

NHTSA Consumer Complaints as of October 18, 2016

13 10908319 2011 CHEVROLET HHR Electrical ON SEPTEMBER 20 2016 WHILE PARKED AFTER PICKING UP MY CHILDREN FROM SCHOOL. MY KIDS GOT INTO THE REAR PASSENGER SIDE DOOR AND WHEN CLOSING, THE DOOR WOULD NOT SHUT. THE LATCH WOULD NOT CATCH ONTO THE BAR TO KEEP THE DOOR SHUT. UPON FURTHER RESEARCH I FOUND MANY COMPLAINTS OF CHEVY HHR OWNERS HAVING THE SAME PROBLEMS WITH THEIR CAR DOOR LOCKS AS WELL. THE LOCK ACTUATOR NO LONGER FUNCTIONING CAUSING THE LATCH TO NONLINEAR WORK. CAUSING A HUGE SAFETY PROBLEM. WE CAN NOT DRIVE A CAR THAT'S DOOR WILL NOT CLOSE AND STAY SHUT. IT JUST POPS RIGHT BACK OPEN. SEEING HOW MANY SIMILAR COMPLAINTS AND REPORTS THERE ARE ONLINE, THIS SHOULD BE ADDRESSED BY CHEVY AND GM. THIS HAS HAPPENED TO OUR DRIVER SIDE PASSENGER DOOR IN THE PAST AS WELL. THANK GOODNESS IT DID NOT HAPPEN WHILE WE WERE DRIVING. SAN DIEGO CA Failure Date: 09/20/2016

13 10864386 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT THE CHECK AIR BAG WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO BE DIAGNOSED BY THE DEALER. THE CONTACT WAS INFORMED THAT THE FRONT DRIVER AND PASSENGER SIDE AIR BAGS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V047000 (AIR BAGS, ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 73,818. WEST ORANGE NJ Failure Date: 04/12/2016

13 10852734 2011 CHEVROLET HHR Electrical IGNITION RECALL , THE SWITCH HAS BEEN REPLACED TWICE . I AM STILL HAVING ISSUES WHEN LEAVING KEY IN IGNITION IN THE OFF POSITION , ALL DASH LIGHTS FLASH AND A LOT OF CLICKING NOISE AND WILL ALL LOCK DOORS . THE SERVICE AIR BAG LIGHT WILL COME ON , WHEN YOU TURN IT OFF AND RESTART CAR IT GOES OUT . I TOOK IT TO THE DEALERSHIP AND WAS TOLD THAT THEY COULD NOT FIND THE SWITCH DEFECTIVE AND THEY WOULD NOT

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REPLACE IT , OR CHECK INTO THE MATTER WITH OUT CHARGING ME A SERVICE FEE OF SEVERAL HUNDRED DOLLARS . I TRAVEL LONG DISTANCES , AND CONCERNED ABOUT MY SAFETY , AND OTHER THAT COULD BE INVOLVED IN AN ACCIDENT . SHEPHERDSVILLEKY Failure Date: 03/30/2016

13 10873628 2011 CHEVROLET HHR Electrical 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. UPDATED 08/02/16*LJ ADA OK
Failure Date: 02/02/2016

13 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

13 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

13 10683301 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT THE FRONT

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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

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

13 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

13 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

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13 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 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

13 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

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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

13 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

13 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) 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

13 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

13 10606962 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT WHILE

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THE VEHICLE WAS PARKED, THE KEY FAILED TO RELEASE 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

13 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

13 10780873 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. WHILE DRIVING APPROXIMATELY 50 MPH, THE CONTACT HEARD AN ABNORMAL NOISE AND THE SERVICE TRACTION AND SERVICE ESC WARNING LIGHTS FLASHED RANDOMLY. THE VEHICLE SUDDENLY REDUCED SPEED AND HESITATED AS IF IT WOULD STALL. THE ACCELERATOR PEDAL DID NOT RESPOND EACH TIME THE FAILURE RECURRED AND THE VEHICLE JERKED VIOLENTLY 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 FAILURES. UPON TURNING OFF AND RESTARTING THE VEHICLE, THE COMPUTER RESET AND THE WARNING LIGHTS DIMMED, BUT THE FAILURE RECURRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND PROVIDED NO REMEDY. THE APPROXIMATE FAILURE MILEAGE WAS 65,000. EAST RIDGE

TN Failure Date: 03/04/2014

13 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

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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

13 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 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

13 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

13 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.

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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

13 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

13 10790379 2011 CHEVROLET HHR Electrical IN COLDER
TEMPERATURES MY CAR SPUTTERS WHEN ACCELERATING AND RPMS JUMP
QUICKLY FROM 2 TO 3 AND THEN BACK DOWN. IN ADDITION, THE RADIO MAY
TURN OFF, ALL DASH GAUGES (FUEL, SPEED, RPMS) GO TO 0, VARIOUS
SERVICE LIGHTS COME ON (NOT ALWAYS THE SAME) AND THEN EVERYTHING
GOES BACK TO NORMAL. CAR WORKS FINE IN WARMER TEMPERATURES.
TOOK IT TO THE DEALERSHIP IN 2013 AND WHEN PLUGGED IN THERE WERE
REPORTS IF 20 THINGS WRONG AND THEY WERE UNABLE TO DETERMINE THE
PROBLEM AND SAID IT WOULD COST THOUSAND TO CHECK ALL OF THE
ISSUES BEING REPORTED. I CONTACTED GM CUSTOMER SERVICE AND
ALTHOUGH THEY WERE VERY NICE THEY WEREN'T ABLE TO HELP DETERMINE
WHAT THE ISSUE WITH MY VEHICLE WAS. I TOOK IT TO ANOTHER SERVICE
PLACE AND WHILE THEY WERE UNABLE TO DETERMINE THE ULTIMATE
PROBLEM THEY PUT DIELECTRIC GREASE ON ALL MY ELECTRONIC
CONNECTIONS IN THE FUSE BOX UNDER THE HOOD AND IT WORKED FINE THE
REST IF THE WINTER. THEY SAID IT WAS A GOOD THING THAT I CAME IN WHEN
I DID BECAUSE THEY THOUGHT IF I DROVE IT ANY LONGER I WOULD H AVE

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DESTROYED THE ELECTRICAL SYSTEM. IN 2014, I HAD THEM DO THE SAME "FIX". NOW IN 2015 IT HAS STARTED BACK UP AGAIN. HOWELL MI

Failure Date: 11/15/2013

13 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

13 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 UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE

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FAILURE MILEAGE AND SPEED WERE UNKNOWN.

ORLANDO

FL Failure Date: 04/10/2013

13 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

13 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

13 10652458 2011 CHEVROLET HHR Electrical THE RADIO HAS BEEN GOING OUT WHEN I TURN THE STEERING WHEEL. IT WOULDN'T DO IT WHEN I TOOK IT IN BUT THEN WE HAD THE RECALL OF THE IGNITION SWITCH. THAT WAS REPAIRED AND IT'S GOTTEN WORSE. THIS MORNING IT POPPED AND SIZE LED IN THE DASH AND THRU THE RADIO EVEN AFTER TURNING THE

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RADIO AND CAR OFF. IT DID START BACK UP BUT EVERY TIME I HIT A BUMP THE RADIO MAY GO OUT. I CALLED CHEV AND THEY CAN'T GET ME IN UNTIL 11/17. THIS IS MY ONLY VEHICLE. SOMETHING IS WRONG WITH THESE HHR ELECTRIC SYSTEMS. SOMEBODY NEEDS TO FIND THE PROBLEM AND FIX IT. *TR

PORTER TX Failure Date: 11/06/2012

13 10907257 2011 CHEVROLET HHR Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT WAS EXPERIENCING MULTIPLE FAILURES WITH THE VEHICLE. THE VEHICLE WAS PREVIOUSLY REPAIRED PER A RECALL FOR THE IGNITION SWITCH; HOWEVER, THE REPAIR WAS INSUFFICIENT. AT TIMES, EVEN WITH THE KEY IN THE OFF POSITION, THE VEHICLE WOULD NOT SHUT OFF. THE BATTERY WOULD HAVE TO BE DISCONNECTED TO TURN OFF THE VEHICLE. THE CONTACT STATED THAT THE KEY DID NOT REMAIN IN THE IGNITION AND HE FELT UNSAFE DRIVING THE VEHICLE. IN ADDITION, THE DRIVER SIDE DOOR HANDLE WAS NOT WORKING PROPERLY AND WAS REPLACED TWICE BY THE DEALER. THE CONTACT STATED THAT THE ESC (ELECTRONIC STABILITY CONTROL) INDICATOR ILLUMINATED SHORTLY AFTER PURCHASING THE VEHICLE. EACH TIME THE ESC INDICATOR ILLUMINATED, THE VEHICLE DRASTICALLY REDUCED IN SPEED. THE DEALER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE NHTSA CAMPAIGN NUMBER WAS UNKNOWN. THE FAILURE MILEAGE WAS 20,000. PRESCOTT AZ Failure Date: 09/01/2012