



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

JUL 12 2012  
15-MAY-2012

Repository

Reference No.  
10458703

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: HENDERSONVILLE State: NC Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME AS ABOVE

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: 1G1PC5SHXB7 [REDACTED]  
Make: CHEVROLET Model: CRUZE Model Year: 2011  
Date Purchased: 5/14/2011 Dealer's Name and Telephone Number: BOYD/CHEVY/CADILLAC/Buick-828-693-3461 Engine: No: Cylinders: 4 Fuel Type: GAS  
Original Owner:  Dealer's City: HENDERSONVILLE State: N.C. Zip Code: 28739  
Transmission Type: AUTOMATIC  Antilock Brakes Powertrain: Multiple Failure: (YES)? Incident Date(s): 09-MAY-2011 A LOT OF TIMES  
 Cruise Control

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN  
Failure Mileage: DIFFERENT TIMES Failure Speed: 0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: 0 Number of Deaths: 0 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 THE VEHICLE HESITATED TO ACCELERATE FROM STOPS. THE CONTACT ALSO STATED THAT THERE WOULD BE A SLIGHT DELAY BEFORE THE VEHICLE JERKED INTO GEAR. THE DEALER INSPECTED THE VEHICLE, BUT COULD NOT DIAGNOSE THE FAILURE. THE DEALER STATED THAT THE VEHICLE NEEDED TO BE DRIVEN MORE TO OPERATE PROPERLY. THE CONTACT ALSO STATED HE SMELLED A BURNING ODOR WHEN THE VEHICLE WAS STOPPED AND SHUT OFF. THE CONTACT HAD NOT SEEN ANY SMOKE, BUT THE SMELL CAME FROM UNDERNEATH THE VEHICLE. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS 6,000.  
DEALER DID NOT INSPECT VEHICLE, EXCEPT SAID THERE WERE NO GAS OR OIL LEAKS WHEN SERVICED. SAID IF THEY COULDN'T HEAR, SEE, FEEL, OR SMELL THE PROBLEM, THERE WAS NOTHING TO TELL THEM WHAT'S WRONG, IF IT DIDN'T SHOW UP ON COMPUTER. IT HASN'T BEEN PUT ON A COMPUTER THAT I'M AWARE OF.

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 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.

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

WHEN THE CAR DOES GO, WHEN YOU FIRST GIVE IT GAS, IT TAKES OFF SO FAST - HARD, IT SQUEALS THE TIRES, MOST OF THE TIME. I THINK THEY JUST WANT ME TO DRIVE IT TILL THE WARRANTY IS OFF. SPOKE TO LEE (SALESMAN WHO SOLD ME THE CAR) ON 6/29/2012 (TODAY) ASKED WHAT THE MILEAGE WAS THAT I WAS TOLD THE CAR WOULD START RUNNING RIGHT, HE SAID HE THOUGHT I'D BEEN TOLD 10,000 MILES.

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

WASHINGTON DC 20002 JUN 29 2012

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**

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

**NHTSA**