



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Instrument Panel Storage Bin Door Compliance – Add Reinforcement Bracket

**MODELS:** 2006-2008 Chevrolet HHR

The ordering instructions for U.S. dealers has been revised in the Part Information section. Please discard all copies of bulletin 08157.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

General Motors has decided that certain 2006-2008 model year Chevrolet HHR vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 201, Occupant Protection in Interior Impact. When the instrument panel was struck by a test device at one location, the storage bin door opened. If this were to occur in a vehicle crash, it could increase an occupant's injuries.

### CORRECTION

Dealers are to inspect the storage bin, and if necessary, install a reinforcement latch plate bracket. Because the reinforcement latch plate bracket is easy to install, and to reduce customer inconvenience, the bracket and inspection/installation instructions will be mailed to customers of record. Customers who require the bracket but do not wish to install it are being provided the option of taking the bracket to their dealer for installation. Dealers are to inspect all involved vehicles currently in inventory and install the bracket, if necessary.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

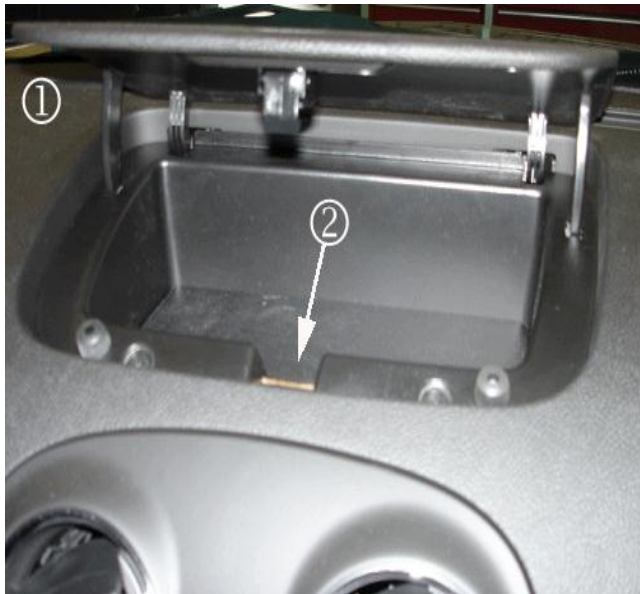
For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

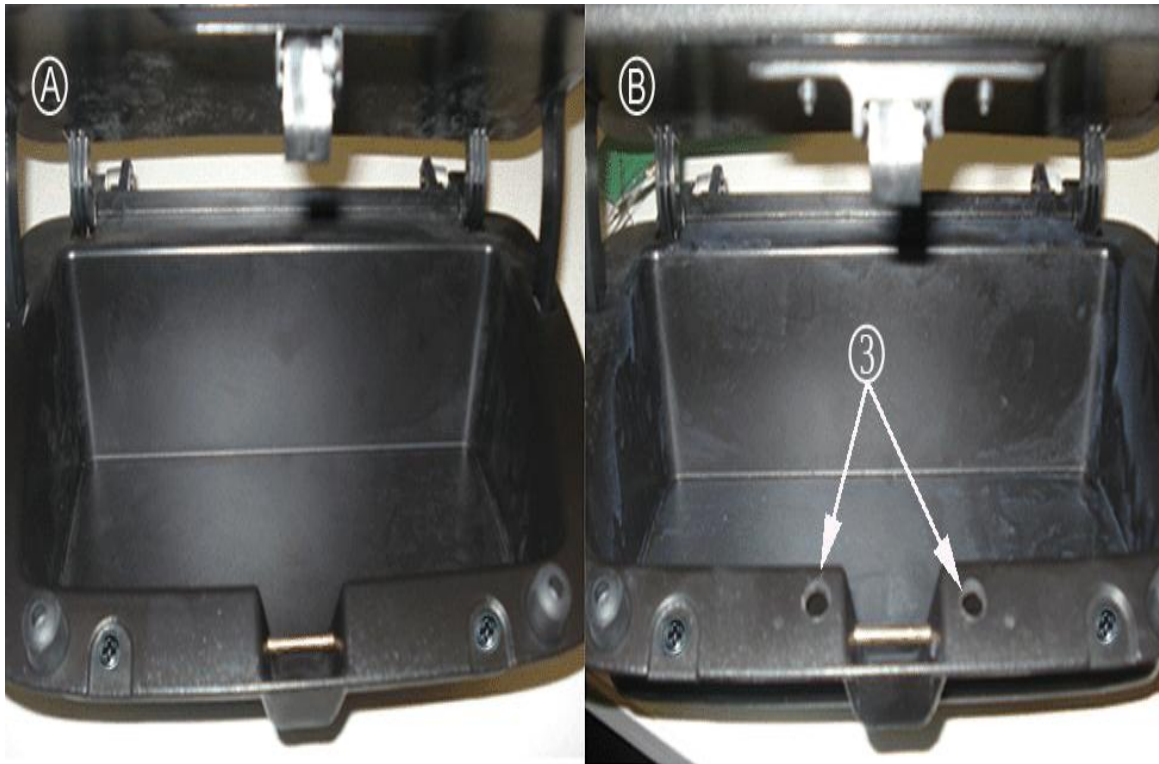
Reinforcement latch plate brackets required to complete this recall on vehicles in dealer inventory were pre-shipped to dealers beginning the week of December 15, 2008. These brackets were being provided at no-charge. If additional brackets are required, US Dealers should obtain through Dealer Support Materials by ordering on the web from 1Store, [www.gmglobalconnect.com](http://www.gmglobalconnect.com) and then click on the 1Store link. Be sure to request the reinforcement latch plate brackets for Recall 08157 by the 1Store item number - 20815078. Canadian Dealers should contact GM Canada's WINS Call Centre by sending a fax with your request to 1-888-888-4622. Be sure to request reinforcement latch plate brackets for Recall 08157. Do NOT order from General Motors Customer Care and Aftersales (GMCCA).

### SERVICE PROCEDURE



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1. Locate and open the instrument panel storage bin (1).
2. Locate the instrument panel storage bin latch (2).

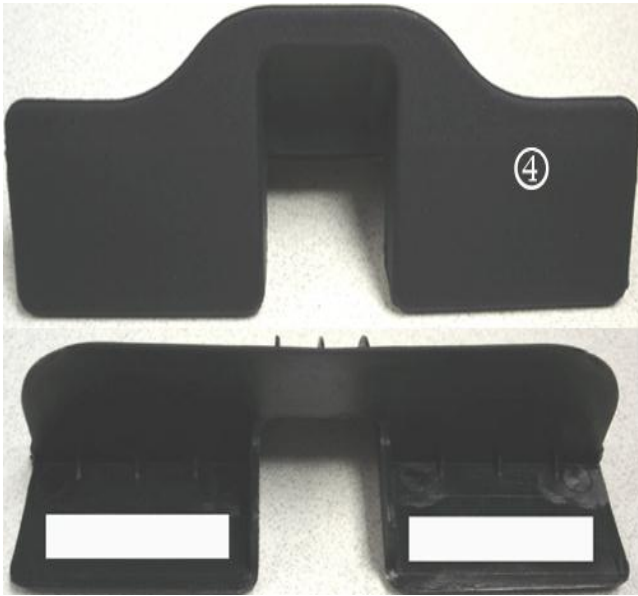


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3. Determine if the storage bin is a first (A) or second (B) design storage bin. The second design storage bin (B) includes latch pin holes (3) on the left and right side of the latch.
  - If the vehicle is equipped with a first design storage bin (A), installing a reinforcement latch plate bracket IS required. Proceed to Step 4.
  - If the vehicle is equipped with a second design storage bin (B), installing a reinforcement latch plate bracket is NOT required. No further action is required.

**Notice:** Do not use silicone or wax-based products, or those containing organic solvents to clean the surface because they can alter the appearance by increasing or reducing the gloss of the surface in a non-uniform manner.

4. Clean the flat surface on either side of the storage bin latch with a clean soft cloth dampened in water to remove any dirt, dust, or residue from the surface area. If a more thorough cleaning is necessary, a clean, soft cloth dampened with a mild soap solution can be used to remove dust, dirt, or residue from the surface.



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5. Peel the protective film from the two adhesive strips on the backside of the reinforcement latch plate bracket (4).



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6. Place the reinforcement latch plate bracket against the vertical surface at the rear edge of the bin; then carefully lower it until the adhesive strips contact the horizontal surface. Secure the reinforcement latch plate bracket to the storage bin latch area as shown in the illustration.
7. Test the operation of the storage bin by opening and closing the storage bin lid. Ensure that the storage bin latch engages and disengages.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT

Labor Code	Description	Labor Time
V1865	Inspect Storage Bin and Install Reinforcement Latch Plate Bracket, If Necessary	0.2

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repared per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2006, 2007, and 2008 model year Chevrolet HHR vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 201, Occupant Protection in Interior Impact. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products, and strongly urge you to complete this recall.

**IMPORTANT**

- Your Chevrolet HHR is involved in recall 08157.
- Install the enclosed bracket, if necessary,  
or
- If the bracket is required, bring the bracket to your Chevrolet dealer and it will be installed at **no charge**.

**Why is your vehicle being recalled?**

In a vehicle similar to yours, the instrument panel was struck by a test device at one location and the storage bin door opened. If this were to occur in a vehicle crash, it could increase an occupant’s injuries.

**What will we do?**

We have enclosed a reinforcement latch plate bracket for installation in the storage bin, if necessary. To reduce your inconvenience, you can inspect your storage bin to determine if the reinforcement latch plate bracket is required. If the bracket is required, you can install the bracket easily by following the enclosed instructions or by viewing a video at [www.gm.com/hhr\\_recall](http://www.gm.com/hhr_recall) (English) or [www.gm.com/hhr\\_recall\\_french](http://www.gm.com/hhr_recall_french) (French). If you would prefer to have your dealer install the reinforcement latch plate bracket for you, we strongly recommend that you take it to your dealer as soon as possible. This service will be performed for you at **no charge**.

**What should you do?**

If your vehicle requires the reinforcement latch plate bracket and you would like your dealer to install the bracket, you should contact your GM dealer to arrange a service appointment. Bring the bracket with you when you visit your dealer.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
08157