 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</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>SEP 20 2011</b> 20-JUL-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10413754</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>		<p>[REDACTED]</p>	
<p>City SCOTT DEPOT</p>	<p>State WV</p>	<p>Zip Code [REDACTED]</p>		<p>[REDACTED]</p>	
<p><i>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).</i></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1PF5S95B7 [REDACTED]</p>		<p>Make CHEVROLET</p>	<p>Model CRUZE</p>	<p>Model Year 2011</p>	
<p>Date Purchased 3-16-2011</p>	<p>Dealer's Name and Telephone Number Joe Holland 304-744-1561</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type: gasoline</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City South Charleston WV</p>	<p>State WV</p>	<p>Zip Code</p>	<p>[REDACTED]</p>	
<p>Transmission Type Auto</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 18-JUL-2011</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: 061000 ENGINE AND ENGINE COOLING: ENGINE, 073200 FUEL SYSTEM, GASOLINE: FUEL INJECTION SYSTEM: INJECTORS</p>			<p>Failure Mileage 12528</p>	<p>Failure Speed 0-1-2</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 N/A</p>	<p>Number of Deaths N/A</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 ATTEMPTING TO ACCELERATE, THE CONTACT STATED THAT THE VEHICLE SUDDENLY STALLED WITHOUT WARNING. SHE WAS ABLE TO RESTART THE VEHICLE AND CONTINUE DRIVING NORMALLY. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS INSPECTED AND DIAGNOSED WITH A FAULTY FUEL INJECTOR. THE MANUFACTURER WAS AWARE OF THE FAILURE. NO REPAIRS WERE PERFORMED. THE CURRENT AND FAILURE MILEAGES WERE 12,528.</p> <p>Dealer installed new fuel injector - they still say the air compressor has nothing wrong but it still starting to make same sound as it did previously when they had to install new one - when transmission change gears at 10 mi - there is a clunking sound in bottom of transmission</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)

This cruze still has a hesitation when trying to pull out in traffic - the air compressor is beginning to make the noise again like it did when the dealer replaced it previously - I've noticed it stalls when air conditioner is on high - I feel it is unsafe -

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

5/8/11

CHARLESTON WV 253

16 SEP 2011 PM 27



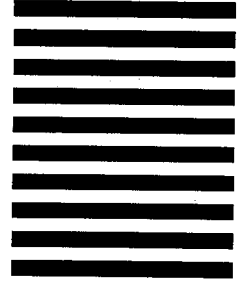
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

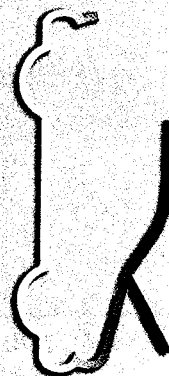
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

or call:

Vehicle Safety Hotline 888-327-4236



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

