



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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 ☐

30-JAN-2018

Reference No.
11065883

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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PORT RICHEY State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

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
3GNDA23D87S [REDACTED]
Make CHEVROLET Model HHR Model Year 2007
Date Purchased 5/2009 Dealer's Name and Telephone Number Sun Pagoda
Original Owner ☐ Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Engine: No: Cylinders 4 Fuel Type: Gas
Transmission Type automatic ☐ Antilock Brakes ☐ Cruise Control ☐ Powertrain automatic
Multiple Failure: Incident Date(s) 15-AUG-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS; LATCH
Failure Mileage 175000 Failure Speed

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 ☐ 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 ☐ 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 2007 CHEVROLET HHR. WHILE ATTEMPTING TO EXIT THE VEHICLE, THE DRIVER'S SIDE DOOR LATCH FAILED TO OPEN. THE CONTACT HAD TO EXIT THE VEHICLE THROUGH THE WINDOW. THE CONTACT ALSO STATED THAT PREVIOUSLY THE PASSENGER SIDE DOOR LATCH FAILED TO OPEN, AND THE CONTACT STOPPED USING THE DOOR. THE CONTACT WAS CONCERNED THAT SHE COULD INJURE HERSELF EXITING THROUGH THE WINDOWS AND, IF THE VEHICLE WERE TO LOSE POWER, THE WINDOWS WOULD FAIL TO OPERATE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT CALLED FERMAN CHEVROLET TARPON SPRINGS AT (727) 934-5789 (LOCATED AT 43520 US HWY 19 N, TARPON SPRINGS, FL 34689) WHERE IT WAS CONFIRMED THAT THERE WERE NO RECALLS ASSOCIATED WITH THE VIN AND THERE WOULD BE A FEE FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 175,000.

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)

The fact that both front exterior handle broke + I cannot get out of the car is dangerous I have to open the window + open the door from the outside But what if I am not there the window will not open + the car ignites I will be fired alone

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U.S. Department
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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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



or visit:
www.safercar.gov
or call:
Vehicle Safety Hotline
888-327-4236

If so:
Use the enclosed
form to file a report.



Think your vehicle
has a safety defect?

