

NHTSA Consumer Complaints as of October 18, 2015

4 10758855 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V047000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE VIN WAS NOT AVAILABLE. BUNKIE LA Failure Date: 02/11/2015

4 10670883 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT THE GEAR SHIFT WAS LOCKED IN PARKED. IN ADDITION, THE CONTACT MENTIONED THAT THE DOORS LOCKED WITHOUT COMMAND. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 70,900.
ODESSA TX Failure Date: 01/07/2015

4 10683301 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT THE FRONT PASSENGER AND BOTH REAR DOORS WOULD NOT UNLOCK WITH THE KEY FOB. THE POWER LOCKS MALFUNCTIONED AND HAD TO BE UNLOCKED MANUALLY. THE FAILURE RECURRED MULTIPLE TIMES. THE DEALER WAS NOTIFIED OF THE FAILURES, BUT COULD NOT DIAGNOSE THE CAUSE OF THE FAILURES. THE MANUFACTURER STATED THAT THERE WERE NO RECALLS FOR THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.
GILBERT SC Failure Date: 10/01/2014

4 10632171 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN NUMBER: 14V171000 (ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE PART FOR THE RECALL REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT

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MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PRESCOTT AZ Failure Date: 09/10/2014

4 10618488 2011 CHEVROLET HHR Electrical WHILE DRIVING..
CAR SUDDENLY STALLED LOSING POWER STEERING ALL DASH BOARD LIGHTS
ON GAGES FLICKERING CAUSING CAR TO SHUT DOWN. UNABLE TO START.
*TR AURORA CO Failure Date: 08/01/2014

4 10726227 2011 CHEVROLET HHR Electrical TL* THE CONTACT
OWNS A 2011 CHEVROLET HHR. THE CONTACT NOTICED A LEAK OF HOT AIR/
LIQUID UNDER THE DASHBOARD COMING FROM THE FRONT AND REAR OF THE
VEHICLE. THE CONTACT WAS BURNED FROM THE HOT WATER LEAKAGE. THE
CONTACT ALSO STATED THAT THE VEHICLE MADE AN ABNORMAL SWOOSH
NOISE WHEN MAKING TURNS, WHICH CREATED A HOT MIST INSIDE THE
VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE
MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE
WAS 132,000. LAWRENCEVILLE GA Failure Date: 07/14/2014

4 10608914 2011 CHEVROLET HHR Electrical I WAS DRIVING
HOME WITH MY 2 CHILDREN IN MY VEHICLE AND HIT AND SLIGHT BUMP IN THE
ROAD AND THE SERVICE AIR BAG NOTIFICATION CAME ON. THIS STARTLED ME
AND I BECAME VERY SCARED BECAUSE I HAVE NEVER HAD A VEHICLE SAY
SERVICE AIR BAG? I AM VERY CONCERNED ABOUT THIS ISSUE THAT IF I AM IN
AN ACCIDENT GOD FORBID THAT THE AIRBAGS WILL NOT DEPLOY IF NEEDED
I TOOK MY VEHICLE IN TO BE SERVICED FOR IGNITION RECALL TODAY AFTER
WAITING ALMOST 5 MONTHS FOR PART AND INFORMED SERVICE TECHNICIAN
ABOUT WHAT HAD OCCURRED AND THE RESPONSE I RECEIVED WAS" WE CAN
DO A DIAGNOSTIC ON THE ISSUE FOR \$89.00? " I DO NOT FEEL THAT I
SHOULD HAVE TO PAY TO HAVE THIS DEFECT TO RESEARCHED AND FIXED
DUE TO DANGER THAT THIS POSES TO THE SAFETY OF MYSELF AND MY
CHILDREN. I AM REQUESTING THAT AUTHORIZATION BE GIVEN TO HAVE THE
ISSUE WITH THE SERVICE AIR BAG LIGHT TO BE RESEARCHED AND REPAIRED
AT NO CHARGE DUE TO ALL THE INCONVENIENCE THESE ISSUES ARE
CAUSING ME AND THE TIME THAT I HAVE TO BE WITHOUT A VEHICLE IN ORDER

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TO HAVE NECESSARY REPAIRS COMPLETED SO THAT MY FAMILY AND I CAN HAVE A SAFE VEHICLE. ALSO, THE DRIVER SIDE DOOR HANDLE JUST BROKE UPON OPENING DOOR AND I AM REQUESTING ASSISTANCE WITH DISCOUNT TO HAVE THIS PART REPLACED. I AM A SINGLE PARENT AND I HAVE LIMITED INCOME AND CANNOT AFFORD TO KEEP MAKING REPAIRS ON THE VEHICLE DUE TO FAULTY OR DEFECTIVE PARTS. PLEASE ASSIST ME AS SOON AS POSSIBLE. [XXX] [XXX] SAN DIEGO, CA[XXX] [XXX] [XXX] [XXX] VIN: 3GNBABFW9BS[XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) UPDATED 3/18/2015
*JS SAN DIEGO CA Failure Date: 07/03/2014

4 10615653 2011 CHEVROLET HHR Electrical WHILE DRIVING.. CAR SUDDENLY STALLED LOSING POWER STEERING ALL DASH BOARD LIGHTS ON GAUGES FLICKERING CAUSING CAR TO SHUT DOWN. SECOND INCIDENT 7/19/14. SAME SCENARIO CAR SUDDENLY STALLED LOSING POWER STEERING ALL DASH BOARD LIGHTS ON GAUGES FLICKERING CAUSING CAR TO SHUT DOWN. DEALERSHIP STATED INITIAL DUE TO RECALL. SECOND INCIDENT DEALER STATED NOT DUE TO RECALL BUT MORE OF A COMMON PROBLEM, HOWEVER UNABLE TO REPLICATE STALL AND DETERMINE WHERE FAULTY WIRING. GETTING LOTS OF ERROR CODES WITH NO REAL CAUSE AS TO WHY CAR STALLS. *TR RIALTO CA Failure Date: 05/17/2014

4 10595854 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATIONS FOR NHTSA CAMPAIGN ID NUMBERS: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND 14V171000 (ELECTRICAL SYSTEM). THE DEALER MADE THE CONTACT AWARE THAT THE PARTS NEEDED TO PERFORM THE RECALL REPAIRS WERE STILL NOT AVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF PROBLEM. THE CONTACT HAD NOT EXPERIENCED THE FAILURE. REMAILED 08/20/14*LJ WOBURN MA Failure Date: 05/05/2014

4 10585727 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM)

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AND STATED THAT THE REPAIR WAS NOT TAKEN CARE OF IN A REASONABLE AMOUNT OF TIME. THE DEALER INDICATED TO THE CONTACT THAT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS NOT CONTACTED. THE CONTACT HAD NOT EXPERIENCE A FAILURE. GLADSTONE

MI Failure Date: 04/30/2014

4 10596373 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN ID NUMBER: 147171000 (ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE REMEDY PARTS WERE UNAVAILABLE TO PERFORM THE REPAIRS. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

SPRINGFIELD MO Failure Date: 04/24/2014

4 10606962 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT WHILE THE VEHICLE WAS PARKED, THE KEY FAILED TO RELESAE FROM THE IGNITION SWITCH. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 14V047000 (AIR BAGS , ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN NUMBER: 14V171000 (ELECTRICAL SYSTEM) HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR REPAIR. THE DEALER STATED THE PARTS WERE UNAVAILABLE TO REPAIR THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED AND THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 36,000.

AUBURN NY Failure Date: 04/16/2014

4 10609384 2011 CHEVROLET HHR Electrical 2011 CHEVROLET HHR. CONSUMER WRITES IN REGARDS TO VEHICLE LOCKED UP AND WAS AT TIMES INOPERABLE. *SMD SAN JOSE CA Failure Date: 04/01/2014

4 10780873 2011 CHEVROLET HHR Electrical TL- THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT TWICE WHILE DRIVING APPROXIMATELY 50 MPH, THERE WAS AN ABNORMAL NOISE AND AT THE SAME TIME THE SERVICE TRACTION AND THE SERVICE ESC WARNING

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LIGHTS FLASHED RANDOMLY, THE VEHICLE SUDDENLY REDUCED SPEED AND HESITATED AS IF THE VEHICLE MAY STALL. THE ACCELERATION PEDAL WAS NOT RESPONDING EACH TIME THE FAILURE RECURRED AS THE VEHICLE JERKED VOILENTLY AND REDUCED SPEED. THE VEHICLE WAS TAKEN TO THE DEALER MORE THAN ONCE AND THEY WERE NOT ABLE TO REPLICATE AND DIAGNOSE THE FAILURE. THE DEALER TEST DROVE THE VEHICLE AND FOUND NO FAILURE AND HAD THE VEHICLE FOR A WEEK. THE DEALER DID NOT SEND A TECHNICIAN FROM THE MANUFACTURER AS THE CONDITION CONTINUED TO HAPPEN. THE VEHICLE WAS CONTINUING TO RIDE EXTREMELY ROUGH, HESITATED AND CONSTANTLY REDUCED SPEED WITH NO WARNING. THE CONTACT INDICATED THAT UPON TURNING OFF THE VEHICLE AND RESTARTING THE VEHICLE THE COMPUTER RESET THE VEHICLE AND THEN THE WARNING LIGHTS WENT OFF BUT THE FAILURE MAY RECURR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURE WAS NOTIFIED OF THE FAILURE AND THEY PROVIDED NO REMEDY. THE APPROXIMATE FAILURE MILEAGE WAS 65,000. DYD EAST RIDGE TN Failure Date: 03/04/2014

4 10596466 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT RECEIVED NOTIFICATIONS OF NHTSA CAMPAIGN ID NUMBERS: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND 14V171000 (ELECTRICAL SYSTEM). THE CONTACT WAS UNABLE TO HAVE THE VEHICLE SERVICED UNDER THE RECALLS BECAUSE THE PARTS NEEDED WERE UNAVAILABLE TO PERFORM THE REPAIRS. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM AND THEY WERE UNABLE TO PROVIDE AN EXPECTED DATE FOR THE REMEDY PART TO BECOME AVAILABLE. THE CONTACT DID NOT EXPERIENCE A FAILURE. CHICAGO IL
Failure Date: 03/01/2014

4 10568850 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THE KEY WOULD NOT TURN IN THE IGNITION SWITCH. THERE WERE SEVERAL ATTEMPTS BEFORE THE VEHICLE FUNCTIONED NORMALLY. IN ADDITION, THE AIR BAG WARNING INDICATOR ILLUMINATED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN

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AUTHORIZED DEALER AND THEY WERE UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 32,000. *TR PARSONS

TN Failure Date: 02/19/2014

4 10595811 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THE KEY WAS ABLE TO BE REMOVED FROM THE IGNITION WITHOUT SHUTTING OFF THE ENGINE. THE CONTACT RECEIVED A NOTIFICATION FOR RECALL NHTSA CAMPAIGN NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM) AND NHTSA CAMPAIGN NUMBER: 14V171000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS CONTACTED IN REGARDS TO THE RECALLS. HOWEVER, THE MANUFACTURER DECLINED TO PROVIDE AN ESTIMATED TIME FRAME OF WHEN THE VEHICLE WOULD BE SERVICED UNDER BOTH RECALLS. THE DEALER WAS CONTACTED AND MADE THE CONTACT AWARE THAT THERE WAS WAITING LIST OF OVER 222 VEHICLES THAT NEEDED TO BE SERVICED UNDER THE RECALLS. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATELY FAILURE MILEAGE WAS 65,000.

PASADENA CA Failure Date: 02/10/2014

4 10597175 2011 CHEVROLET HHR Electrical 2011 CHEVROLET HHR. CONSUMER WRITES IN REGARDS TO VEHICLE ACCELERATION ISSUES. *SMD THE CONSUMER STATED WHILE DRIVING, SHE NOTICED THE VEHICLE EXHIBIT A BOOST/JERK TYPE MOVEMENT, AND IT MADE A STRANGE NOISE. WHEN SHE TOOK THE VEHICLE TO THE DEALER, SHE WAS INFORMED THE PROBLEM WAS A SPARK PLUG AND THEY FIXED IT. HOWEVER, ONE NIGHT WHILE DRIVING, THE VEHICLE ONCE AGAIN EXHIBITED THE SAME BOOST/JERK MOVEMENT, AS IF SHE SUDDENLY HIT THE BRAKE, AS THE VEHICLE WAS LOSING SPEED, UNTIL IT SHUT DOWN COMPLETELY. SHE WAS ABLE TO PULL OVER, TURN THE VEHICLE OFF, AND RE-STARTED IT AGAIN WITH NO PROBLEM. A MONTH LATER, THE SAME THING HAPPENED, ONLY THAT TIME, THE ELECTRONIC STABILITY CONTROL LIGHT STARTED BLINKING, FOLLOWED BY A STRANGE NOISE. THE ELECTRONIC STABILITY CONTROL LIGHT ILLUMINATED AGAIN IN MAY 2014. *JB LOUISVILLE TN Failure Date: 02/01/2014

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4 10721442 2011 CHEVROLET HHR Electrical I WILL BE GOING
DOWN THE ROAD AND THE HEAD LIGHTS AND DASH LIGHTS WILL GO OUT
BEEN IN THE SHOP 10 TIMES TOTAL STILL CANT FIX CONCORD
GA Failure Date: 12/20/2013

4 10578633 2011 CHEVROLET HHR Electrical I'VE BEEN HAVING
PROBLEMS WITH MY RIGHT FRONT END SINCE I BOUGHT THE CAR. WHEN I
CUT THE WHEEL HARD TO THE RIGHT, IT MAKES A LOUD THUMPING NOISE LIKE
SOMETHING IS GOING TO POP OFF. IT MAKES THE MOST NOISE IN A SLOW OR
PARKING MOVEMENT. THEN I TAKE IT IN AND THEY PUMP UP THE TIRES WITH
AIR, AND SAY THERE'S NOTHING WRONG WITH IT. THEN THE AIR LOW LIGHT
FOR THE TIRES COMES ON. YOU FILL IT UP, AND THEN ANOTHER ONE COMES
ON. THEN CHECK THE AIR BAG POPS ON. I'VE EVEN EXPERIENCED THE CAR
LITERALLY FEELING LIKE THE MOTOR IDLING REAL LOW TO ALMOST SHUT OFF.
THIS HAS HAPPENED ATLEAST 3 TIMES. I WAS ONLY DOING ABOUT 25 MILES AN
HOUR, BUT IT WAS REALLY COLD OUTSIDE. EVERYTIME I HAVE TAKEN IT FOR
REPAIR, THEY HAVE SAID, WE CAN'T FIND ANYTHING WRONG. *TR
FREDERICK MD Failure Date: 11/08/2013

4 10618972 2011 CHEVROLET HHR Electrical TL* THE
CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT THE
VEHICLE STALLED MORE THAN FIVE TIMES, WHICH RESULTED IN TWO
CRASHES. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AFTER EACH
CRASH. THE FIRST CRASH OCCURRED WHEN THE VEHICLE STALLED AND
STRUCK THE FRONT OF ANOTHER VEHICLE. THE BRAKES FAILED TO STOP THE
VEHICLE PROPERLY. THE CONTACT AND PASSENGER SUSTAINED MINOR
INJURIES. THE SECOND CRASH OCCURRED WHEN THE VEHICLE STALLED AND
WAS CRASHED INTO A TREE. POLICE REPORTS WERE FILED FOR BOTH
CRASHES. THE CONTACT SUSTAINED MINOR INJURIES AND THE PASSENGER
SUSTAINED A BROKEN SHOULDER. MEDICAL ATTENTION WAS RECEIVED. THE
VEHICLE WAS REPAIRED AFTER BOTH CRASHES. THE CONTACT RECEIVED A
RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 14E021000 (ELECTRICAL
SYSTEM); HOWEVER, THE PARTS NEEDED FOR THE REPAIR WERE

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UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE
FAILURE MILEAGE AND SPEED WERE UNKNOWN. ORLANDO

FL Failure Date: 04/10/2013

4 10725009 2011 CHEVROLET HHR Electrical 2011 CHEVROLET
HHR. CONSUMER WRITES IN REGARDS TO VEHICLE FAULTY IGNITION SWITCH
PROBLEMS. *SMD THE CONSUMER STATED ON JANUARY 8, 2013, AS HE
BACKED OUT OF THE DRIVEWAY, HE HIT A POT HOLE IN THE ALLEY AND THE
IGNITION SWITCH TURNED OFF. HE HIS SOME HEDGES AND A SNOW BANK AND
PUT A DENT IN THE REAR BUMPER. THE CONSUMER STATED THE NEXT DAY,
HIS BACK, LEGS AND FEET WERE NUMB. *JB UPDATED 8/21/15*CN

NILESMI Failure Date: 01/08/2013

4 10533907 2011 CHEVROLET HHR Electrical WAS DRIVING AT
45MPH WHEN ALL OF THE SUDDEN ALL GAUGES, POWER STEERING, AND
ENGINE WENT ERRATIC. LOST POWER STEERING GOING DOWN HWY. CAR
DARTED TO THE LEFT A LITTLE. TOOK THE CAR TO DEALER FOR A DIAGNOSTIC.
WAS TOLD BY DEALER THAT THE DATA LINK CIRCUIT SHORTED CAUSING
ELECTRIC SHORT TO POWER STEERING CONTROL MODULE AND IT WOULD BE
\$1125.00 TO REPAIR. I HAVE FILED A COMPLAINT WITH GM BUT HAVEN'T HEARD
BACK FROM THEM. THIS SHOULD BE A RECALL ISSUE DUE TO POSSIBLE LOSS
OF CONTROL OF CAR AND CAUSING A CRASH. ALSO A POSSIBLE FIRE DUE TO
THE ELECTRICAL SHORT THEY DESCRIBED TO ME ON THE INVOICE. THE
POWER STEERING AND GAUGES ARE ALL STILL GOING ERRATIC BECAUSE I AM
TRYING TO SEE IF GM WILL FIX THIS SAFETY PROBLEM. THIS SHOULD BE A
SAFETY RECALL DO TO THE FACT THAT A YOUNG DRIVER OR EVEN FEMALE
DRIVER OR ANYONE IN FACT COULD LOSE CONTROL OF VEHICLE WHEN THE
POWER STEERING CONTROL MODULE DECIDES TO GO OUT AND COME BACK
ON THEN GO OUT AGAIN. *TR MOBILE AL Failure Date: 12/13/2012