

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

| | |
|---------------|-------------------------------------|
| Date Received | Repository <input type="checkbox"/> |
| 24-AUG-2015 | Reference No. 10758746 |

| OWNER INFORMATION (Type or Print) | | | |
|-----------------------------------|------------|----|------------|
| Name | [REDACTED] | | |
| Address | [REDACTED] | | |
| City | State | MI | Zip Code |
| YPSILANTI | | | [REDACTED] |

| | |
|--------------------------|----------------|
| Daytime Telephone Number | E-mail Address |
| [REDACTED] | [REDACTED] |
| Evening Telephone Number | |
| [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 3GNBABFW18S [REDACTED] | Make CHEVROLET | Model HHR | Model Year 2011 |
| Date Purchased | Dealer's Name and Telephone Number | Engine: No: Cylinders | Fuel Type: |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code |
| Transmission Type | <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: Incident Date(s) 21-AUG-2015 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|--|--------------------------|---------------------|
| Vehicle Component Codes: BRAKES (PWS), 250000 ELECTRONIC STABILITY CONTROL | Failure Mileage 76918 | Failure Speed 30 |
|--|--------------------------|---------------------|

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) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2011 CHEVROLET HHR. WHILE DRIVING APPROXIMATELY 30 MPH, THE VEHICLE SHOOK VIOLENTLY, STALLED, AND THE ELECTRONIC STABILITY CONTROL WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE ELECTRONIC STABILITY BRAKE SOFTWARE NEEDED TO BE UPDATED. THE VEHICLE WAS REPAIRED. ~~THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE.~~ THE FAILURE MILEAGE WAS 76,918.

SEE ATTACHED NARRATIVE
we

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)

See attached NARRATIVE and Invoice.

ATTACH ADDITIONAL INFORMATION 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

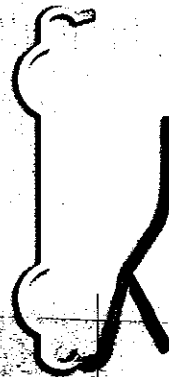
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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:

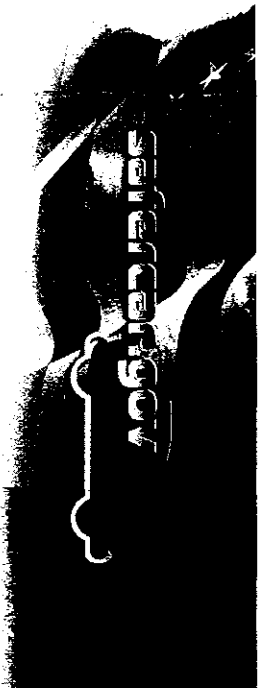
www.safercar.gov

or call:

Vehicle Safety Hotline 888-327-4236



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



Reference No. 10758746

NARRATIVE DESCRIPTION OF INCIDENT:

On August 21, 2015, approximately 1pm, on a clear sunny day, I was driving west on Plymouth Road in Livonia, MI, when my car started violently braking, pulling from side to side, and slowing down on its own. Nearby vehicles began swerving around me in order to avoid hitting my car. After illuminating my emergency flashers I drove an additional three blocks to a nearby Chevrolet dealership. The dash info displayed ESC ACTIVATED and SERVICE ESC. After examination of the vehicle, the service advisor explained there were no mechanical issues with the car, and all it required was a brake control computer software UPDATE. I was charged \$180 plus tax for this service. What I don't understand is since GM knew they had to update their software to fix a safety problem, why wasn't there a recall? I could've easily been killed by this desire of GM to save themselves money and bad reputation by attempting to avoid the expense and embarrassment of yet another recall.

This incident was reported to the Chevrolet manufacturer at 1-800-222-1020 (David) and assigned file no. [REDACTED] on August 24, 2015. Although requested to do so, the Manufacturer refused to reimburse the Owner for the \$180.00.

CUSTOMER #: [REDACTED]



INVOICE

CHEVROLET of LIVONIA

32570 PLYMOUTH ROAD
LIVONIA, MICHIGAN 48150
(734) 425-6500
(734) 261-9318 FAX
www.feldmanautomotive.com

YPSILANTI, MI [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 7237 DONALD COLEMAN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG |
|-------|------|---------------|------------------------|---------|----------------|-------|
| BLUE | 11 | CHEVROLET HHR | 3GNBABFW1BS [REDACTED] | | 76918/76918 | T8010 |

| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
|------------|-----------|----------|---------------|-------|------|---------|----------|
| 14DEC10 IS | | | 17:00 21AUG15 | | | CASH | 21AUG15 |

| R.O. OPENED | READY | OPTIONS: |
|---------------|---------------|-------------------|
| 13:30 21AUG15 | 16:51 21AUG15 | ENG:2.2_Liter_MFI |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|--|------|-------|------|-----|-------|
| A | C/S | INSTRUMENT CLUSTER DISPLAY MESSAGE SAYS ESC SYSTEM ACTIVE, NEEDS SERVICE | | | | | |

CAUSE: soft ware up date
1800 PROGRAMMED AND SET UP ELECTRONIC BRAKE CONTROL MODULE.
7045 OWENS JR, EDWARD LIC#: M180400
CPT 180.00 180.00

76918 soft ware up date 2.0 found code co280 test power and ground check connection to ebcm all ok. found ebcm has soft ware update nec to program ebcm ad set up

B Perform GM's Multipoint Inspection with Dab-A-Lube tray presentation on vehicles over 15K miles, part of GM's required Scheduled Maintenance

MP Perform GM's Multipoint Inspection with Dab-A-Lube tray presentation on vehicles over 15K miles, part of GM's required Scheduled Maintenance
7045 OWENS JR, EDWARD LIC#: M180400
ISP (N/C)

C** REPLACE FRONT BRAKES--PER GM INSPECTION
CAUSE: pads 2 mm uneven wear right front rotors mic at 1.003 discard 1.06

| | | | | | | | |
|---|--|--|--|--|--------|--------|--------|
| 700 REPLACED FRONT BRAKE PADS AND ROTORS. | | | | | | | |
| 7045 OWENS JR, EDWARD LIC#: M180400 | | | | | | | |
| CPT | | | | | 137.50 | 137.50 | |
| 1 19286002 (S) PAD KIT | | | | | 54.00 | 54.00 | 54.00 |
| 2 19241846 (S) ROTOR | | | | | 64.00 | 64.00 | 128.00 |

76918 pads 2 mm uneven wear right front rotors mic at 1.003 discard 1.06 1.5 nec to replace front pads and rotors old parts in back of car

D** BG STOP SQUEAL APPLICATION
BKIT BG STOP SQUEAL APPLICATION

| | | | |
|--|--|------------------------|--------|
| <p>NO REFUNDS OR EXCHANGES, AFTER 10 DAYS OR WITHOUT THIS INVOICE. ALL PARTS SOLD ARE NEW UNLESS SPECIFIED OTHERWISE.</p> <p>All returned good subject to a 20% handling - restocking charge. Electrical items, special order parts and/or sales of \$10.00 or less are non-returnable. Returned goods must be in original package. Credit will NOT be issued without inspection of items, after 10 days, or without this invoice.</p> <p>ALL RETURNS MUST MEET G.M. PART PACKAGING QUALITY STANDARDS. PLEASE CALL YOUR PARTS DEPT. FOR FURTHER INFORMATION REGARDING PACKING STANDARDS.</p> | <p>STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. 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/items.</p> <p>CUSTOMER SIGNATURE</p> | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| | | LESS INSURANCE | |
| | | SALES TAX | |
| | | PLEASE PAY THIS AMOUNT | |

REGISTRATION NO. F-164380

CUSTOMER #: [REDACTED]

INVOICE



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32570 PLYMOUTH ROAD
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(734) 425-6500
(734) 261-9318 FAX
www.feldmanautomotive.com

YPSILANTI, MI [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7237 DONALD COLEMAN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG |
|-------|------|---------------|------------------------|---------|----------------|-------|
| BLUE | 11 | CHEVROLET HHR | 3GNBABFW1BS [REDACTED] | | 76918/76918 | T8010 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|------|---------|-----------|
| 14DEC10 IS | | | 17:00 21AUG15 | | | CASH | 21AUG15 |

| R.O. OPENED | READY | OPTIONS: |
|---------------|---------------|-------------------|
| 13:30 21AUG15 | 16:51 21AUG15 | ENG:2.2_Liter_MFI |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------------------------------------|-------|-------|-------|
| | | | | 7045 OWENS JR, EDWARD LIC#: M180400 | | | |
| | | | | CPC | | 0.00 | 0.00 |
| | | | | 1 BSK1 BRAKE SERVICE KIT | 22.00 | 22.00 | 22.00 |
| | | | | 76918 done | | | |

EST: 85.00 21AUG15 13:30 SA: 7237

EST: 447.00 21AUG15 14:54 SA: 7237

CONTACT: PER MIKE

CUSTOMER PAY ENVIRONMENTAL FEE FOR REPAIR ORDER 20.00

THANK YOU FOR YOUR BUSINESS !!!!
FACILITY REGISTRATION # F132676
Repairs have been checked and approved by:

CUSTOMER HAS NO OTHER CONCERNS AT THIS TIME

TENNIS ON THE PHONE
MATTY
AUG 21 2015
CASH
CHECK
CREDITCARD

NO REFUNDS OR EXCHANGES, AFTER 10 DAYS OR WITHOUT THIS INVOICE. ALL PARTS SOLD ARE NEW UNLESS SPECIFIED OTHERWISE.

All returned good subject to a 20% handling - restocking charge. Electrical items, special order parts and/or sales of \$10.00 or less are non-returnable. Returned goods must be in original package. Credit will NOT be issued without inspection of items, after 10 days, or without this invoice.

ALL RETURNS MUST MEET G.M. PART PACKAGING QUALITY STANDARDS. PLEASE CALL YOUR PARTS DEPT. FOR FURTHER INFORMATION REGARDING PACKING STANDARDS.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. 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/items.

CUSTOMER SIGNATURE

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 317.50 |
| PARTS AMOUNT | 204.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 20.00 |
| TOTAL CHARGES | 541.50 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 13.44 |
| PLEASE PAY THIS AMOUNT | 554.94 |

REGISTRATION NO. F-164380

FELDMAN CHEVROLET OF LIVONIA
32570 W. SOUTH ROAD
LIVONIA MI 48150
734.233.1100

Merchant ID: [REDACTED]
Res or d Num: 00

Sale

XXXXXXXXXXXX
DISCOVER

Exp: XX/XX

Entry Method: Swiped

Total:

USD\$ 554.94

06/21/15

Invt: [REDACTED]
Apprvd: Online

17:26:45
Appr Code: [REDACTED]

TRN Ref #:

Batch#: [REDACTED]

Validation Code:

2000

THANK YOU
FOR A

LANDMARK COPY

RETAIN THIS COPY FOR STATEMENT
VERIFICATION