

NEF-010

CL-10838323-9730

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

[REDACTED]
Kansas City, Mo [REDACTED]

January 3, 2016

General Motors Corporation
P.O. Box 33136
Detroit, MI 48323-5136

JAN 20 2016

National Highway Traffic Safety Administration Headquarters
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

RE: 2007 Chevy HHR VIN# 3GNDA13D07S [REDACTED]

Attention General Motors Corporation and NHTSA:

My name is [REDACTED] I was the owner of a 2007 Chevy HHR until 12/18/2015. I purchased my car brand new and paid it off. I was the only owner and driver of this car. I am writing your offices because on December 16, 2015 I took my car to a local Chevy Dealership for repair. I took my car to the shop because I noticed hesitation starting up the car. I thought I needed to replace my battery, starter or ignition. I also noticed that during the week of December 7, 2015 I kept smelling gasoline. I provided all of these details to dealership repair shop.

I was informed by the repair shop that the issue was not my battery, starter or ignition. I learned that my fuel line had rusted and my car was leaking gas. I went on line and discovered that rusting, leaking fuel lines are common issues in the Chevy HHR, especially the 2006/2007 models.

I do not believe that a rusted fuel line is a matter of normal wear and tear or owner neglect, given that the car is only eight years old. I would like for GM and the NHTSA to address this issue before lives are lost.

The dealership has informed me that a rusted fuel line has to do with the age of the car. I contacted the GM's corporate office on December 16, 2015. I spoke with Scott at 866-790-5600 x5921062. Scott was supposed to return my call on the morning of December 17, 2015.

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I heard from Scott late evening on 12/21/15 after leaving him two messages. Scott informed me that rusted and leaking fuel lines on the HHR are not known issues with this particular car that and GM would not be providing any services in this matter.

Again, I believe that a rusted fuel line is a manufacturing issue. Please address this matter. I am expecting to hear from your agencies. My contact information is as follows [REDACTED] or [REDACTED] Thank you for your time.

Sincerely,

[REDACTED]



KANSAS CITY 640

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