

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

APR 9 2016

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department of Transportation

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

National Highway Traffic Safety Administration

Date Received	Repository <input type="checkbox"/>
23-FEB-2015	Reference No. 10690074

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

Address: [REDACTED]

City: GIRARD Girard State PA Zip Code [REDACTED]

Daytime Telephone Number: [REDACTED]

E-mail Address: [REDACTED]

Evening Telephone Number: [REDACTED]

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 1G1PC5SH1B7 [REDACTED]	Make CHEVROLET	Model CRUZE	Model Year 2011
Date Purchased	Dealer's Name and Telephone Number McQuillen 814-774-9641	Engine: No: Cylinders 4	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Girard	State PA	Zip Code 16417
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 19-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, ENGINE (PWS)	Failure Mileage 80000	Failure Speed 70
--	--------------------------	---------------------

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: DOTM19ABC036)	<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 DRIVING AT 70 MPH, THE VEHICLE STALLED. THE CONTACT ALSO STATED THAT THE LOST POWER, THE ELECTRONIC STABILITY CONTROL, AND THE SERVICE TRACTION CONTROL WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, WHERE IT WAS DIAGNOSED THAT THE THROTTLE BODY CONTROL NEEDED TO BE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 80,000.

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)

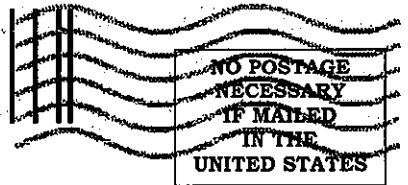
While driving the car went into "Limp mode" the car lost power and would not go past 20mph. The car was pulled over to the side of the road where the dealer was called and told to drive it in. A few days after the vehicle was left with the dealer I was told that the throttle body needed replaced, and that I was responsible for all cost. I immediately called General Motors and was told oh well cars break down. That there was nothing they were going to do about it. Thank God I have advanced driving skills and no one was hurt or killed. I was then told accidents happen. This is a poorly made unsafe vehicle. I have had countless recalls as well have replaced the transmission, thermostat, which still doesn't work

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

ERIE PA 165

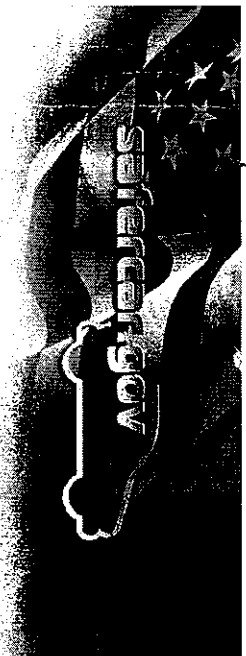
02 APR 2015 PM 2 L



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



Chevrolet · Buick · GMC Truck, Inc.
McQUILLEN SUZUKI
 604 Main St., E. P.O. Box 188
 GIRARD, PA 16417
 www.mcquillenauto.com

(814) 774-9641
 1-800-332-9641

GIRARD, PA

SERVICE ADVISOR **GREGORY A ETTER**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
23FEB15	24FEB15		1G1PC5SH1B7				24FEB15	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:28	16:45	11	CHEVROLET CRUZE			03MAR11	90	90
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
87956	87956							

TECH.	TYPE	ISUAS	LASTPARTY	NETUNIT	TOTAL
A REDUCE POWER LIGHT ON					
165 SCAN CODES P2135 AND REPLACE THROTTLE BODY					
	25	CPC	1.50	132.00	132.00
1	55561495	(S) BODY	258.58	258.58	258.58
1	55568788	(S) GASKET	30.21	30.21	30.21
CUSTOMER PAY ENVIRONMENTAL CHARGE					6.60

Mr. Goodenough

Genuine GM Parts Used Unless Otherwise Noted

CALL FOR YOUR NEXT APPOINTMENT
 (814) 774-9641
 1-800-332-9641

HOURS OF OPERATION

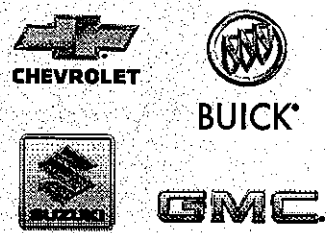
SERVICE & PARTS
 MONDAY - FRIDAY
 7:30 AM - 5:30 PM

SALES
 MONDAY, TUESDAY, THURSDAY
 9:00 AM - 8:00 PM
 WEDNESDAY, FRIDAY
 9:00 AM - 6:00 PM
 SATURDAY
 9:00 AM - 4:00 PM

EARLY BIRD DROP AVAILABLE
SHUTTLE SERVICE AVAILABLE

** PRE-INVOICE **

www.mcquillenauto.com



FACTORY CERTIFIED COLLISION & PAINT REPAIR

DESCRIPTION	TOTALS
LABOR AMOUNT	132.00
PARTS AMOUNT	288.79
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT & MATERIAL	6.60
TOTAL CHARGES	427.39
LESS INSURANCE	0.00
SALES TAX	25.65
PLEASE PAY THIS AMOUNT	453.04

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN GENERAL MOTOR'S LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

AUTHORIZED BY _____ DATE _____

Paid _____

WE APPRECIATE YOUR BUSINESS

SERVICE ISN'T JUST OUR BUSINESS, IT'S OUR COMMITMENT TO YOU!