



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1300 New Jersey Avenue, SE
Washington, DC 20590

MAY 15 2012

NVS-216 nam
Ref. No. 10453475

Holland, MI

Dear

Thank you for your correspondence to Administrator David Strickland, concerning your model year (MY) 2011 Chevrolet HHR vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You state that in January 2011, on a snowy, icy day you were involved in a crash and question the performance of the antilock brake system (ABS) in your MY 2011 Chevrolet HHR vehicle. In addition, you question why the air bags did not deploy in the crash. You indicated that you are not satisfied with General Motors' (GM) response as to why the ABS did not stop your vehicle and the air bags did not deploy. Therefore, you request that NHTSA initiate a recall of MY 2011 Chevrolet HHR vehicles for defective ABS and air bags.

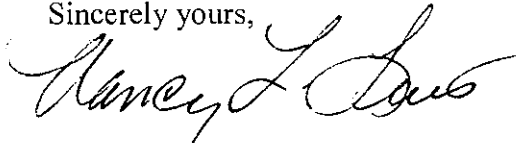
We have reviewed our database in an effort to identify whether a safety defect trend exists with respect to the ABS and air bag non-deployment in MY 2011 Chevrolet HHR vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. However, the information you provided and your Internet complaint from March 29 have been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, NHTSA's investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/cars/problems/recalls/recallsprocess.cfm.

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There are a number of factors that can affect whether an air bag will deploy in a given crash; e.g., the angle of impact, the speed of the other vehicle, and the amount of force absorbed by the other vehicle or object that is impacted. Only an expert in crash reconstruction can provide an educated opinion as to whether the air bag in a vehicle should have deployed in a specific crash. We recommend that you continue to work with GM, your local dealer, and your insurance company to reach a resolution regarding your accident.

If you would like further assistance, please contact Mr. Frank S. Borris, Director, Office of Defects Investigation, at (202) 493-2631.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "Nancy L. Lewis".

Nancy L. Lewis
Associate Administrator
for Enforcement