

JUN 5 - 2015

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 06-MAY-2015	Repository ☐ Reference No. 10714883
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City LAPEER	State MI	Zip Code [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 3GND13D17S [REDACTED]		Make CHEVROLET	Model HHR
Date Purchased		Model Year 2007	
Dealer's Name and Telephone Number DEAN ARBOUR		Engine: No: Cylinders 4	
Original Owner ☐	Dealer's City TAWAS	State MI	Zip Code [REDACTED]
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 06-JAN-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage 200000	Failure Speed 3
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: DOTM19ABC036)	☐ 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 0	Number of Deaths 0
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 2007 CHEVROLET HHR. WHILE DRIVING APPROXIMATELY 3 MPH, THE STEERING WHEEL SEIZED. THE CONTACT CRASHED INTO A LARGE ROCK AND THE POWER STEERING WARNING LIGHT ILLUMINATED. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING NEEDED REPLACING. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 200,000.			
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.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

When I Turned in driveway power steering
quit working car kept going and hit rock
damaging front end. When I Took it to dealer
they stated it happened a lot but they only
Fixed them if some thing happened.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

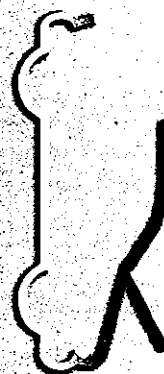
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



esis

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

800.888.0164 *tel*
313.221.9613 *fax*

Brittney Childress
Claims Administrator
brittney.childress@gm.com

March 11, 2015

[REDACTED]
Lapeer, MI [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 01/06/2015
VIN: 3GNDA13D17S [REDACTED]

Dear [REDACTED]

I am writing to confirm our conversation of 03/11/2015 regarding your accident of 01/06/2015 in a 2007 Chevrolet HHR. ESIS provides administrative claims handling services to General Motors LLC (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

ESIS is undertaking an investigation of your claim on behalf of GM. Conducting this investigation and responding to your claim is not a waiver of any defense that GM may have to your claim. GM expressly reserves its right to assert any defense. In undertaking to investigate your claim, ESIS and GM make no promise, representation, or statement that either will make any payment of your claim and ESIS and GM expressly reserve the right, in their discretion, to deny your claim and make no payment.

To assist us in the investigation of your claim, we request that you provide us with the following information:

1. Documentation to substantiate the amount of damages to your vehicle;
2. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
3. Copy of the accident report;

Once we have completed our investigation, a review of your claim will be conducted.

Please be advised that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Should you have any questions regarding this letter or your claim, please feel free to contact me directly at 1.800.888.0164, Monday through Friday, 8:00 a.m. to 4:30 p.m., EST.

A Risk Management Services Company- One of the ACE Group of Companies

SERVICE INVOICE



Milnes Chevrolet, Inc.
 1900 S. Cedar Street
 Imlay City, Michigan 48444
 Phone: 810-724-0561
 Fax: 810-724-8112
 www.milneschevy.com

Mechanical Repair Lic # F 133958
 Fed Tax ID # 38-2763802

R/O		VIN		3 G N D A 1 3 D 1 7 S		DATE IN		02/09/15
YEAR	MAKE	MODEL	COLOR			TIME IN		09:54
2007	CHEVROLET	HHR LS	O			CLOSED		10:29
MILES IN	MILES OUT	FIRST USE	DISC.	LAPEER MI		WRITER		02/09/15
194510	194510	00/00/00	MI	none		JASON\10		
SEE ALSO				H: () W: () -				

CUSTOMER IS WAITING

(1) CUST STATES THE POWER STEERING DROPS OUT--SEE SPECIAL POLICY--

9900030 T90 5
 (P) 19257875 (MOTOR KIT) 1
 (Warranty)

(90- FRANK-) A

(2) **G.M. CUSTOMER ASSIST**

1-800-222-1020

(90- FRANK-) A

Labor T90 .00
 Total Repair (Customer Y)..... .00

LACY

1600

806-167

Case

Ch insurance @ Great Lakes

REPAIRS ARE GUARANTEED ON CUSTOMER PAID GM PARTS FOR 12 MONTHS OR 12000 MILES, WHICHEVER COMES FIRST.
 If you are not Completely Satisfied, please contact John Flanagan, Service Manager @ jflanagan@milnes.com

STATEMENT OF DISCLAIMER		-CERTIFICATION-		W/C		INT.		CUSTOMER	
The factory warranty constitutes all the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms. ALL PARTS ARE NEW UNLESS INDICATED OTHERWISE		ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (PA. 300).						Labor .00	
X CUSTOMER SIGNATURE		X						Parts .00	
Page 1 of 1		Job 4313						Sublet .00	
Customer Copy								Shop Supplies .00	
								Oil/Grease .00	
								Sub Total .00	
								Tax .00	
								Total .00	