

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  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		FOR AGENCY USE ONLY 100148 Date Received JAN 12 2016 21-SEP-2015		Repository ☐ Reference No. 10766507			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Name [REDACTED] Address [REDACTED] City TORRANCE State CA Zip Code [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 3GND A23D975 [REDACTED]				Make CHEVROLET		Model HHR		Model Year 2007	
Date Purchased 03-06-2007		Dealer's Name and Telephone Number WIN CHEVROLET 310-830-5100				Engine: No. Cylinders 4 CYL		Fuel Type: GASOLINE	
Original Owner ☐		Dealer's City [REDACTED]		State CA		Zip Code [REDACTED]			
Transmission Type AUTO		☐ Antilock Brakes ☒ Cruise Control		Powertrain AUTO FRONT WHEEL DRIVE		Multiple Failure: DRIVER DOOR OPENING HANDLE BROKE TWICE		Incident Date(s) 11-AUG-2011 AND SEP-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 162000 STRUCTURE: BODY, 162300 STRUCTURE: BODY: DOOR DRIVER DOOR HANDLE TO OPEN DOOR BROKE AT 20,000 AND 31,000 MILES TWICE, HAD TO REACH TO OPEN FROM OUTSIDE. IF WINDOW INOP CANNOT GET OUT.						Failure Mileage 20000 AND 31,000		Failure Speed PARKED TO OPEN DR DOOR	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE									
Tire Make [REDACTED]			Tire Model (Name or Number) [REDACTED]			Tire Size (Example P215/65R15) [REDACTED]			
DOT No. (Example: DOTM19ABC036) [REDACTED]			☐ Original Equipment ☐ Prior Repair			Failure Location: [REDACTED]			
Tire Component Code [REDACTED]						Tire Failure Type: [REDACTED]			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE									
Make: [REDACTED]			Date Manufactured: [REDACTED]			Model No./Name: [REDACTED]			
Seat Type: [REDACTED]			Installation System: [REDACTED]						
Child Seat Component Code: [REDACTED]			Failed Part: [REDACTED]						
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. THE CONTACT STATED THAT THE INTERIOR DRIVER SIDE DOOR HANDLE FRACTURED. THE CONTACT HAD TO USE THE EXTERIOR DRIVER SIDE DOOR HANDLE TO OPEN THE DOOR AND EXIT THE VEHICLE. THE DEALER PREVIOUSLY REPLACED THE DRIVER SIDE DOOR HANDLE AND THE PANEL; HOWEVER, THE REPAIR DID NOT DETER THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 20,000, AND 31,000 MILES. EVEN THE REPLACEMENT HANDLE BROKE, 2 HANDLES BROKE. DEFINET MFG PART FAILURE THIS IS DANGEROUS, MOST DRIVERS CANNOT GET OUT. IF THERE IS FIRE DRIVER CANNOT OPEN WINDOW, CANNOT GET OUT. CHEVROLET SHOULD RE-CALL AND REPAIR WITH BETTER PART. 20,000 and 31,000 MILES DRIVER DOOR HANDLE BROKE. BETTER									
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 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)

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DRIVER DOOR HANDLE (TO EXIT VEHICLE) BROKE TWICE.
THIS IS A SAFETY ISSUE. DRIVER CAN BE
TRAPPED IN THE VEHICLE AND GET BURNED TO DEATH
IF THERE'S FIRE. I AM FOR A RECALL BY G.M.

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

LOS ANGELES
CA 900
02 DEC '15
PM 6 L



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



Vehicle Owner
U.S. Department of
Transportation



888-338-2211

Vehicle

www.safercar.gov

Use the form to

Think your car
has a safety issue

safercar.gov





CORMIER

2201 EAST 223RD STREET
CARSON, CA 90810
(310) 830-5100



Torrance, CA

33 Complaints
30,000 Mile

CUSTOMER NO.	ADVISOR G.C.	TAG NO. 427	G946	INVOICE DATE 08/02/11
TORRANCE, CA	LABOR RATE	20,502	COLOR GLDEN TEAL	
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/HHR/4DR 2WD LT	DELIVERY DATE 03/06/07	DELIVERY MILES 4	
	VEHICLE ID NO. 3 G N D A 2 3 D 9 7 5	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE 07/25/11	
RE	COMMENTS E# L61/ 2.2L 4CYL			MO: 20502

LABOR & PARTS
J# 1 09CTZ 15A DEPARTMENT TECH(S):163 100.00
INSIDE DRIVERS DOOR HANDLE INOP-ADVISE
FOUND INNER DOOR HANDLE BROKEN.
REPLACED LEFT FRONT DOOR TRIM ASSEMBLY.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 100.00

J# 2 77CTZ DO TIRE PRESURE AB32 TECH(S):163 0.00
CALIFORNIA STATE LAW REQUIRES US TO CHECK YOUR TIRE PRESURE
ON EVERY SERVICE VISIT. AB32
THE TIRES ON YOUR VEHICLE HAS BEEN ADJUSTED TO
30 PSI.
PER CALIF AIR RESOURCES BOARD (CARB) AB32 YOUR TIRE PRESURE
WAS CHECKED AND ADJUSTED TO MANUFACTURER SPEC'S

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+09CTZ038 TRIM INTERIOR TECH(S):163 WARRANTY
DRIVERS INNER DOOR HANDLE WILL NOT OPEN DOOR
WARRANTY PART ONLY-PER SERV MGR
REPLACED LEFT DOOR PANEL WITH HANDLE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 3 1 15923677 TRIM 14.685 WARRANTY
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)

TOTALS-----
PARTS DESIGNATED WITH AN
ASTERISK (*) INDICATES
LIFETIME GUARANTEE-APPLIES
FOR CUSTOMER PAY REPAIRS

TOTAL LABOR.... 100.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 100.00

CUSTOMER SIGNATURE