms to predict whether an event is severe enough to warrant an airbag deployment. The SDM performs diagnostics on the airbag system and warns the driver, by illuminating the airbag light on the instrument panel cluster, if a diagnostic condition exists. The SDM also provides an energy reserve to deploy the airbags and can store some crash-related information.



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Sr. Manager, Field Performance  
Assessment

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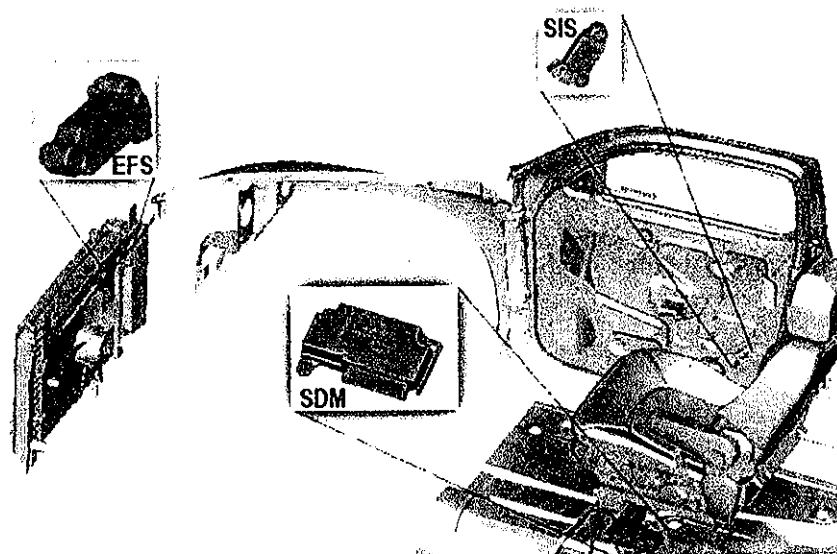


Figure 1. Sensing System Components

The frontal and side impact airbag deployment thresholds for the 2011 Chevrolet HHR were developed based on a balance of performance goals, including the desired sensing system response for occupant protection in each tested event (whether the airbags should or should not deploy), the deployment time goal for each tested event where air bag deployment is required, the immunity scale factor goal for the tested non-deployment events, and the performance requirements of Federal Motor Vehicle Safety Standards (FMVSS) 208 and 214. Data for the stored sensing calibrations were derived from vehicle level testing for both deploy and non-deploy events, including full frontal crashes into rigid barriers, angled frontal barrier crashes, frontal offset deformable barrier impacts, frontal pole impacts, side pole impacts, side moving deformable barrier impacts, angled side barrier impacts, rough road tests, and service abuse tests.

In any crash, some injury is possible; however, airbags are not designed to deploy in every crash, and they cannot mitigate every injury. Airbags are designed to mitigate serious injury, primarily to the head and chest. They are not designed to mitigate soft tissue injuries, like the sore shoulder you reported after your January 17<sup>th</sup> crash. In fact, airbags deploy with great speed and force and can, themselves, cause injury. For this reason, vehicles with airbags have deployment thresholds that are designed to balance the injury mitigating benefits of airbag deployment with the potential airbag deployment has to cause injury to those who are too close to a deploying airbag.

Whether there is a frontal airbag deployment in a 2011 Chevrolet HHR is dependent upon the airbag sensing system's response to longitudinal (i.e., front to back) deceleration input,



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influenced by the angle of impact, severity of impact, structural deformation, the nature of the object struck and other factors. Further, air bag sensing must be predictive. The time available for making the deployment decision must be balanced against the time required to inflate the bags to provide restraint for the occupants. In any given event, the deployment decision cannot be based on the total velocity change experienced during the crash. To deploy the bags in time to restrain the occupants, the deployment decision must be based on the change in velocity, acceleration characteristics and other inputs to the SDM during the early stages of the event.

If a 2011 Chevrolet HHR goes straight into a wall that does not move or deform, the HHR's frontal airbags are not expected to deploy, if the vehicle's travel speed at impact is 10 mph or less. A crash like this results in a longitudinal change in velocity, or delta-V of approximately 12.7 mph. The frontal airbags are expected to deploy if a 2011 Chevrolet HHR travels straight into an immovable wall at 16 mph, contacting the entire front of the vehicle. The longitudinal change in velocity, or delta-V, in a crash like this is approximately 19 mph. If a 2011 Chevrolet HHR goes straight into a wall that does not move or deform at a pre-impact travel speed between 10 and 16 mph, the HHR's frontal airbags may or may not deploy. The pre-impact travel speed necessary to generate an air bag deployment may be different if the object struck is some combination of narrow, angled, movable, or deformable. If the angle of impact is not full frontal, it will take a larger total force to generate the same longitudinal inputs as a full frontal impact. For, example, if a 2011 Chevrolet HHR travels into an immovable wall that is angled 30 degrees, the frontal airbags are expected to deploy if the vehicle's travel speed at impact is 25 mph. This produces a longitudinal delta-V of approximately 28 mph.

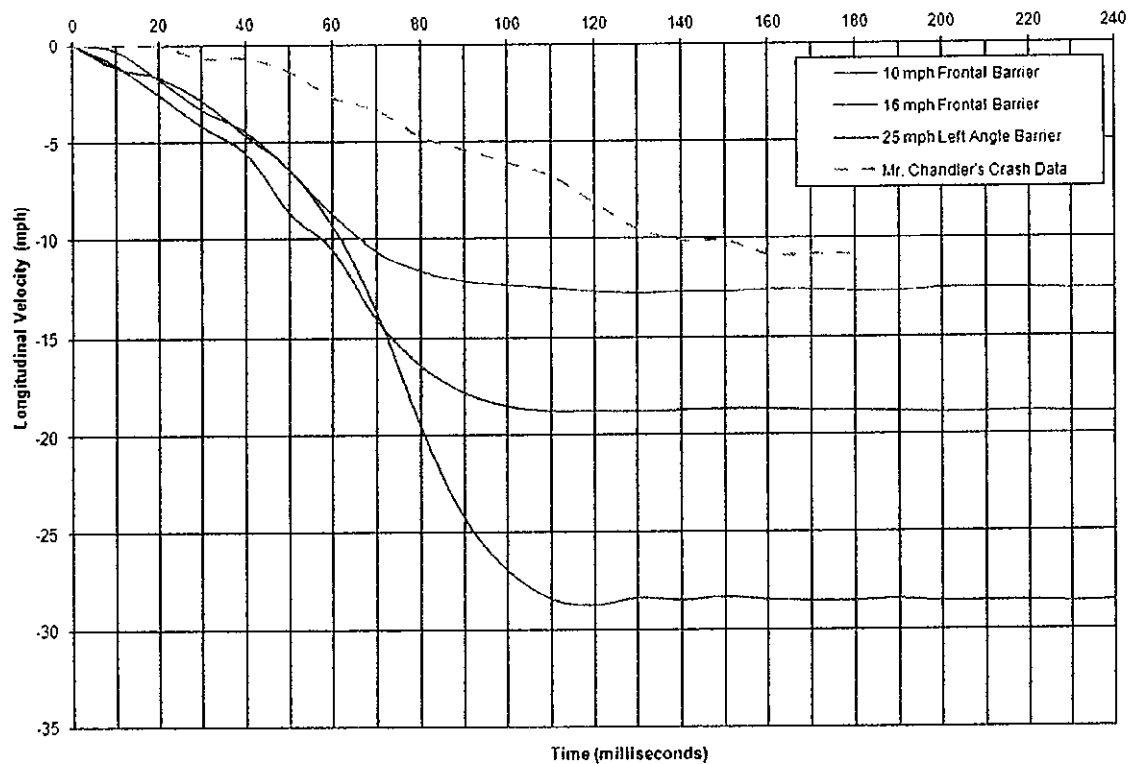
As part of our investigation of your crash, a field investigator inspected your HHR on February 10<sup>th</sup> and imaged the crash data recorded by the vehicle's SDM. A copy of the imaged data was emailed to [REDACTED] on February 13<sup>th</sup>. I have enclosed another copy of the imaged data, for your reference.

The data indicates that a single nondeployment crash occurred on ignition cycle 3,632. The data also indicates that, prior to the crash, the airbag light on the instrument panel cluster was off. This indicates that there were no diagnostic conditions, and the airbag system was functioning as designed. The maximum recorded resultant change in velocity was 12.44 mph. This represents the overall crash severity, combining the X and Y (longitudinal and lateral) crash components. The SDM recorded the maximum longitudinal change in velocity as -10.84 mph and the maximum lateral component as 6.10 mph. The graph on the following page shows the longitudinal crash data plotted against the 10 mph barrier condition not expected to deploy the frontal airbags and frontal barrier tests expected to deploy the frontal airbags. Based on the crash data recorded by your HHR's SDM, your crash fell in that range of crashes where immunity to deployment is desired.



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Vehicles are designed to crush, deform, and absorb energy during a crash. Some deformation is expected even in minor crashes. The photographs provided to evaluate the airbag performance in your 2011 HHR are also helpful in understanding and explaining your crash. This is not a full frontal crash. I would characterize this as left front angle crash. Contact damage is localized to the left front corner. For this discussion, consider the driver's side of the car the left and the passenger side the right side. The front fascia (bumper) and impact bar are displaced from left to right. The left front fender is damaged. The left midrail is crumpled slightly and the mounts are displaced laterally. There is damage to structural members, but the overall structural engagement is small and rearward deformation is minimal. Interior photographs show the interior is intact. The damage is consistent with a crash that is below the threshold for an airbag deployment.



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Figure 3. [REDACTED] HHR Post Crash

Your roof rail airbags are designed to deploy in moderate to severe side impacts and rollover crashes. The accounts of the crash and photos of the damaged vehicle show this was not a rollover crash. In a side impact, the side impact sensors on the doors provide acceleration input to the SDM. The SDM in the 2011 Chevrolet HHR uses information from the side impact sensors and internal accelerometers to predict whether deployment of a side impact airbag is required. Whether or not a side impact roof rail airbag deploys is dependent upon the response of the sensing system to lateral inputs in the structural area near the side impact sensor. Your particular crash was primarily a frontal crash, with the initial point of impact at the left front fender. The lateral forces were small and acting near the front of the vehicle. There is no apparent contact or intrusion laterally near the structural area around the driver that would warrant a roof rail airbag deployment.

OnStar contact can be initiated by pushing the OnStar button, by any airbag deployment, or by a crash of sufficient severity. There is no indication that the button was pushed to call OnStar after your crash. Your crash was below the threshold for airbag deployment, so a call would not have been initiated based on airbag deployment. The threshold necessary to initiate an automatic call based on crash severity is approximately 15 mph delta-V. The crash severity, measured by the SDM in your HHR, was 12.44 mph delta-V. This indicates the crash was below the threshold for an automatic call to OnStar based on crash severity.

Your antilock brake system (ABS) is designed to optimize control and stopping distance under a wide variety of surface conditions. Wheel speed sensors detect when your wheels are about to lock and activate the antilock system, to allow improved steering and stopping on low friction surfaces (as compared to without antilock brakes). There were no active antilock brake system diagnostic trouble codes when your vehicle was inspected and, according to the data recorded by your vehicle's SDM, the brake system warning light was off at the time of the crash. This indicates the ABS system was functioning as designed.



Brian J. Everest  
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Based on the SDM data, your HHR was travelling 32 mph approximately 3 seconds prior to impact, 27 mph approximately 2 seconds prior to impact and 23 mph approximately 1 second prior to impact. In general, under typical dry road conditions, it takes about 1.9 to 2.2 seconds to stop a vehicle traveling at 27-32 mph. This is with maximum effort on the brake pedal.

The information available indicates that at the time of your crash the roads were snowy and the temperature was below freezing. Those conditions would have substantially reduced the road surface's coefficient of friction and increased the stopping time compared to the dry road condition described above. The data recorded by the HHR's SDM shows the brake application and ABS activity started between 2 and 3 seconds before the impact and that the car was slowing prior to impact. Using the SDM data, a conservative calculation of your car's deceleration is nominally .2g. This number is consistent with snow covered road conditions.

In summary, the vehicle speed was between 27 and 32 mph when the brakes were applied 2-3 seconds prior to the crash. Under the slippery road conditions you were driving in, it would take approximately 7 seconds to bring your vehicle to a stop. Your vehicle's deceleration prior to the crash indicates the brake system was functioning, but brake application did not occur soon enough for the road conditions.

I understand that crashes are traumatic events, and my explanation may not ease your unhappiness. I do hope, however, that the explanation provided in this letter helps you understand how your antilock brakes performed, why the crash was below the threshold for airbag deployment, and why OnStar did not automatically call you after your crash.

Sincerely,

Senior Manager  
Field Performance Assessment

Enclosure

cc: w/o enclosure: Senator Arlan Meekhof

**IMPORTANT NOTICE:** Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

### CDR File Information

|                            |                                                              |
|----------------------------|--------------------------------------------------------------|
| User Entered VIN           | 3GNBAAFW6BS [REDACTED]                                       |
| User                       | Bailey                                                       |
| Case Number                | [REDACTED]                                                   |
| EDR Data Imaging Date      | 02/10/2012                                                   |
| Crash Date                 | 01/17/2012                                                   |
| Filename                   | GML_DMS-#3637048-V1-ESIS_AIR_BAG_DATA_(CDR)_-[REDACTED].CDRX |
| Saved on                   | Friday, February 10 2012 at 10:56:22                         |
| Collected with CDR version | Crash Data Retrieval Tool 4.3                                |
| Reported with CDR version  | Crash Data Retrieval Tool 4.3                                |
| EDR Device Type            | Airbag Control Module                                        |
| Event(s) recovered         | Non-Deployment                                               |

### Comments

Method used to download: DLC  
Powered by: Vehicle Battery  
Location: DeNooyer Chevrolet, Holland, MI  
Present: Self  
Mileage: 18,939  
Lamp test results: On at ignition, flashes, then off

### Data Limitations

#### Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

#### Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM can record up to 220 milliseconds of data after Deployment criteria is met and up to 70 milliseconds before Deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of Deployment command in a Deployment event and AE to time of maximum SDM recorded vehicle velocity change in a Non-Deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when Deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the Deployment time of another air bag system.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- Significant changes in the tire's rolling radius
- Final drive axle ratio changes
- Wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
  - The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
  - No data is received from the module sending the pre-crash data
  - No module is present to send the pre-crash data
- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.
- The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

**Data Source:**

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

01016\_SDMEps\_r004

### Multiple Event Data

|                                                         |    |
|---------------------------------------------------------|----|
| Associated Events Not Recorded                          | 0  |
| An Event(s) Preceded the Recorded Event(s)              | No |
| An Event(s) was in Between the Recorded Event(s)        | No |
| An Event(s) Followed the Recorded Event(s)              | No |
| The Event(s) Not Recorded was a Deployment Event(s)     | No |
| The Event(s) Not Recorded was a Non-Deployment Event(s) | No |

### System Status At AE

|                                              |            |
|----------------------------------------------|------------|
| Vehicle Identification Number                | **NBAAFW*E |
| Low Tire Pressure Warning Lamp (If Equipped) | OFF        |
| Vehicle Power Mode Status                    | Run        |
| Remote Start Status (If Equipped)            | Inactive   |
| Run/Crank Ignition Switch Logic Level        | Active     |
| Brake System Warning Lamp (If Equipped)      | OFF        |

### System Status At 1 second

|                                                   |             |
|---------------------------------------------------|-------------|
| Transmission Range (If Equipped)                  | Third Gear  |
| Transmission Selector Position (If Equipped)      | Fourth Gear |
| Traction Control System Active (If Equipped)      | No          |
| Service Engine Soon (Non-Emission Related) Lamp   | OFF         |
| Service Vehicle Soon Lamp                         | OFF         |
| Outside Air Temperature (degrees F) (If Equipped) | 28          |
| Left Front Door Status (If Equipped)              | Closed      |
| Right Front Door Status (If Equipped)             | Closed      |
| Left Rear Door Status (If Equipped)               | Unused      |
| Right Rear Door Status (If Equipped)              | Unused      |
| Rear Door(s) Status (If Equipped)                 | Closed      |

### Pre-crash data

| Parameter                                         | -2 sec | -1 sec |
|---------------------------------------------------|--------|--------|
| Reduced Engine Power Mode                         | OFF    | OFF    |
| Cruise Control Active (If Equipped)               | No     | No     |
| Cruise Control Resume Switch Active (If Equipped) | No     | No     |
| Cruise Control Set Switch Active (If Equipped)    | No     | No     |

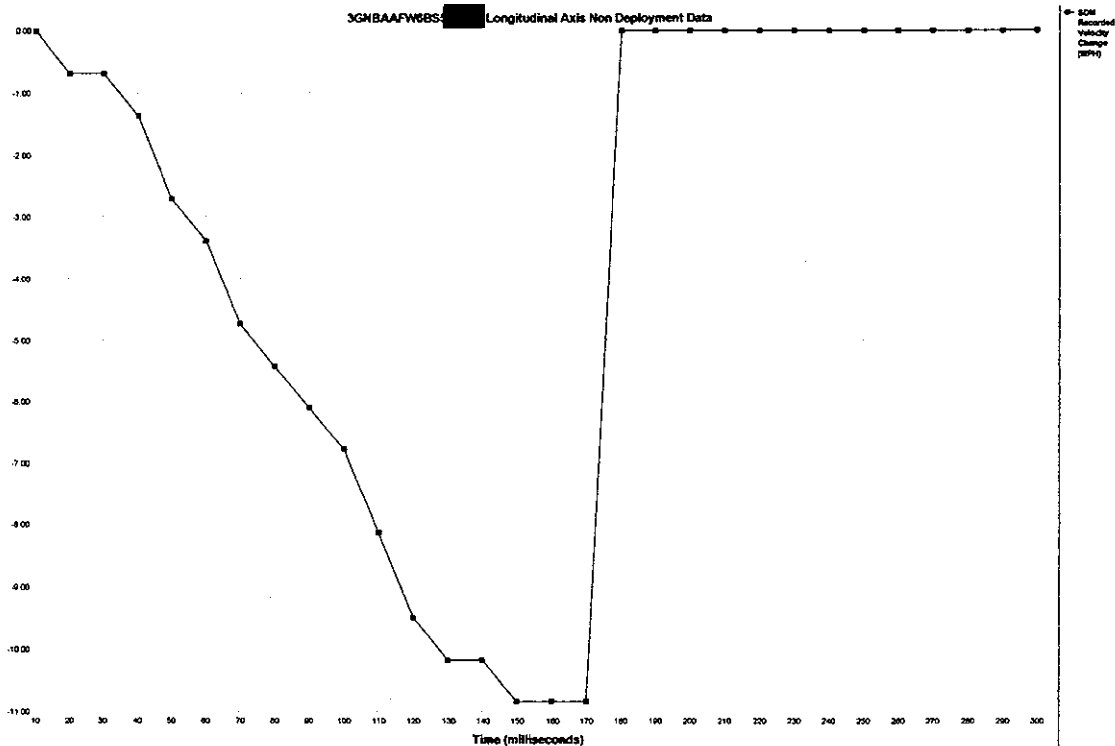
### Pre-Crash Data

| Parameter                                                 | -5 sec | -4 sec | -3 sec | -2 sec | -1 sec |
|-----------------------------------------------------------|--------|--------|--------|--------|--------|
| Vehicle Speed (MPH)                                       | 30     | 31     | 32     | 27     | 23     |
| Engine Speed (RPM)                                        | 1536   | 1664   | 1600   | 1536   | 1088   |
| Percent Throttle                                          | 19     | 35     | 36     | 17     | 15     |
| Brake Switch Circuit State                                | OFF    | OFF    | OFF    | ON     | ON     |
| Accelerator Pedal Position (percent)                      | 6      | 18     | 18     | 0      | 0      |
| Antilock Brake System Active (If Equipped)                | No     | No     | No     | Yes    | Yes    |
| Lateral Acceleration (feet/s <sup>2</sup> ) (If Equipped) | 0.00   | 0.00   | 0.00   | -1.64  | -7.38  |
| Yaw Rate (degrees per second) (If Equipped)               | 0      | -1     | 0      | -2     | -12    |

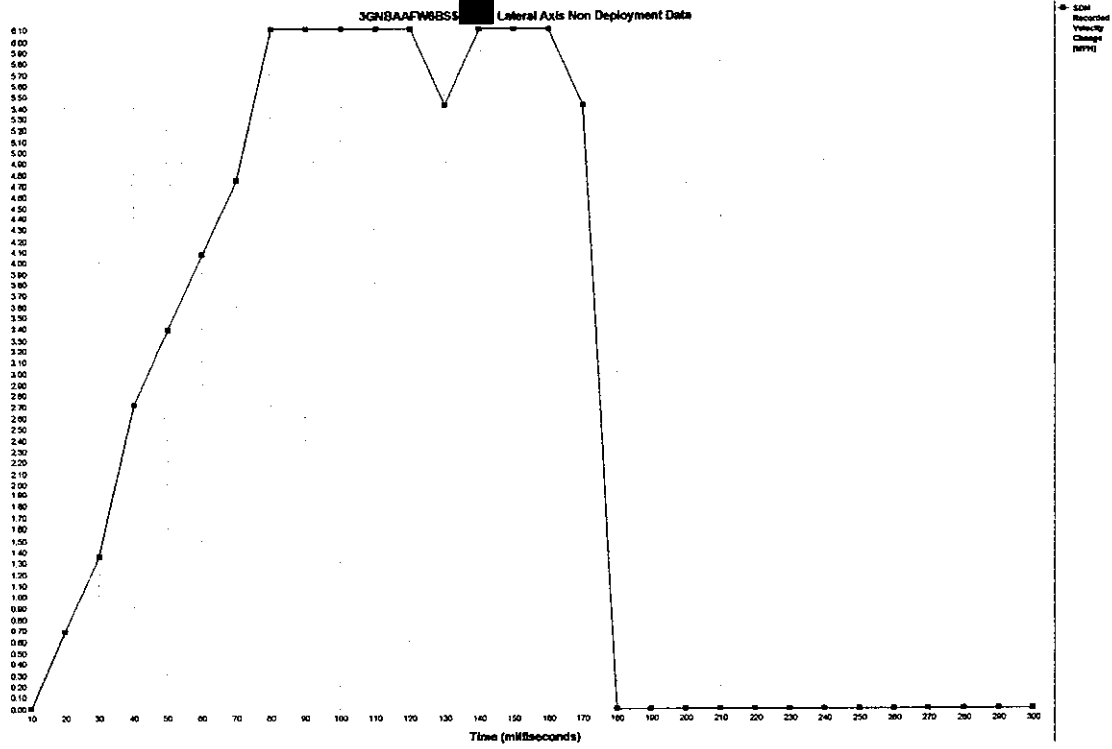
| Parameter                                           | -5 sec | -4 sec | -3 sec | -2 sec | -1 sec |
|-----------------------------------------------------|--------|--------|--------|--------|--------|
| Steering Wheel<br>Angle (degrees) (If<br>Equipped)  | 0      | 0      | 0      | 0      | 0      |
| Vehicle Dynamics<br>Control Active (If<br>Equipped) | No     | No     | No     | No     | Yes    |

## System Status At Non-Deployment

|                                                                               |                                              |
|-------------------------------------------------------------------------------|----------------------------------------------|
| Ignition Cycles At Investigation                                              | 3657                                         |
| SIR Warning Lamp Status                                                       | OFF                                          |
| SIR Warning Lamp ON/OFF Time (seconds)                                        | 655200                                       |
| Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously            | 3631                                         |
| Ignition Cycles At Event                                                      | 3632                                         |
| Ignition Cycles Since DTCs Were Last Cleared                                  | 254                                          |
| Driver's Belt Switch Circuit Status                                           | BUCKLED                                      |
| Passenger's Belt Switch Circuit Status                                        | UNBUCKLED                                    |
| Automatic Passenger SIR Suppression System Validity Status at AE              | Valid                                        |
| Automatic Passenger SIR Suppression System Status at AE                       | Air Bag<br>Suppressed                        |
| Diagnostic Trouble Codes at Event, fault number: 1                            | N/A                                          |
| Diagnostic Trouble Codes at Event, fault number: 2                            | N/A                                          |
| Diagnostic Trouble Codes at Event, fault number: 3                            | N/A                                          |
| Diagnostic Trouble Codes at Event, fault number: 4                            | N/A                                          |
| Diagnostic Trouble Codes at Event, fault number: 5                            | N/A                                          |
| Diagnostic Trouble Codes at Event, fault number: 6                            | N/A                                          |
| Rollover Sensor Message Status                                                | Last message<br>received<br>contained errors |
| Rollover Sensor Status                                                        | No Rollover Event                            |
| SDM Synchronization Counter                                                   | 0                                            |
| Side Air Bag(s) Were First Commanded to Deploy Due to Side Impact Event       | No                                           |
| Side Air Bag(s) Were First Commanded to Deploy Due to Rollover Event          | No                                           |
| Maximum SDM Recorded Velocity Change (MPH)                                    | 12.44                                        |
| Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)               | 150                                          |
| Driver First Stage Deployment Loop Commanded                                  | No                                           |
| Driver Second Stage Deployment Loop Commanded                                 | No                                           |
| Driver Side Deployment Loop Commanded                                         | No                                           |
| Driver Pretensioner Deployment Loop Commanded                                 | No                                           |
| Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded                    | No                                           |
| Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded                    | No                                           |
| Driver Knee Deployment Loop Commanded                                         | No                                           |
| Passenger First Stage Deployment Loop Commanded                               | No                                           |
| Passenger Second Stage Deployment Loop Commanded                              | No                                           |
| Passenger Side Deployment Loop Commanded                                      | No                                           |
| Passenger Pretensioner Deployment Loop Commanded                              | No                                           |
| Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded                 | No                                           |
| Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded                 | No                                           |
| Passenger Knee Deployment Loop Commanded                                      | No                                           |
| Driver Anchor Pretensioner Deployment Loop Commanded (If Equipped)            | No                                           |
| Second Row Left Pretensioner Deployment Loop Commanded                        | No                                           |
| Third Row Left Roof Rail/Head Curtain Loop Commanded                          | No                                           |
| Passenger Anchor Pretensioner Deployment Loop Commanded (If Equipped)         | No                                           |
| Second Row Right Pretensioner Deployment Loop Commanded                       | No                                           |
| Third Row Right Roof Rail/Head Curtain Loop Commanded                         | No                                           |
| Second Row Center Pretensioner Deployment Loop Commanded                      | No                                           |
| Crash Record Locked                                                           | No                                           |
| Multiple Event Data/Vehicle Event Data (Pre-Crash) Associated With This Event | Yes                                          |
| Deployment Event Recorded in the Non-Deployment Record                        | No                                           |
| Event Recording Complete                                                      | Yes                                          |



|                                                      |        |        |       |       |       |       |       |       |       |       |       |       |        |        |        |
|------------------------------------------------------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|
| Time (milliseconds)                                  | 10     | 20     | 30    | 40    | 50    | 60    | 70    | 80    | 90    | 100   | 110   | 120   | 130    | 140    | 150    |
| SDM Longitudinal Axis Recorded Velocity Change (MPH) | 0.00   | -0.68  | -0.68 | -1.36 | -2.71 | -3.39 | -4.74 | -5.42 | -6.10 | -6.78 | -8.13 | -9.49 | -10.17 | -10.17 | -10.84 |
| Time (milliseconds)                                  | 160    | 170    | 180   | 190   | 200   | 210   | 220   | 230   | 240   | 250   | 260   | 270   | 280    | 290    | 300    |
| SDM Longitudinal Axis Recorded Velocity Change (MPH) | -10.84 | -10.84 | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.00   | 0.00   | 0.00   |



|                                                 |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-------------------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Time (milliseconds)                             | 10   | 20   | 30   | 40   | 50   | 60   | 70   | 80   | 90   | 100  | 110  | 120  | 130  | 140  | 150  |
| SDM Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 6.10 | 5.42 | 6.10 | 6.10 | 6.10 | 6.10 | 6.10 | 6.10 | 6.10 | 6.10 | 6.10 | 5.42 | 6.10 | 6.10 |
| Time (milliseconds)                             | 160  | 170  | 180  | 190  | 200  | 210  | 220  | 230  | 240  | 250  | 260  | 270  | 280  | 290  | 300  |
| SDM Lateral Axis Recorded Velocity Change (MPH) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

## Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```

$01 00 01 00 00 4E 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 18 57
$07 00 29 00 00 00 00 00
$08 6B 3F 00 00 00 00 00
$09 03 14 3F 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 00 00 0F F9 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BF 80 00 00 00 00 00
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$11 36 42 53 35 34 33 36
$12 39 39 00 00 00 00 00
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$16 03 06 0C 16 34 00 00
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$38 4B 00 40 00 03 C0 00
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```

```

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$3F 00 00 90 00 00 00 00
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```

```

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$0F 41 4A 00 00 00 00 52 30 30 42 36 30 37 43 38 38
$10 3F 02 00 00
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$17 44 45 38 32 32 33 45 31 30 32 35 31 33 30 4C 58
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$25 FA FA FA FA FA FA FA

```

```

$26 FA FA FA FA FA FA FA
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$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 31 38 35 37 32 33 30 33 51 4B 20 20 20 20
$B7 50 AA 01 03 10
$B8 4E 53 84 01 30
$C1 30 33 31 30
$CA 30 33 31 30
$CB 01 3F 3E 01
$CC 01 3F 3E 01
$D1 00 00
$DB 00 00
$DC 00 00

```

### Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.



**esis**

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 B61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

**Joshua Preister**  
**Claims Administrator**

March 23, 2012

[REDACTED]  
[REDACTED]  
HOLLAND, MI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors LLC  
Date/Event: 01/172012  
GM Vehicle: 2011 Chevrolet HHR  
VIN: 3GNBAAFW6BS [REDACTED]

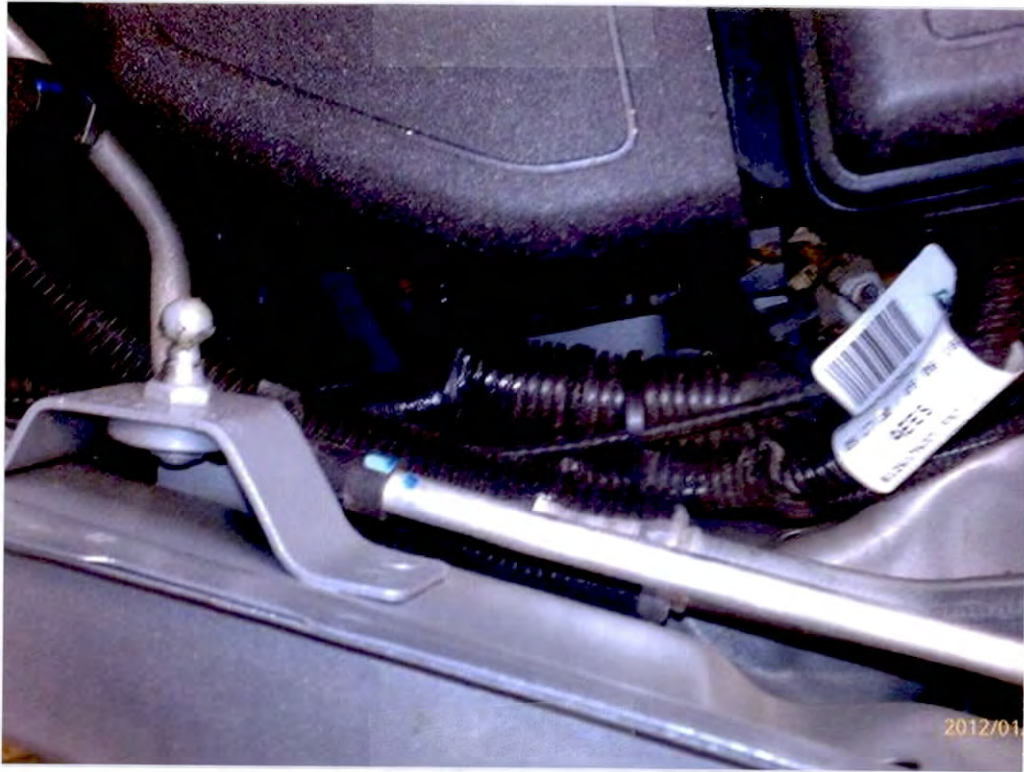
Dear [REDACTED]

Attached is a letter from Brian Everest, Senior Manager of General Motors Field Performance Assessment Occupant Protection group, which responds to your family's continuing concerns regarding the performance of the antilock brake system, airbag system, and OnStar system in your 2011 Chevrolet HHR. I emailed a copy of this letter and the enclosed data to [REDACTED] on March 23, 2012. In addition, General Motors is providing a copy of this letter (without the enclosed SDM data) to the legislative offices of Senator Arlan Meekhof, at the Senator's request.

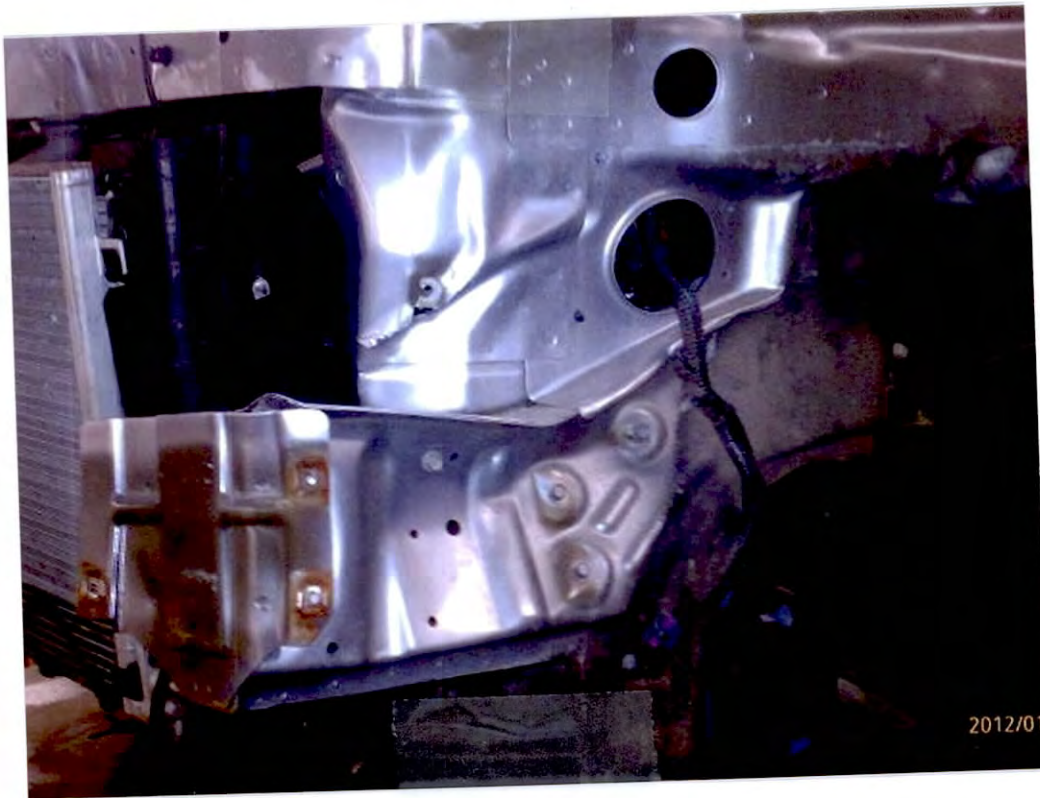
Sincerely,

*Joshua C. Preister*

Joshua Preister  
Claims Administrator



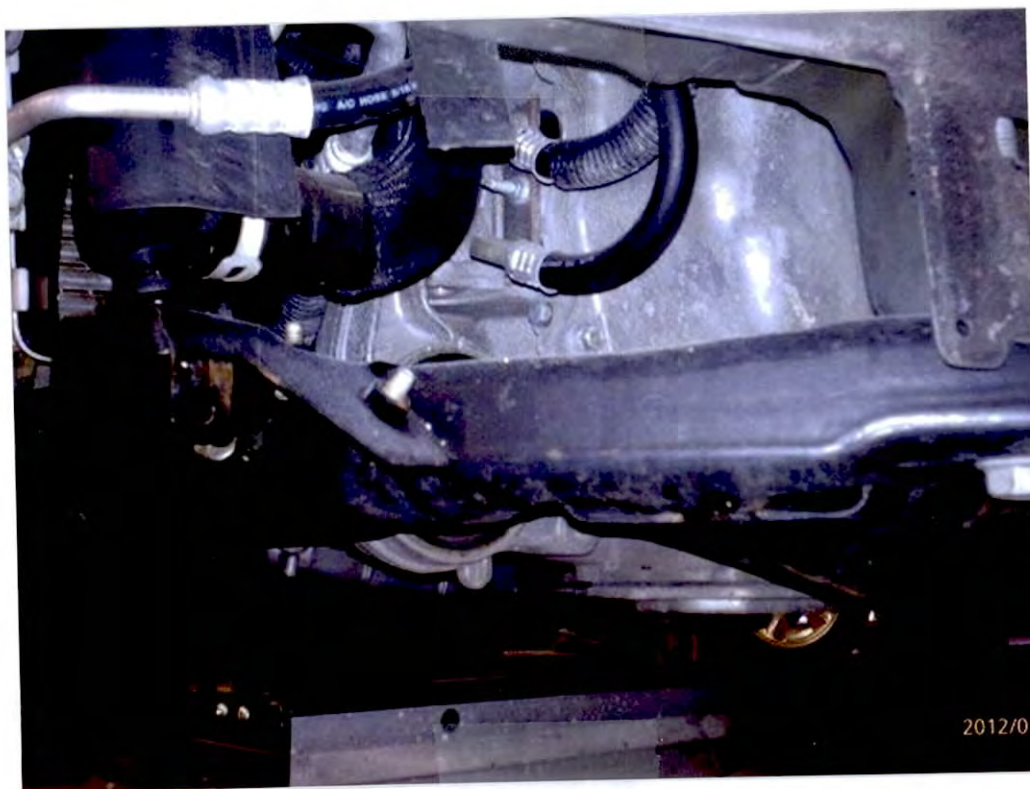
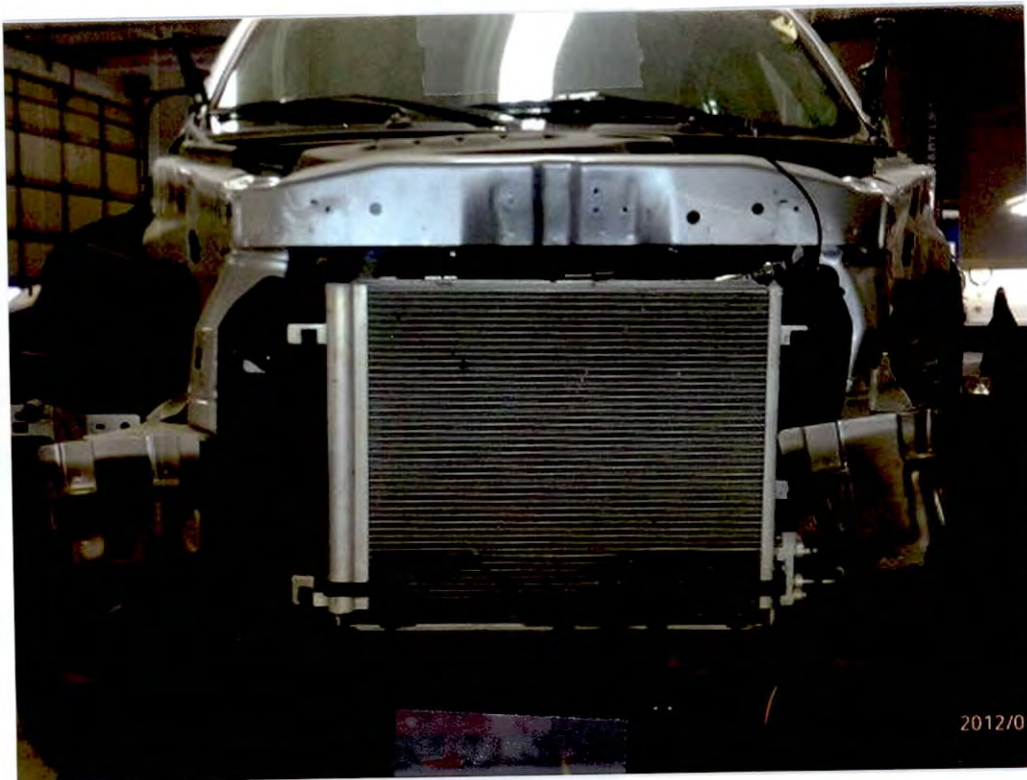


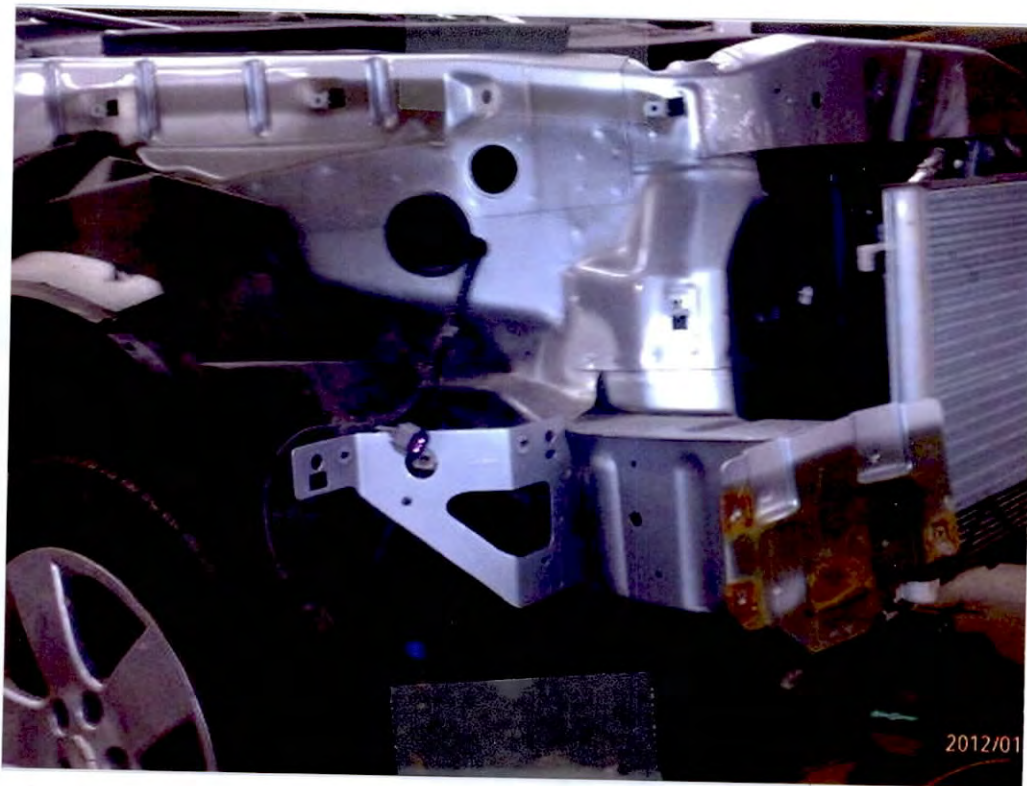


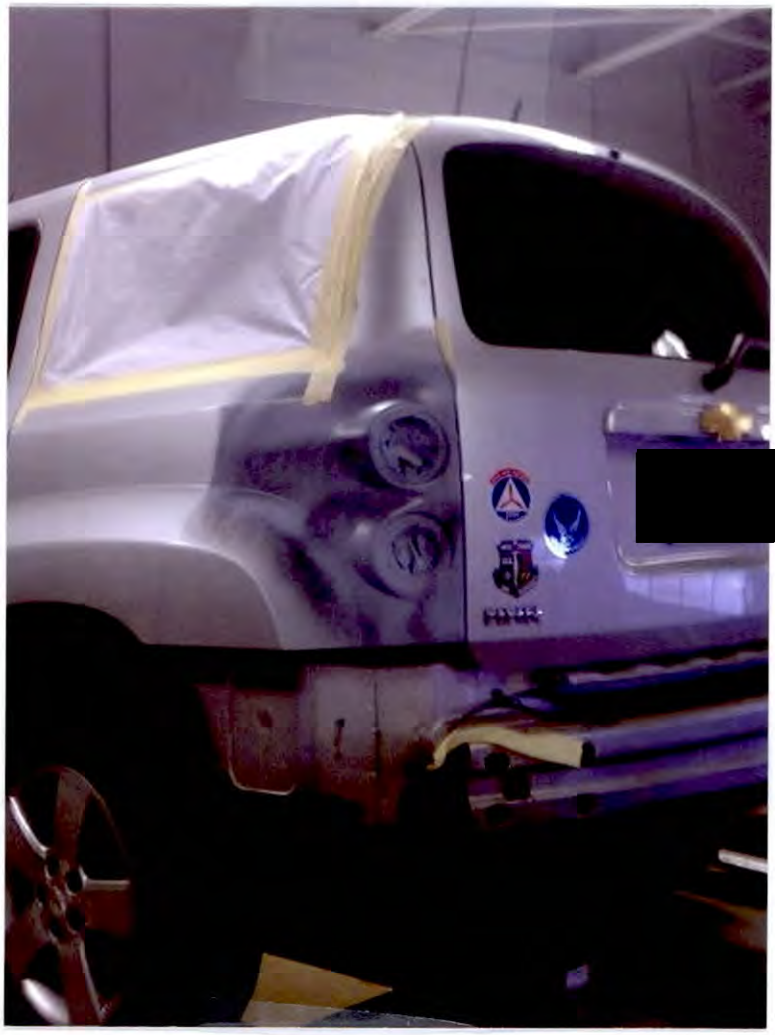
2012/01



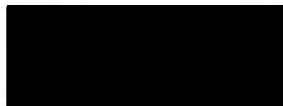
2012/01











495387



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ROBERT Order #18589964005

PICKUP TIME: 04/10/12 07:37 PM



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Pay this amount plus tax and/or shipping  
(not included) in the store.  
Amount Due : \$2.47

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Building: DOT  
Mailstop: 4 West  
Route Sym: NOA-010  
external carrier: Express  
Sender:  
Manufacturer:  
Purchase Order:  
Item 1 of 1



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| DELIVERY POSTAL USE ONLY                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                              |                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------|
| Delivery Attempt                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Time <input type="checkbox"/> AM <input type="checkbox"/> PM | Employee Signature |
| Mo. Day                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              |                    |
| Delivery Attempt                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Time <input type="checkbox"/> AM <input type="checkbox"/> PM | Employee Signature |
| Mo. Day                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              |                    |
| Delivery Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Time <input type="checkbox"/> AM <input type="checkbox"/> PM | Employee Signature |
| Mo. Day                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                              |                    |
| CUSTOMER USE ONLY                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                              |                    |
| PAYMENT BY ACCOUNT<br>Express Mail Corporate Acct. No. <input type="checkbox"/> WAIVER OF SIGNATURE (Domestic Mail Only)<br>Additional merchandise insurance is void if customer requests waiver of signature.<br>I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery. |                                                              |                    |
| Federal Agency Acct. No. or Postal Service Acct. No.                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                              |                    |
| <input type="checkbox"/> NO DELIVERY <input type="checkbox"/> Weekend <input type="checkbox"/> Holiday <input type="checkbox"/> Mailer Signature                                                                                                                                                                                                                                                                                                                             |                                                              |                    |

| ORIGIN (POSTAL SERVICE USE ONLY)             |                                                                                    |                          |               |
|----------------------------------------------|------------------------------------------------------------------------------------|--------------------------|---------------|
| PO ZIP Code                                  | Day of Delivery                                                                    | Postage                  |               |
| 49423                                        | Next <input checked="" type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del. Day | \$ 18.95                 |               |
| Date Accepted                                | Scheduled Date of Delivery                                                         | Return Receipt Fee       |               |
| 4/11/12                                      | Month 4 Day 12                                                                     | \$                       |               |
| Mo. Day Year                                 | Scheduled Time of Delivery                                                         | COD Fee                  | Insurance Fee |
| 9:00 AM                                      | <input checked="" type="checkbox"/> Noon <input type="checkbox"/> 3 PM             | \$                       | \$            |
| Time Accepted                                | Military                                                                           | Total Postage & Fees     |               |
| 9:00 AM                                      |                                                                                    | \$ 18.95                 |               |
| Flat Rate <input type="checkbox"/> or Weight | <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day                  | Acceptance Emp. Initials |               |
| 6-9 ozs.                                     | Int'l Alpha Country Code                                                           | JH                       |               |

FROM: (PLEASE PRINT) PHONE ( )

Holland, MI

TO: (PLEASE PRINT) PHONE ( )

Mr. David Strickland, Administrator,  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE-West Bldg  
Washington, DC

ZIP + 4 (U.S. ADDRESSES ONLY, DO NOT USE FOR FOREIGN POSTAL CODES.)

W40-304



USPS packaging products have been awarded Cradle to Cradle Certification for their ecologically-intelligent design. For more information go to mbdc.com/usps. Cradle to Cradle Certified is a certification mark of MBDC.

Please recycle.

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PRESS HARD, YOU ARE MAKING 3 COPIES.

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