 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received <b>JUN 15 2011</b></p>		<p>Repository <input type="checkbox"/></p>	
		<p>04-MAY-2011</p>		<p>Reference No. 10398878</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City LIVONIA</p>	<p>State MI</p>	<p>Zip Code</p>			
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1PC5SH5B7</p>		<p>Make CHEVROLET</p>	<p>Model CRUZE</p>	<p>Model Year 2011</p>	
<p>Date Purchased 12-20-10</p>	<p>Dealer's Name and Telephone Number LOU LARICHE 734-453-4600</p>		<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: GAS</p>	
<p>Original Owner <input type="checkbox"/> LEASE</p>	<p>Dealer's City PLYMOUTH</p>	<p>State MI</p>	<p>Zip Code 48170</p>		
<p>Transmission Type AUTO.</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 05-MAR-2011</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC</p>			<p>Failure Mileage 3000</p>	<p>Failure Speed 15</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>			
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL*THE CONTACT OWNS A 2011 CHEVROLET CRUZE. WHILE THE CONTACT WAS DRIVING APPROXIMATELY 15 MPH THE BRAKE PEDAL BECAME SPONGY UPON APPLICATION, FOLLOWED BY AN EXTENSIVE DELAYED RESPONSE. THE FAILURE OCCURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION; HOWEVER, THEY STATED THAT THE BRAKES FUNCTIONED NORMALLY AS DESIGNED BY THE MANUFACTURER. THE FAILURE MILEAGE WAS APPROXIMATELY 3,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE BRAKES WERE FIRM AND RESPONSIVE WHEN I RECEIVED THE CAR. AFTER A FEW MONTHS THE BRAKES BECAME SPONGY AND THE PEDAL HAD TO BE DEPRESSED ALMOST TO THE FLOOR BEFORE THE VEHICLE STOPPED. THE BRAKE PEDAL IS SO LOW WHEN IT IS DEPRESSED THAT THE HEEL OF MY SHOE RESTS ON THE FLOORBOARD. I TOLD THE SERVICE REP AT THE DEALER THAT I HEAR A CLUNKING SOUND FROM THE LEFT FRONT AND THAT IT COULD BE THE BRAKES. DEALER INDICATED THAT NOTHING ABNORMAL WAS FOUND. I TRIED THE BRAKE PEDAL ON ANOTHER CRUZE IN STOCK AND IT WAS FIRM.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300

WEIROPDEN MI 481  
20 MAY 2011 PM 5 T

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



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

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236




Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



CUSTOMER #: 2234569

296517

**Lou LaRiche**

**CHEVROLET** 

40875 Plymouth Road, Plymouth MI 48170-4294  
(734) 453-4800 Fax: (734) 455-2570  
(800) 335-5335

State Registration No. F-100901

INVOICE

PAGE 1

LIVONIA, MI [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 33 MARK YOUNG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER ICE	11	CHEVROLET CRUZE	1G1PC5SH5B7 [REDACTED]		2920/2920	T601

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
20DEC10 IS			17:00 14APR11			CASH	14APR11

R.O. OPENED	READY	STK:1C5380D ENG:LUW TRN:MH8	ESTIMATE TOTALS
08:39 14APR11	11:03 14APR11		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A	CK	C/S	HEARS CLUNK FROM LEFT FRONT UPON ACCEL FROM A STOP				
			1400 NOTHING ABNORMAL FOUND				
			99 CQ			0.00	0.00
*****							
B	CK	C/S	BRAKE PEDAL FEELS SPONGEY - ALOT OF PEDAL TRAVEL - C/S WAS				
			ALOT FIRMER WHEN FIRST PURCHASED				
			1400 NOTHING ABNORMAL FOUND. CUSOTMER COMPARED				
			WITH ANOTHER CRUZE PEDAL SAME				
			99 CQ			0.00	0.00
*****							
C	CK	C/S	GROWLING NOISE FROM TRANSMISSION ON ACCELERATION				
			1600 NOTHING ABNORMAL FOUND				
			99 CQ			0.00	0.00
*****							
D	CK	C/S	HEARS ALOT OF OUTSIDE NOISE WHEN IN VEHICLE LEFT AND RIGHT				
			SIDE OF VEHICLE				
			1500 NOTHING ABNORMAL FOUND				
			99 CQ			0.00	0.00
*****							
E	CK	C/S	HEADLIGHTS DONT SEEM TO PROJECT FAR ENOUGH - C/S ONLY				
			ILLUMINATES A FEW CARS FORWARD				
			1500 UNABLE TO VERIFY. NOTHING ABNORMAL FOUND				
			99 CQ			0.00	0.00
*****							
F	CK	C/S	TEMP SENSOR DISPLAYED 49 YESTERDAY WHEN IT WAS ACTUAL 66				
			DEGREES OUTSIDE				
			1500 NOTHING ABNORMAL FOUND				
			99 CQ			0.00	0.00
*****							
G	CK	C/S	SLIGHT ENGINE NOISE FROM RIGHT SIDE OF ENGINE HUMMING NOISE				
			1100 NOTHING ABNORMAL FOUND				
			99 CQ			0.00	0.00
*****							

**STATEMENT OF DISCLAIMER**  
 THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER SIGNATURE \_\_\_\_\_

-Certification-  
 All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A. 300)

**X**

REPAIRS PROPERLY COMPLETED & CHECKED BY: \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	