

CL-10597175-5762

[REDACTED]  
Louisville TN [REDACTED]  
[REDACTED]

May 29, 2014

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

JUN -5 2014

Recall ID Number 14V047 and 14V171

To whom it may Concern

My name is [REDACTED], in February 2013 I bought a 2011 Chevrolet HHR,  
VIN Number 3GNBACFU7BS [REDACTED]

Couple of months after I made the purchase, I started having a problem, when I was driving to work the car gave a boost/jerk and made a strange noise. When I took it to the dealer I was told it was a spark plug and they fixed it. In February 2014, one night I was on the road the car once again gave a boost/jerk as if suddenly I hit the break and the car was losing speed until it shut down completely. my ignition right that minute I was losing power I immediately pulled over from the road and to set it in park, turned the key off and waited for few minutes, ("Maybe it was foolish to think because it was cold that day and I did not wait to warm a bit the car that was one reason why the car turn off") after few minutes I started on and continued my path. The car did not act up anymore until March on my way home from work the car make a boost/jerk and the Electronic Stability Control (ESC) light started blinking making strange and loud noise, at that moment I really got scare like I had never been because I was driving in the highway in rush hours. I pulled over, turned the car off and waited few minutes started it back and continue my path to home with a tremendous fear that I could CAUSE OR HAVE A BIG ACCIDENT because of this matter.

ET  
6914  
SMD

On May 28, 2014 driving one more time from work to home in a rush hour the Electronic Stability Control (ESC) turned on the light again and immediately I pulled over right before my car lose power, I almost have an accident with a car behind me but I managed to pulled to the shoulder. I call to the hot line (888) 327-4236 and left a message regarding this matter.

**I DON'T WANT TO HURT SOME ONE OR LOSE MY LIFE IN A CAR ACCIDENT!** PLEASE I need your HELP immediatly! I CANNOT continue with this problem and fear that in any minute or day my car is going to stop right in the middle of traffic, or have the worry to take my car to repair and keep paying, unfortunately I do not have enough income to keep paying for this problem. PLEASE if someone could contact me to give me advice or help me promptly to resolve this matter I will appreciate it so much.

Thank You for taking your time to read my letter.

Sincerely,

A solid black rectangular box used to redact the sender's name and signature.



West Chevrolet, Inc  
 3450 Airport Hwy  
 Alcoa, TN 37701  
 PH: (865) 970-9378  
 Fax: (865) 970-4559

RO: 140700  
 Cashier: 000340 17:43-1  
 Date Returned: 03/15/2013  
 Status: REPRINT  
 OPEN  
 IN:1255OUT:1704

Customer: 11285 Stock #: [REDACTED]

VIN: 3GNBACFU7BS [REDACTED]

2011 CHEV HHR LT RED

Miles-In: 32532 Out: 32532

Delivered: 03/06/2013

In Service: 12/01/2010

LOUISVILLE TN [REDACTED]

Home: [REDACTED] Work: N/A

Cellular: [REDACTED]

Comment: CALLED ABOUT WARRANTY WORK / CROSSOLD ALIGN

Advisor: 000445-Allan Richard King Hat: 381

Date In: 03/15/2013

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[ WARRANTY ]						
A	SW	000479W	04CVZ	CUSTOMER STATES VEHICLE WILL SHIMMY AT TIMES WHILE DRIVING. FEELS LIKE MISFIRE. SEE BRYAN. (SEE HISTORY). TRACTION AT TIMES. TEST DROVE AND SCANNED SYSTEMS. NO PROBLEMS AT THIS TIME		
[ CUSTOMER PAY ]						
*B	SCP	000479C	02CVZ	CUSTOMER STATES CHECK ALIGNMENT: PULLS LEFT WHEN DRIVING. FOUND 2 TIRES BAD. REPLACED 2 TIRES AND FRONT ALIGNMENT	Labor Total:	49.95
					Operation Total:	49.95
[ CUSTOMER PAY ]						
*C	SCP	000479C	04TIRE	CUSTOMER STATES MOUNT&BALANCE TWO NEW FRONT TIRES. MOUNT & BALANCE TWO NEW FIRESTONE TIRES. Parts: 2 19143203 F2155017 5.880	Labor Total:	0.01
					131.72	263.44
					Total Parts:	263.44
					Operation Total:	263.45
[ CUSTOMER PAY ]						
*D	SCP	000479C	01CVZ	CUSTOMER STATES 27 POINT INSPECTION	certified service special:	-26.35
					discount:	-44.65
					Operation Total:	-71.00



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RO: 140700  
 Cashier: 000340 17:43-1  
 Date Returned: 03/15/2013  
 Status: REPRINT  
 OPEN

IN:1255OUT:1704

>>>> CONTINUED FROM PREVIOUS PAGE <<<<  
 Customer: 11285 Stock #: [REDACTED]

VIN:3GNBACFU7BS [REDACTED]  
 2011 CHEV HHR LT RED  
 Miles-In: 32532 Out: 32532  
 Delivered: 03/06/2013  
 In Service: 12/01/2010

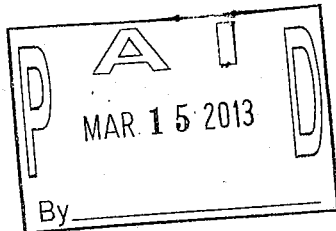
[REDACTED]  
 LOUISVILLE TN [REDACTED]

Home: [REDACTED] Work: N/A  
 Cellular: [REDACTED]

Comment: CALLED ABOUT WARRANTY WORK / CROSSSOLD ALIGN  
 Advisor: 000445-Allan Richard King Hat: 381

Date In: 03/15/2013

DP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
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Customer Pay Labor:	49.96
Customer Pay Parts:	263.44
Customer Pay Miscellaneous:	-71.00
Customer Pay Subtotal:	242.40
Customer Pay Sales Tax:	23.64
Customer Total Due:	266.04

I hereby authorize the repair work herein set forth to be done along with the necessary material and 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 the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. West Chevrolet hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and West Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by West Chevrolet in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."  
 TERMS: STRICTLY CASH unless arrangements made.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature: \_\_\_\_\_

THANK YOU FOR SHOPPING AT WEST CHEVROLET!



West Chevrolet, Inc  
 3450 Airport Hwy  
 Alcoa, TN 37701  
 PH: (865) 970-9378  
 Fax: (865) 970-4559

RO: 140273  
 Cashier: 14:27-1  
 Date Returned: 03/06/2013

OPEN  
 IN:0928OUT:1427

Customer: 11285

VIN:3GNBACFU7BS  
 2011 CHEV HHR LT  
 Miles-In: 32168 Out: 32168

LOUISVILLE TN

Home: [REDACTED] Work: N/A  
 Comment: [REDACTED]  
 Advisor: 000406-Christen M Woods

Hat: 763 Date In: 03/06/2013

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[ WARRANTY ]						
A	SW	000468W	122040	CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS BLINKING AND THE ENGINE IS SHAKING SHOP FOREMAN TEST DROVE. MISFIRE ON CYLINDER #2. REPLACED THE SPARK PLUG. VERIFIED OPERATION. PO: J4226 Parts: 1 12625058 SPARK PLU 2.270		
[ CUSTOMER PAY ]						
B	SCP	000468C	01CVZ	CUSTOMER STATES 27 POINT INSPECTION		
[ WARRANTY ]						
C	SW	000468	30CVZ	CUSTOMER STATES THAT THE FRONT OF THE VEHICLE SHAKES THE LOSS OF TRACTINO LIGHT COMES ON ENGINE IS MISFIRING. TRACTION IS DISABLED BY ECM WHEN THIS OCCURS. REPAIRED MISFIRE AND VERIFIED OPERATION OF TCS.		

I hereby authorize the repair work herein set forth to be done along with the necessary material and 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 the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

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Signature: \_\_\_\_\_

THANK YOU FOR SHOPPING AT WEST CHEVROLET!

# Certified Service


## MULTI-POINT VEHICLE INSPECTION

Name: [REDACTED] Year/Model: 11 HHR Date: 3/6/13

Repair Order #: 1 F0273 VIN (last 8 digits): B\$ [REDACTED] Meter: 32168 Tag#: 713 License#:

Checked and OK  May Require Attention Soon  Requires Immediate Attention

### WIPER BLADES



RF  LF

Rear (if applicable)

Windshield condition

Cracks  Chips

OnStar active  **On**

Enrolled in OVD

Enrolled in DMN


Service History Check

Air Conditioning Performance

Remaining engine oil life: \_\_\_\_\_ %

Reset: \_\_\_\_\_ N/A: \_\_\_\_\_

### CHECK BATTERY



Battery health

Battery cables and connections

### CHECK TIRES AND TREAD DEPTH

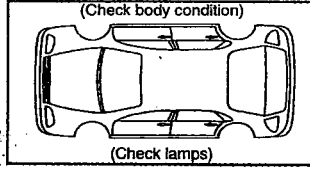
Rotation needed  Alignment needed  Balance needed

Rotation performed  Alignment performed  Balance performed

8/32 or Greater  7/32  6/32  5/32  4/32  3/32 or Less

ACTUAL LF LR

8/32 or Greater  7/32  6/32  5/32  4/32  3/32 or Less



Lowest Tread Depth: \_\_\_\_\_ /32

LF Wear Pattern Damage  RF

LR  RR

8/32 or Greater  7/32  6/32  5/32  4/32  3/32 or Less

ACTUAL RF RR

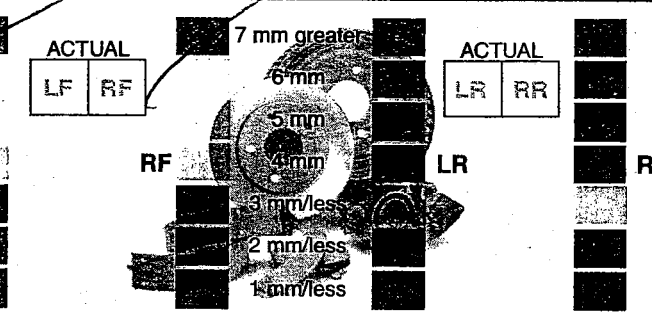
PSI@: \_\_\_\_\_ set to: \_\_\_\_\_ PSI

CHANGE ENGINE OIL & FILTER  N/A

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

### CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



7 mm greater

6 mm

5 mm

4 mm

3 mm/less

2 mm/less

1 mm/less

Lowest Front Lining \_\_\_\_\_ Lowest Rear Lining \_\_\_\_\_

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

Brake system (also including lines, hoses and parking brake)

<input checked="" type="checkbox"/>	Fuel system (also including gas cap seating)
<input checked="" type="checkbox"/>	Engine, transmission, drive axle, transfer case
<input checked="" type="checkbox"/>	Engine cooling system, leak/other
<input checked="" type="checkbox"/>	Shocks and struts - also check operation
<input checked="" type="checkbox"/>	Belts: engine, power steering and/or V-drive
<input checked="" type="checkbox"/>	Hoses: engine, power steering and HVAC
<input checked="" type="checkbox"/>	Engine air filter
<input checked="" type="checkbox"/>	Passenger Compartment Air Filter
<input checked="" type="checkbox"/>	Steering components and steering linkage
<input checked="" type="checkbox"/>	CV drive axle boots or driveshafts and U-joints
<input checked="" type="checkbox"/>	Exhaust system components
<input checked="" type="checkbox"/>	Body components lubrication

### Additional Recommended Services

- 
- 
- 

Service Consultant: \_\_\_\_\_

Technician: \_\_\_\_\_ No.: \_\_\_\_\_

Restraint system component check

Chassis components lubrication

Drive Axle (leak/other)

Evaporative control system



West Chevrolet, Inc  
 3450 Airport Hwy  
 Alcoa, TN 37701  
 PH: (865) 970-9378  
 Fax: (865) 970-4559

RO: 157986  
 Cashier: 000305 18:43-1  
 Date Returned: 03/11/2014  
 Status: MODIFIED REPRINT  
 OPEN  
 IN:0839OUT:1842

Customer: 11285 Stock #: [REDACTED] VIN:3GNBACFU7BS [REDACTED]  
 [REDACTED]  
 [REDACTED] 2011 CHEV HHR LT RED  
 [REDACTED] Miles-In: 46507 Out: 46507  
 Home: [REDACTED] Work: N/A Delivered: 03/06/2013  
 Cellular: [REDACTED] In Service: 12/01/2010  
 Comment: CALL IN APPOINTMENT DROP OFF  
 Advisor: 000407-David E Black Hat: 820 Date In: 03/11/2014

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[ CUSTOMER PAY ]						
A	SCP	000414C	30CVZ		Labor Total:	138.00
CUSTOMER STATES MESSAGE SERVICE ESC COMES UP AND TRIANGLE LIGHT KEEPS FLASHING ON THE CLUSTER, AND WHILE DRIVING AT TIMES THE VEHICLE WILL NOT ACCELERATE LIKE IT IS IN REDUCE ENGINE POWER MODE.						
PERFORM UPDATE PROGRAMMING PER BULLETIN						
						coupon: -13.80
						Operation Total: 124.20
[ CUSTOMER PAY ]						
*B	SCP	000414	01DEX		Labor Total:	11.50
CUSTOMER STATES LOF DEXOS OIL CHANGE OIL ANF FILTER WITH DEXOS REQUIRMENTS						
Parts:	1	12605566		FILTER	1.836	5.50
	5	19293000		OIL	8.800	4.44
						Total Parts: 27.70
						Operation Total: 39.20

**PAID**  
 PAID MAR 11 2014 PAID  
 BY:

Customer Pay Labor: 149.50  
 Customer Pay Parts: 27.70  
 Customer Pay Miscellaneous: -13.80  
 Customer Pay Subtotal: 163.40  
 Customer Pay Sales Tax: 15.93  
 Customer Total Due: 179.33

I hereby authorize the repair work herein set forth to be done along with the necessary material and 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 the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

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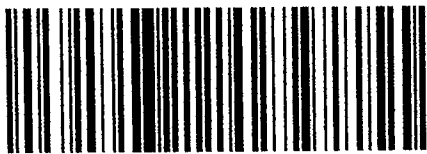
Signature: \_\_\_\_\_

THANK YOU FOR SHOPPING AT WEST CHEVROLET!

7012 3460 0000 4610 5106

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

**CERTIFIED MAIL™**

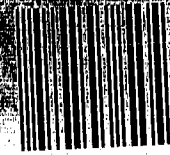


7012 3460 0000 4610 5106



UNITED STATES POSTAGE  
EAGLE  
PITNEY BOWES  
02 1P \$ 003.79<sup>00</sup>  
0001619364 MAY 30, 2014  
MAILED FROM ZIP CODE 37801

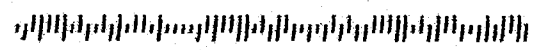
U.S. POSTAGE  
PAID  
ALCOA, TN  
37701  
MAY 30, 14  
AMOUNT  
**\$0.21**  
00026317-02



1000

20590

20590



Louisville TN

W41-306