 <p>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</p>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received: 16-MAY-2014 Repository: <input type="checkbox"/> Reference No. 10588807	
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
KENOSHA			WI		
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: 1G1PG5596B7			Make CHEVROLET	Model CRUZE	Model Year 2011
Date Purchased Feb 2011	Dealer's Name and Telephone Number LYMEH CHEV 262-763-7500			Engine: No: Cylinders 4	Fuel Type: 9 AS
Original Owner <input checked="" type="checkbox"/>	Dealer's City BURLINGTON WIS	State WIS	Zip Code 53105		
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: 6 times still don't	Incident Date(s) 17-FEB-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: BRAKES (PWS), 031000 SERVICE BRAKES, HYDRAULIC: PEDALS AND LINKAGES				Failure Mileage 28126	Failure Speed
BRAKE PROBLEM PWS					
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: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 WHILE REVERSING, THE BRAKE PEDAL TRAVELED ABNORMALLY TO THE FLOORBOARD. ADDITIONALLY, THE CONTACT STATED THAT THE BRAKES FAILED TO RESPOND WHEN THE ENGINE WAS COLD. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC), HOWEVER THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 28,126.					
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.					

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

When THIS CAR IS COLD By THAT I MEAN 20 degrees ABOVE ZERO or colder. THIS CAR WHEN TOTALLY COLD WILL NOT STOP RIGHT. I BELIEVE THE PROBLEM IS THE POWER PADD. THE BRAKE PEDAL goes clear down to THE FLOOR OR 1" AWAY FROM SHOOR. IT STOPS LIKE I HAVE CONVENTIONAL BRAKES RATHER THAN power BRAKES. I HAVE BEEN TO THE DEALER AT LEAST TWICE WHILE THE CAR WAS UNDER WARRANTY. NOW THAT I HAVE 29,000 MILES ON THE CAR AND THE 36,000 MILE WARRANTY IS OFF. SO NOW THEY WANT ME TO PAY. I CONTACTED THEM BUT TO NO AVAIL.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

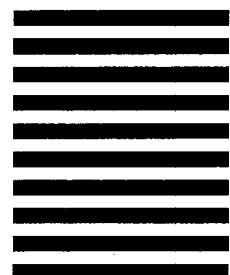
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

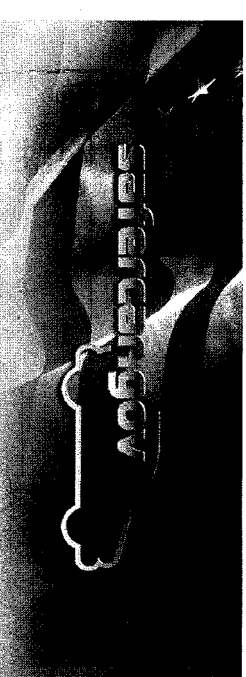


BUSINESS REPLY MAIL

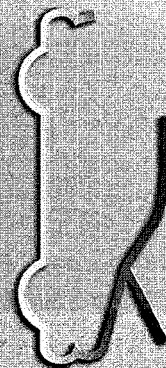
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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