

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 20-JUN-2017 AUG 2 2 2017	Repository <input type="checkbox"/>
	Reference No. 11000166

Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City APTALLA State AL 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 3GNBACFU0BS [REDACTED]	Make CHEVROLET	Model HHR	Model Year 2011
Date Purchased 2011	Dealer's Name and Telephone Number		Engine: No: Cylinders
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) 30-MAY-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)	Failure Mileage 42000	Failure Speed 55
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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	Number of Deaths	Reported to Police N
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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 55 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO RESTART THE VEHICLE BY DEPRESSING THE ACCELERATOR PEDAL. THE VEHICLE DID NOT SHUT OFF, BUT LOST POWER COMPLETELY. THE VEHICLE WAS INITIALLY TAKEN TO FROST AND FROST OF GADSDEN, ALABAMA WHERE THE TRANSMISSION WAS REBUILT, BUT THE FAILURE RECURRED. ON ANOTHER OCCASION, THE VEHICLE WAS TAKEN TO DEVAN LOWES OF GADSDEN, ALABAMA WHERE IT WAS DIAGNOSED THAT THE TORQUE CONVERTER AND THE DRIVE CLUTCH WERE FAULTY. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 42,000.

See corrections

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.

Aug. 2017

2011 chev. HHR

The problem with this HHR started almost 2yr. ago. The car would suddenly lose power, the engine did not shut down. It felt like the motor was not getting enough fuel and it would shift rough.

When it first started it would only happen once in a while, but it continued to get worse and almost cost me several accidents. I took the car to several mechanics and they told me unless the check engine light came on or they could be there when it happened, they could not tell me what it was. The check engine never came on.

Finally in May 2017, I was close to Devan Lowe's in Gadsden when it happened. I pulled in to Devan Lowe's and a friend who was with me, went in and got a mechanic to come out + ride with us. The mechanic told me something was wrong with the torque converter. He told me to take the car to a transmission service place, I took the car to Frost Transmission in Gadsden, they told me my transmission was locking up. They rebuilt my transmission and told me the torque converter and direct clutch was bad. I don't think this should have happened on a car with 42,000 miles on it and I think someone should have been able to tell me what was wrong sooner as this was a very dangerous problem.

FROST TRANSMISSION INC.
 225 WEST GRAND AVE.
 RAINBOW CITY, AL 35906
 Phone: 256-442-1682 FAX: 256-442-1793

Invoice No. [REDACTED]

Page 1
 Order Date 05/31/17 08:12 am
 Paid: 06/09/17 04:15 pm

[REDACTED] ATTALLA AL [REDACTED] Home Phone: [REDACTED] Mobile: [REDACTED]	11 CHEVROLET HHR RED Mileage in: 42084 out: 42090 Lic: [REDACTED] L4Cyl 2.4 Eng Vin: 3GNBACFU0BS [REDACTED] Eq:
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Job01 REBUILD 4T45E **Labor: 16.00 hrs@\$80.00/hr=\$2,373.26**

BAND_4T40E INTERMEDIATE/-N	1.0 Quan
BAND_4T60E FWD (REAR) 1-N	1.0 Quan
SOLENOID_ VARIOUS (BW BR-N	1.0 Quan
SWITCH_ GM 4T40/45E PRES-N	1.0 Quan
WIRE HARNESS_ 4T45E INTE-N	1.0 Quan
SOLENOID_4T40E & 4T65E S-N	2.0 Quan
SOLENOID_EPC (OE) 4T40/4-N	1.0 Quan
M.L/S_ 4T40E_4T45E_ W/ B-N	1.0 Quan
FILTER_ 4T40/45E 95-UP-N	1.0 Quan
DEXTRON VI TRANS FLUID-N	10.0 Quan
TC 125/4T40/60/65E 245MM-N	1.0 Quan

Job Subtotal: \$2,373.26

3 YEAR OR 50,000 MILE WARRANTY

Payments to FROST TRANSMISSION INC.	Cost Summary	
Status: Paid Work Order	Labor	1280.00
	Parts	1093.26
	EPA	12.00
	Supplies	15.00
	Subtotal	2400.26
	Tax	99.74
	Total	\$2500.00
Payments: \$2,500.00	Payments	2500.00
1 06/09/17 2500.00 Discover 00901R	Bal Due	0.00

Thank you for choosing FROST TRANSMISSION INC.

I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, accident or any other cause beyond your control.

FROST TRANSMISSION INC.
225 WEST GRAND AVE.
RAINBOW CITY, AL 35906
Phone: 256-442-1682 FAX: 256-442-1793

Invoice No. [REDACTED]

Page 1

Order Date 07/26/17 10:27 am
Paid: 07/26/17 10:34 am

[REDACTED]
ATTALLA AL [REDACTED]
Home Phone: [REDACTED]
Mobile: [REDACTED]

11 CHEVROLET HHR RED
Mileage in:42084 out:42084
Lic: [REDACTED] L4Cyl 2.4 Eng
Vin: 3GNBACFU0BS [REDACTED]
Eq:
Last in 5/31/2017

Job01 R&R TRANS MOUNT Labor: 0.00 hrs@**\$80.00/hr=\$85.00**

MOUNT-N

1.0 Quan

Job Subtotal: \$85.00

Payments to FROST TRANSMISSION INC. Cost Summary

Status: Paid Work Order
Payments: \$92.65
1 07/26/17 92.65 Discover

Labor	0.00
Parts	85.00
Subtotal	85.00
Tax	7.65
Total	\$92.65
Payments	92.65
Bal Due	0.00

Thank you for choosing FROST TRANSMISSION INC.

I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, accident or any other cause beyond your control.

(Signature) _____