

CL-10609384-5529

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

[REDACTED]
San Jose, CA [REDACTED]
[REDACTED]

June 18, 2014

Chevrolet Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172

JUL - 1 2014

Cc:
Administrator,
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE.,
Washington, DC 20590

GM Recall
2011 Chevrolet HHR VIN 3GNBABFW9BS [REDACTED]

I am writing with concern. We took our auto into the local Chevy dealer in April of this year. Our concern was that our car had already locked up and was at times inoperable. We do appreciate that we were given a rental car to use, until the fix can be made.

With that said, how sure are your engineers that a fix will be made on this model?
We paid for a maintenance plan his car and is sitting parked so it is useless to us now.

But the biggest concern is the safety of this model car.

What can you do to assure us that this will be taken care of?

[REDACTED]

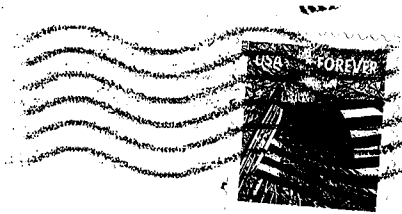
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San Jose, CA

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Administrator
National Highway Traffic Safety Admin
1200 New Jersey Ave NE
Washington D.C. 20590

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