

**DELRAN, NEW JERSEY**

CL-10629785-5238

July 24, 2014

US Department of Transportation  
NHTSA  
Office of Defect Investigation – NVS-210  
1200 NJ Avenue SE - West Bldg.  
Washington, DC 20590

AUG 19 2014

Dear Sir or Madam:

On June 19, 2013, I was involved in a motor vehicle accident. While approaching an inter section, the car ahead of me stopped suddenly and when I applied my breaks, my car did not stop at the proper distance, in fact, it went forward rear ending the car ahead of me. My car was a leased 2011 Chevy Cruze. In October of 2013 and again in May of 2014, we received a safety recall notice number 12213 from General Motors. This recall involved reduction or loss of brake assist, which will require extra pedal force and/or longer distance to bring the vehicle to a stop increasing the risk of a crash, which is exactly what happened to me. (Copies of the letters are enclosed).

Because of this accident, my insurance company has now surcharged my policy an additional \$800.00 per year, and the rates could possibly increase within the next three to five years.

I feel the accident was caused by the car and not my driving since I have a clean driving record. Therefore, I feel the State of New Jersey should expunge this accident so that my insurance company, Travelers, will eliminate my surcharge and either Travelers or General Motors reimburse me the excess charges that I have incurred. Since this was GM recalled problem with the automobile.

I have purchased and leased GM cars and trucks for the past 35 years and I am a loyal General Motors customer. I have always been pleased with these vehicles. We no longer have the 2011 Cruze, since it was leased and returned in January of 2014. I am again leasing a GM automobile and I own a 2010 Buick Lacrosse.

Would you kindly review the enclosed recall letters and I would appreciate a response at your earliest convenience.

Sincerely yours,

Enclosure

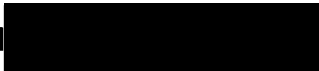
Cc: General Motors Corporate Office  
CEO: Daniel F. Akerson  
CFO: Daniel Ammann  
COO: Timothy E. Lee  
Travelers Insurance Company  
Barlow Chevy  
Doug Myers Agency- Policy No. [REDACTED]

NM  
82914  
SMD



Chevrolet  
 P.O. Box 909989  
 Milwaukee, WI 53209-9989

# IMPORTANT SAFETY RECALL



12213 1G1PF5S95B7 [REDACTED] 13 0014768

[REDACTED]  
 DELRAN, NJ [REDACTED]



October 2013

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 model year Chevrolet Cruze vehicles equipped with a 1.4L turbo engine and a 6-speed automatic transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

**IMPORTANT**

- Your 2011 model year Chevrolet Cruze, VIN **1G1PF5S95B7 [REDACTED]**, is involved in recall 12213.

**Why is your vehicle being recalled?**

This engine-transmission combination in your vehicle requires supplemental vacuum under certain operating conditions. An electric vacuum pump provides the supplemental vacuum, and if this is not available due to silicon on the brake vacuum micro switch, brake assist may be intermittently reduced or lost. Reduction or loss of brake assist will require extra pedal force and/or longer distance to bring the vehicle to a stop, increasing the risk of a crash.

**What will we do?**

**PARTS ARE NOT CURRENTLY AVAILABLE**, but when parts are available, your Chevrolet dealer will replace the brake vacuum micro switch. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.





Chevrolet  
P.O. Box 909989  
Milwaukee, WI 53209-9989



12213 1G1PF5S95B7 [REDACTED] 13 0003528

[REDACTED]  
[REDACTED]  
DELRAN, NJ [REDACTED]



May 2014

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 model year Chevrolet Cruze vehicles equipped with a 1.4L turbo engine and a 6-speed automatic transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### IMPORTANT

- Your 2011 model year Chevrolet Cruze, VIN 1G1PF5S95B7 [REDACTED] is involved in safety recall 12213.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

This engine-transmission combination in your vehicle requires supplemental vacuum under certain operating conditions. An electric vacuum pump provides the supplemental vacuum, and if this is not available due to silicon on the brake vacuum micro switch, brake assist may be intermittently reduced or lost. Reduction or loss of brake assist will require extra pedal force and/or longer distance to bring the vehicle to a stop, increasing the risk of a crash.

#### What will we do?

Your Chevrolet will replace the brake vacuum micro switch. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 to 45 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

# URGENT RECALL NOTICE

Your Dodge Cruise vehicle is in need of correction to assure its continued **Safe Operation**. You have been notified by your vehicle division of the existing problem but you have **NOT** taken steps with us to have the correction made. We urge you to call us for an appointment **As Soon As Possible**.

Please call 856-461-8900. This is extremely important.

Vehicle Identification No. 1G1AF5595B7 

Make Dodge Model Cruise Modification 12413

Brake Vacuum Micro Switch

Thank You!

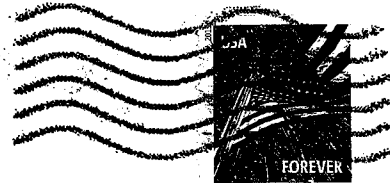
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WE DID CALL WITH NO RESPONSE

Delran, N.J.

SOUTH JERSEY NJ 080

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