



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**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

16-JUN-2011

Reference No.  
10407172

JUL 18 2011

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: ORLAND PARK State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]

E-mail Address

Evening Telephone Number

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: 1G1PC5SH4B7 [REDACTED]  
 Make: CHEVROLET Model: CRUZE Model Year: 2011  
 Date Purchased: NOV 2010 Dealer's Name and Telephone Number: APPLE CHEVY (708) 429-3000 Engine: No. Cylinders: 4 Fuel Type: REG  
 Original Owner: [X] Dealer's City: ORLAND PARK IL State: IL Zip Code: [REDACTED]  
 Transmission Type: AUTO Antilock Brakes: [X] Cruise Control: [ ] Powertrain: Multiple Failure: BRAKES, TRANSMISSION, ACCELERATIONS Incident Date(s): 01-DEC-2010

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM Failure Mileage: 24 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: DOTMAL9ABC036):  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 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, SHE WOULD NOTICE THAT THE VEHICLE WOULD HESITATE OR JERK FORWARD. THE VEHICLE WAS INSPECTED BY A DEALER AND THEY ADVISED HER THAT THE TCM NEEDED TO BE REPLACED. THE VEHICLE WAS REPROGRAMMED FOR THE TCM YET THE FAILURE PERSISTED AND THE VEHICLE BECAME HESITANT TO ACCELERATION ATTEMPTS WITHIN MOMENTS OF LEAVING THE DEALER. THE VEHICLE WAS THEN TAKEN BACK TO DEALER AND THEY ADVISED HER THAT ALL OF HER PARTICULAR YEAR, MAKE AND MODEL VEHICLE OPERATED IN THAT MANNER. THE FAILURE MILEAGE WAS APPROXIMATELY 24.

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.

THE CAR HESITATES ON ACCELERATION. IT DOESNT MATTER WHAT SPEED YOU GO. IT HAPPENS ANYTIME YOU PRESS ON THE GAS PETAL. YOU CANNOT PASS ANYONE DUE TO THE HESITATION. IVE HAD SEVERAL OTHER DRIVERS ALMOST REAR END ME WHEN I GO TO TAKE OFF AT A STOP LIGHT. YOU PRESS THE PEDAL AND IT HESITATES THEN TAKES OFF. WHEN YOU LET OFF THE PEDAL THE CAR WILL JERK INTO DOWN GEARS. I HAVE AN AUTOMACTIC. ~~PH~~ I'LL BE DOING ABOUT 30MPH AND THE CAR WILL JERK INTO A GEAR. THE CAR HESITATES AND JERKS ALL THE TIME. IT DOES NOT MATTER WHAT SPEED... I TOOK IT INTO THE DEALER IN DEC 2010 THEY REPROGRAMED THE TCM THIS DID NOTHING. IT STILL DID THE SAMETHING. IT GETS WORSE EVERY DAY. I TOOK IT BACK IN AND THEY DEALER KEPT IT FOR TWO DAYS. I WAS TOLD THERES NOTHING WRONG AND THIS IS THE WAY THE CRUZE'S DRIVE. THEY ALL DRIVE LIKE THIS AND UNTIL GM DOES ANYTHING ABOUT IT THERES NOTHING THEY CAN DO. I HAVE A COMPLAINT FILED WITH GM. COMPLAINT # 9273227912 (866) 790-5700 X 21101 IS FOR AARON THE PERSON I FILED THE

COMPLAINT WITH, IVE CALLED + LEFT MESSAGES FOR HIM WITH NO RETURN CALL.. THEY HAVENT EVEN SENT ME A COPY OF MY COMPLAINT. ALSO YOU CAN HAVE YOUR FOOT ON ~~THE~~ BRAKE PEDAL AND THE CAR WILL JERK FORWARD. THE BRAKE PEDAL WILL BE HIGH ONE MINUTE WHEN YOU PRESS ON IT AND ANOTHER TIME IT MAY GO DOWN TO THE FLOOR. THE CAR IS DANGEROUS AND PEOPLE ARE GOING TO GET HURT. GM DOES NOTHING. AND THE MECHANICS CANT DO ANYTHING BECAUSE GM SAYS THERES NOTHING WRONG WITH THE CARS.. I HAVE EVEN TAKEN THE CAR BACK TO TRADE IN FOR A DIFFERENT CAR BECAUSE OF THIS ISSUE. BUT THEY WONT GIVE ME WHAT I PAID FOR IT. IVE HAD IT ONLY 7 MONTHS... I HAVE GONE TO EVERYONE I CAN AND I HAVE DONE EVERYTHING I CAN TO GET THIS MATTER CORRECTED AND NOONE DOES NOTHING ABOUT IT. I WAS ALSO TOLD BY THE SERVICE DEPT THE FIRST TIME I BROUGHT IT IN THAT THEY WERE GETTING SEVERAL CALLS ABOUT THIS ISSUE. EVEN PEOPLE IVE HAD IN MY CAR HAVE ASKED ME WHAT IS GOING ON WITH THE CAR BECAUSE THEY ARE EXPERENCING WHAT I AM. MY HANDS ARE TIED NOTHING I CAN DO. THIS CAR IS UNSAFE AND GM NEEDS TO CORRECT IT QUICKLY BEFORE PEOPLE / CHILDREN GET HURT..

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**Apple Chevrolet**

8585 WEST 159TH STREET  
TINLEY PARK, IL. 60487  
PHONE: (708) 429-3000

**Fred Russo**  
Service Consultant

Tel. 708.429.3000  
Direct 708.342.4115  
Fax 708.429.9604  
frusso@applechevy.com

**APPLECHEVY.COM**  
*tion Is Our Service Goal"*  
approved Saturn warranty dealer

8585 West 159th Street  
Tinley Park, IL 60487  
www.applechevy.com

CUSTOMER NO. <b>70476</b>	ADVISOR <b>FRED RUSSO, JR</b>	TAG NO. <b>616 3147</b>	INVOICE DATE <b>03/10/11</b>	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>3,915</b>	COLOR <b>IMPERIAL BL</b>
[REDACTED]	YEAR / MAKE / MODEL <b>11/CHEVROLET/CRUZE/4DR SDN LS</b>	DELIVERY DATE <b>11/19/10</b>	STOCK NO. <b>11-0440</b>	DELIVERY MILES <b>29</b>
ORLAND PARK, IL [REDACTED]	VEHICLE I.D. NO. <b>1 G 1 P C 5 S H 4 B 7 [REDACTED]</b>	SELLING DEALER NO. <b>11398</b>	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/09/11</b>	
[REDACTED]	BUSINESS PHONE	COMMENTS <b>E# 1.8L ECOTEC VVT D</b>		

JOB# 1 CHARGES-----

LABOR-----  
J# 1 27CVZ DRIVEABILITY TECH(S):130 WARRANTY  
OWNER STATES THERE IS A DELAY BEFORE THE VEHICLE WILL ACCELERATE- FEELS LIKE IT IS BOGGING- SEEMS TO HAPPEN FROM A STOP OR WHILE TRYING TO PASS REPROGRAMMED TCM FOR DELAYED SHIFT CONCERNS

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
CR COURTESY TRANSPORTATION CHARGE TOTAL - MISC 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
J# 2 11CVZ COURTESY TRANSPORT TECH(S):500 WARRANTY  
COURTESY TRANSPORTATION LOANER PER JENNY

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----  
DROP OFF 3/9 WED PM & PICKING UP LOANER

TOTALS-----

IF YOU LOVE THE WAY WE TAKE CARE OF YOU AND YOUR CHEVROLET WHY NOT BRING YOUR OTHER VEHICLES IN YOUR HOUSEHOLD TO APPLE CHEVROLET. IT DOESN'T MATTER WHAT MAKE, MODEL OR MANUFACTURE IT IS. WE CAN PERFORM THE SAME PROFESSIONAL MAINTENANCE AT COMPETITIVE PRICES ON ALL VEHICLES. LET APPLE CHEVROLET PROVIDE ONE STOP SERVICE FOR ALL OF YOUR VEHICLE'S NEEDS.

TOTAL LABOR..... 0.00  
TOTAL PARTS..... 0.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

- CASH
- CHECK #
- CREDIT CARD
- EXTENDED WARRANTY
- CHARGE ON ACCOUNT

IF YOU HAVE ANY QUESTIONS, OR CONCERNS REGARDING THE REPAIRS ON YOUR VEHICLE, PLEASE CONTACT YOUR SERVICE CONSULTANT MONDAY - FRIDAY, BETWEEN 10:00 AM, AND 4:00 PM. THEY WILL BE HAPPY TO HELP ANSWER ANY QUESTIONS YOU MIGHT HAVE.

WE GUARANTEE OUR SERVICE WORK 90 DAYS, OR 4,000 MILES, WHICHEVER COMES FIRST. GM REPLACEMENT PARTS ARE WARRANTED 12 MONTHS, OR 12,000 MILES, WHICHEVER COMES FIRST.

**IMPORTANT**

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us Completely Satisfied, please contact the Service Manager at 708-429-3000 immediately. Your satisfaction is our No. 1 concern. THANK YOU, APPLE CHEVROLET

\* 5% of parts and labor will be charged to cover shop supplies i.e. hazardous waste removal, cleaners, shop rags, fasteners, etc.

*We Appreciate  
The Opportunity  
To Service  
Your Vehicle!*

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company, ERAINTS/14E C0603110 Q (02/10)



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**"Service Is Our Service Goal"**  
**Approved Saturn warranty dealer**

CUSTOMER NO. <b>70476</b>	ADVISOR <b>FRED RUSSO, JR</b>	TAG NO. <b>616 3486</b>	INVOICE DATE <b>03/16/11</b>	INVOICE NO. <b>CVCS200709</b>
	LABOR RATE	LICENSE NO.	COLOR <b>IMPERIAL BL</b>	STOCK NO. <b>11-0440</b>
		MILEAGE <b>4,129</b>	DELIVERY DATE <b>11/19/10</b>	DELIVERY MILES <b>29</b>
ORLAND PARK, IL	YEAR / MAKE / MODEL <b>11/CHEVROLET/CRUZE/4DR SDN LS</b>	VEHICLE I.D. NO. <b>1 G 1 P C 5 S H 4 B 7</b>	SELLING DEALER NO. <b>11398</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE <b>03/14/11</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>E# 1.8L ECOTEC VVT D</b>		

JOB# 1 CHARGES			
LABOR			
J# 1: 38CVZ	AUTO TRANSMISSION	TECH(S): 500	WARRANTY 0.00
OWNER STATES VEHICLE IS HAVING A DIFFCULT SHIFTING GEARS FROM TAKEOFF IT BOGS-ALSO WHILE THE VEHICLE IS SHIFTING OR DOWN SHIFTING THE VEHICLE JERKS-ALSO HEARS A GRINDING NOISE SHOP FOREMAN TEST DROVE VEHICLE-CALLED TAC AND DROVE LIKE VEHICLE-NORMAL CHARACTERISTICS OF VEHICLE			
MISC	CODE	DESCRIPTION	CONTROL NO
		CR COURTESY TRANSPORTATION CHARGE	
			TOTAL - MISC 0.00
JOB# 1 TOTALS			
JOB# 1 JOURNAL PREFIX CVCS			JOB# 1 TOTAL 0.00
JOB# 2 CHARGES			
LABOR			
J# 2: 11CVZ	COURTESY TRANSPORT	TECH(S): 500	WARRANTY
COURTESY TRANSPORTATION PER JEN			
JOB# 2 TOTALS			
JOB# 2 JOURNAL PREFIX CVCS			JOB# 2 TOTAL 0.00
TOTALS			
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		TOTAL PARTS....	0.00
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CASH     CHECK #  
 CREDIT CARD  
 EXTENDED WARRANTY  
 CHARGE ON ACCOUNT

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