

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

Repository ☐

10-JUN-2016

AUG 01 2013

Reference No.

10873628

OWNER INFORMATION (Type or Print)

Name

Address

City

ADA

State

OK

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

None

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

3GNBAAFW4BS

Make

CHEVROLET

Model

HHR

Model Year

2011

Date Purchased

Dealer's Name and Telephone Number

580-332

Engine:

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

No: Cylinders

E85

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-FEB-2016

☒ Cruise Control

4

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 110000 ELECTRICAL SYSTEM, BRAKES (PWS)

Failure Mileage

10000

Failure Speed

50

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

Failure Location:

☐ Prior Repair

ADA Oklahoma

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

Number of Deaths

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. THE CONTACT STATED THAT THE KEY FOB FAILED TO OPEN THE FRONT DRIVER SIDE DOOR. IN ADDITION, WHILE DRIVING 50 MPH, THE VEHICLE MADE AN ABNORMAL NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE BATTERY WAS REPLACED. THE CONTACT WAS INFORMED THAT THE REAR BRAKES AND DRUMS ALSO NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 10,000.

I did notified the manufacturer

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)

I called every Ford Dealer & company they would not give
answers except to talk to dealer
about a month ago I turn the Back rear window to spray clean
the water came inside the car & outside the window
I don't know what next
I have been to dealer several times over the car shaking
they said they fix it, it was never fix except getting worse
also they shd not give me the voucher for 2,230 dollar for perance it
when you buy a car there, they suppose give you the credit for it

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

OKLAHOMA CITY

OK 730

08 JUL '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, NEF-100
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



I am [REDACTED] daughter. I myself took it to ADA Ford in February with the same problems. I took a man with me down the highway. He told me the Highway was made with a run off or the highway would stand in water. Then I took it back May 24th - 2016 with the same problems that's when I got a quote on the brake are grabbing. Front end Shakes. The Keyless Key If you lock the door your locked out. The car key will not lock or unlock. The door on the driver side has been broke into because of these problems. The back hatch has been broken into because the locking out problem. They will not fix the problems. She is [REDACTED] years old and was sick then with her knee and other health problems so they seen she was weak and took adance of her. She had a Voucher for 2000. to be taken off. The vehicle that wasn't took off.

(C/P)

[REDACTED] [REDACTED]

[REDACTED] daughter, I need
more..

CUSTOMER #:

Ada Ford

LINCOLN MOTORS

INVOICE

1600 Lonnie Abbott Blvd.

Ada, OK 74820

Phone (580) 332-6161

www.adafordcars.com

ADA, OK

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 281 MARTY HALL

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG			
SILVER		11		CHEVROLET HHR		3GNBAAF4BS				75973/75973		T402			
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
13OCT15 DD						17:00 24MAY16						CASH		24MAY16	
R.O. OPENED			READY			OPTIONS:		SOLD-STK:		ENG:2.2_Liter_MFI					
24MAY16			24MAY16												

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A LUBE, OIL, AND FILTER UP TO 5 QUARTS, TIRE ROTATION, AND A 99 POINT

MULTI-POINT INSPECTION, EXCLUDES DEISELS

WRKS LUBE, OIL, AND FILTER UP TO 5 QUARTS, TIRE

ROTATION, AND A 99 POINT MULTI-POINT

INSPECTION, EXCLUDES DEISELS

254 ANDERSON,DANIEL LIC#: 9582

IP

1 XO*5W30*5QSP MOTORCRAFT SAE 5W-30 API GF-5

1 FL*2058* KIT - ELEMENT & GASKET - OIL F

(N/C)

(N/C)

(N/C)

B. C/S BRAKES ARE GRABBING. ADVISE

400 SUSPENSION/BRAKES

79 GRAGG,STEVE LIC#: 9980

CC

75973 NEEDS REAR DRUMS. COST IS 5389.46

C C/S FRONT END SHAKES AT SPEED AND PULLS TO RIGHT. ADVISE

400 SUSPENSION/BRAKES

79 GRAGG,STEVE LIC#: 9980

CC

75973 NEEDS FRONT TIRES DUE TO FLAT SPOTS. COST IS \$205.95

D C/S KEY AND FOB WILL NOT OPEN DRIVER DOOR. PLEASE ADVISE

1 General Repair

999 HOUSE TECH LIC#: 999999999

CC

E 99P Vehicle Inspection

99P 99P Vehicle Inspection

254 ANDERSON,DANIEL LIC#: 9582

CC

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller, ADA Ford Lincoln Motors hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller, ADA Ford Lincoln Motors neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

Ada Ford

LINCOLN MOTORS

INVOICE

1600 Lonnie Abbott Blvd.
Ada, OK 74820
Phone (580) 332-6161
www.adafordcars.com

PAGE 2

ADA, OK [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 281 MARTY HALL

BUS:

CELL:

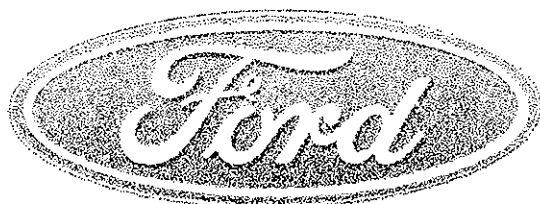
SERVICE ADVISOR:

201 MARIY HALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	11	CHEVROLET HHR	3GNBAAF4BS		75973/75973	T402	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13OCT15 DD			17:00 24MAY16			CASH	24MAY16
R.O. OPENED		READY		OPTIONS: SOLD-STK:			ENG:2.2_Liter_MFI
24MAY16		24MAY16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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Our goal at Ada Ford-Lincoln Motors is your "COMPLETE SATISFACTION" You may receive a survey from Ford, If for any reason you CANNOT answer all questions "COMPLETELY SATISFIED", or "DEFINITELY RECOMMEND" us Please contact Ronnie Pogue at 1-800-256-5128. Your Next Appointment is set for ____-____-____



LINCOLN

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE