

CL-10576635-2735

[REDACTED]
HELENA, AL [REDACTED]
[REDACTED]

July 1, 2014

NHTSA HEADQUARTERS
1200 New Jersey Ave. S.E.
Washington, DC 20590

JUL 18 2014

NHTSA,

In March of this year, I wrote a letter outlining a very dangerous defect in my 2011 Chevrolet Cruze. This is not an isolated situation since the same issue has been posted many times in on line complaints.

As indicated in the letter and in my letter to General Motors, it is a very dangerous situation that is just a matter of time until someone is killed because of this defect. We have had several events where we actually had to leave the road to keep from being run over from behind due to the car losing power on and stalling on the interstate. It has stalled dozens of times in traffic that necessitated a precautionary move to avoid serious accident.

I am enclosing a copy of the letter that you did not acknowledge or respond to. I am also enclosing the letter I wrote to General Motors and a copy of the analysis performed by General Motors showing the defective issue.

Again, it is just a matter of time before me, my family or some other person is killed or seriously injured due to this defect. Does it take death or injury before you require General Motors to respond to issues with their vehicles? I ask that you please look into this situation and please respond to me. I feel you at least owe me, a citizen your organization is in place to protect, the courtesy of a response.

Sincerely,

[REDACTED]

Enclosures: NHTSA Letter
General Motors Letter
Service Receipt From Premiere Chevrolet

Cc: General Motors Corporation

NM
73114
SMD

Chuck
District Specialist
21673

[Redacted]

HELENA, AL [Redacted]

Customer
Experience
Manager
Premier Care
Bill Whitehead

Tommy Jones
~~William Jones~~
Jones, Williams, + Davis
P.O. Box 1939
Tuscaloosa, AL 35403
205-759-5771

February 6, 2014

General Motors Corporation
Consumer Safety Department
P.O. Box 33170
Detroit, Michigan 48232

RE: 2011 Chevrolet Cruze Vin: 1G1PF5S96B7 [Redacted]
Severe Safety Concern
Phone notification case number 71-1271 [Redacted]

Mary ANNE
~~[Redacted]~~
~~[Redacted]~~
~~[Redacted]~~

866-790-5700

Consumer Safety Department;

This letter is to notify you in writing of a severe safety issue and design flaw in the operation of the above captioned vehicle that I own. Today I notified your company by phone of this issue, as referenced by the above case number

On several occasions in the last few weeks, this vehicle just shuts down while in the course of driving. A text shows up on the screen that says the engine has lost power. Yesterday, while my wife was driving my grandson to an event on Interstate 59 near exit 101, this occurred in the course of heavy interstate traffic while driving in the inside lane at or near the speed limit. An 18 wheeler following behind was forced to swerve to miss her which caused a chain reaction of several cars being forced off the road. My wife and grandson came within inches of possibly being killed or severely injured along with many others driving along the roadway. A call to the local Chevrolet dealer wasn't accepted with concern and just said they had no idea what could have caused that and to bring it in and they would diagnose it for \$99.

I contacted my attorney and gave him this information. He told me to contact you and send a letter with an explanation along with a copy to him and to my insurance company.

This letter is to advise you of a serious safety issue and design flaw in this vehicle that can cause death and or serious injury if allowed to continue without intervention. I searched the internet and found that this seems to be a commonly known issue and found dozens of postings about this with various outcomes. Please understand that if this is not resolved, I will take whatever means available to me to get resolution before someone is killed or injured.

Sincerely,

[Redacted Signature]

[Handwritten Signature]

cc: Thomas R. Jones, Attorney
Alex Shunnarah, Attorney
Joann Young
State Farm Insurance

CUSTOMER #: [REDACTED]

87738



INVOICE

4990 Premiere Parkway
Bessemer, AL 35022
Phone: (205) 424-4121
1-800-868-4121

PAGE 1

HELENA, AL [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 6002 STEVEN D SLATEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	11	CHEVROLET CRUZE	1G1PF5S96B7 [REDACTED]		104079/104079	T3596	
DEL DATE	PRD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12FEB11 DD			WAIT 20FEB14		0.00	CASH	20FEB14
R.O. OPENED	READY	OPTIONS: DLR:08404 ENG:1.4_Liter_MFI_DOHC_Turbo					
09:19 20FEB14	09:48 20FEB14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THAT CAR WILL SHUT OFF WHILE DRIVING
 ENG THROTTLE BODY NEEDS REPLACED CODE P2135 PARTS
 ANS LABOR 320.74 + TAX
 6016 HATCHER, DOUG LIC#: 0
 CPC 0.00 0.00

B C/S THAT BRAKE LIGHTS WILL STAY ON ALL THE TIME
 ER BRAKE LIGHT SWITCH NEEDS REPLACED CODE P057C
 BRAKE PEDAL SENSOR CIRCUIT LOW PARTS AND
 LABOR 121.12 + TAX
 6016 HATCHER, DOUG LIC#: 0
 CPC 0.00 0.00

THANK YOU !!! WE APPRECIATE YOUR BUSINESS.
 SERVICE DEPT HOURS ARE 7:00AM TO 6:00PM
 MONDAY THRU FRIDAY.
 SATURDAT 8:00AM TO 5:00PM

DISCLAIMER OF WARRANTIES

All warranties on these parts are the manufacturer's. The seller, PREMIERE CHEVROLET, hereby expressly disclaims all warranties either expressed or implied, including and implied warranty of merchantability or fitness for a particular purpose and PREMIERE CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, PREMIERE CHEVROLET in no way affects the terms of the manufacturer's warranty. 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. Repair work done on this order will be based in part upon a flat rate, manual computation. Chevrolet Motor Division and Premiere Chevrolet, Inc. warranty all repair performed for one year or to twelve thousand miles against defects or workmanship. THERE WILL BE A \$19.95 CHECK OUT FEE FOR ALL DIAGNOSTICS NOT WARRANTY RELATED. IF PRESCRIBES REPAIRS ARE DONE BY US, THE CHECK OUT FEE IS INCLUDED. THERE IS AN ENVIRONMENTAL HAZARD DISPOSAL CHARGE OF UP TO \$10.00 FOR REPAIRS GENERATING HAZARDOUS WASTE.

ARBITRATION AGREEMENT

Customer and dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. § 1, et. seq. and according to the Commercial Rules of the Better Business Bureau. Either party may demand arbitration by filing with the better business Bureau a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the city in which the Dealer is located.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

CUSTOMER COPY

[REDACTED]
HELENA, AL
[REDACTED]

**NHTSA HEADQUARTERS
1200 New Jersey Ave. S.E.
Washington, DC 20590**

NHTSA,

I am writing you to inform you of what I have found to be a very serious design flaw in the 2011 Chevrolet Cruz. This design flaw can and will, if it hasn't already, cause serious injury and/or death to those driving this vehicle.

I have informed GM of this and have been assigned a case number, _____. I have enclosed a copy of my letter to them for your records. There correspondence back to me has been by phone with no written record of any acknowledgment or answer. They informed me on 3/10/2014 that they would do nothing to correct the problem and I should go to a dealer and have a \$400 throttle block installed. I have enclosed a copy of their diagnosis.

In my letter to them, I described the near miss serious accident caused by the vehicle essentially shutting off while traveling at interstate speed in interstate traffic. It has done the same thing on two more occasions since then. It resets itself by turning the ignition switch off and restarting. I am afraid to drive it and am concerned for the life and safety of anyone driving this type vehicle or being in traffic with this type vehicle.

Please let me know what you recommend. Thank you for your consideration.

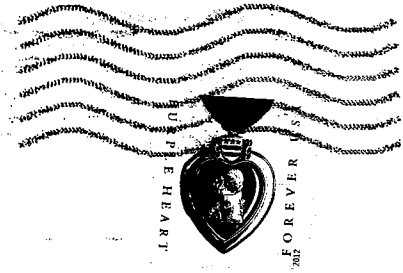
Sincerely,

[REDACTED]
**cc: General Motors
Thomas R. Jones, Attorney**

Helena, AL

BIRMINGHAM AL 350

01 JUL 2014 PM 2 1



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1200 New Jersey Ave. S.E.
Washington, DC 20590

20590

