 <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET:www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received 02-APR-2015 <b>JUN 3 - 2015</b>	Repository <input type="checkbox"/> Reference No. 10703411
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
BATON ROUGE	LA		
<i>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).</i>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1G1PF59XB7		Make CHEVROLET	Model Year 2011
Date Purchased	Dealer's Name and Telephone Number	Engine: No. Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 29-APR-2013
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage 25000	Failure Speed 20
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:		Installation System:	
Child Seat Component Code:		Failed Part:	
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
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			
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies):</b> 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. WHILE DRIVING AT 20 MPH, THE CONTACT NOTICED A CHEMICAL ODOR COMING FROM THE AIR VENTS IN THE VEHICLE. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. HOWEVER, THE FAILURE RECURRED AND THE CONTACT NOTICED THAT THERE WAS NO COOLANT IN THE RESERVOIR. THE VEHICLE WAS TAKEN BACK TO THE DEALER, WHO DIAGNOSED THAT THE WATER PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE PERSISTED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE HOSE FROM THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 25,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>			
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)

All information added... (Pages 1-19)

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



Advertisement for NHTSA with text: 'Think your vehicle has a safety defect?' and 'Use the enclosed form to file a report.' Includes NHTSA logo and website information.

5200 7965 0000 096E 2T02

**U.S. Postal Service™**  
**CERTIFIED MAIL™ RECEIPT**  
 (Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)

**OFFICIAL USE**  
 DETROIT MI 48232

Postage	\$ 1.12	0963
Certified Fee	\$ 3.10	
Return Receipt Fee (Endorsement Required)	\$ 2.55	
Restricted Delivery Fee (Endorsement Required)	\$ 0.00	
<b>Total Postage &amp; Fees</b>	<b>\$ 6.77</b>	

Postmark: BOSTON ROUGE, LA 70815, JUN 26 2015

Sent To: *Chevrolet Corporate Office*  
 Street, Apt. No. or PO Box No.: *Post Office Box 33170*  
 City, State, ZIP+4: *Detroit MI 48232*

PS Form 3800, August 2006 See Reverse for Instructions

5255 9899 9000 028T 5002

**U.S. Postal Service™**  
**CERTIFIED MAIL™ RECEIPT**  
 (Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)

**OFFICIAL USE**  
 DETROIT MI 48232

Postage	\$ 1.40	095 MAIN OFFICE
Certified Fee	\$ 3.30	
Return Receipt Fee (Endorsement Required)	\$ 2.70	
Restricted Delivery Fee (Endorsement Required)	\$ 0.00	
<b>Total Postage &amp; Fees</b>	<b>\$ 7.40</b>	

Postmark: BOSTON ROUGE, LA 70815, FEB 9 2015

Sent To: *Reimbursements*  
 Street, Apt. No. or PO Box No.: *Post Office Box 33170*  
 City, State, ZIP+4: *Detroit Michigan 48232-5170*

PS Form 3900, June 2002 See Reverse for Instructions

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:  
*Chevrolet Corporate Office*  
*Post Office Box 33170*  
*Detroit, MI 48232*

2. Article Number (Transfer from service label): **7012 3460 0000 5361 0075**

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature: *[Signature]*  Agent  Addressee

B. Received by (Printed Name): *JUL 05 2013*

C. Date of Delivery: *JUL 05 2013*

D. Is delivery address different from item 1?  Yes  No  
 If YES, enter delivery address below:

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

Try the new 50 to value 09/01 \*\*\*

\*\*\*\*\*  
 \* RETURN OLD \*  
 \* RECYCLING AND \*  
 \* DEPOSIT \*  
 \*\*\*\*\*

TRE 9697  
 # ITI

09/06

ACCOUNT # 08  
 APPROVAL # 08  
 REF # 4251006  
 TRANS ID - 03  
 VALIDATION -  
 PAYMENT SERV  
 TERMINAL # 07

TAX

ST# 9839 OP#  
 18PC SET  
 PRODUCT SERIA  
 MAXX-HS  
 MS 107.7  
 BATT CORE FE

Save money **Mail**

# Walmart

Save money. Live better.

( 225 ) 923 - 3400  
MANAGER AZIZUR RAHMAN  
9350 CORTANA PL  
BATON ROUGE LA 70815

ST# 0839 OP# 00006864 TEN 19 TR# 09464  
18PC SET 08234208917 ~~11-98~~  
PRODUCT SERIAL # JCN13006543005  
MAXX-H5 060538802352 104.97 T  
WAS 107.73 YOU SAVED 2.76  
BATT CORE FE 068113107867 12.00 T  
SUBTOTAL 131.95

DISCOUNT GIVEN 1.50  
SUBTOTAL 130.45  
TAX 1 9.00% 11.74  
TOTAL 142.19  
VISA TEND 142.19

ACCOUNT # \*\*\*\* \*  
APPROVAL # 080908  
REF #   
TRANS ID   
VALIDATION - PP5K  
PAYMENT SERVICE - E  
TERMINAL # 07008029

09/08/14 07:09:09

CHANGE DUE 0.00

# ITEMS SOLD 3

TCN 9697 6324 6739 3638 9357 1



\*\*\*\*\*SAVE RECEIPT\*\*\*\*\*  
\* RETURN OLD BATTERY FOR PROPEL \*  
\*RECYCLING AND REFUND OF BATTERY\*  
\* DEPOSIT WITH THIS RECEIPT \*  
\*\*\*\*\*

Try the new Savings Catcher today!  
Go to [walmart.com/SavingsCatcher](http://walmart.com/SavingsCatcher)  
09/08/14 07:09:10

\*\*\*CUSTOMER CLIP\*\*\*



3

Date: 5/11/15

After diagnose was done at 15015 Florida Blvd. Baton Rouge, Louisiana 70819 / Phone (225)-272-1755 Brian Harris Chevrolet the coolant outlet and bypass hose with fill cooling system repair was done. This repair I was charged for which I did not understand this reason when the system was on recall. Once I return home within a day the coolant system started linking again. I also notice that the level had an over fill. I called Brian Harris Chevrolet and spoke with the shop foreman Martey Brahaw about the coolant level Martey Brahaw said return and he'll have the technician correct the level. The technician said that Chevrolet has no repair for the coolant link problem just a fill. The repair technician said that when the car was manufactured air entered the engine block so when the engine heats up the coolant release valve releases coolant within a fume are it my continue to link onto the engine and I'd get that odor of coolant inside the car because it'll burn off the engine block. The technician that's why he over filled the system coolant reservoir which is a plastic reservoir the 2011 Chevrolet Cruze do not have a radiator just a coolant system reservoir. I call the recall center to find out when would a repair be done because I have to have my windows down at all times because of the chemical fumes. My windows are down when it's hot, when it's raining and when it's very cold outside. They will not give me a rental or loaner entail the coolant system is reinstalled or they find just how the recall can be repaired.

I've had the battery replaced / when the positive clamp was producing a high start reduces that was not normal and caused the positive battery post to link. I've had the alternator replaced when each recall for the battery post affected the normal transcendence of electric current was not proficient for it to process the start modes. I've had the brake sensor replaced when it was a recall...for braking system. I have all the date of the repairs on the receipt inside the envelope. I just recived another recall for emission to be re calibrated.

Letters sent out to Chevrolet: Date:11/24/14

I've had numerous of mechanical issues with the Chevrolet Cruze 2011. The most serious and deadliest is the Coolant System issues the Chevrolet Cruze 2011 has. I was experiencing a cough along with migraines once engaging the air-condition nubs from Heat to AC and some sleeping condition where I'd find myself speaking while asleep momentarily awaking. I'd wind my windows down while driving and I'd see that the migraines, coughing along with sleeping experiences would stop. I visited my Chevrolet Cruze 2011 Dealership and explained the odor that was coming from my Air Cooling System. They cleaned my Air Cooling System and replaced my Cabin Filter feeling that this maintenance solved the issues I was having I felt I could use the cooling system with no problem. I was wrong. The migraines return along with the coughing and the odor when adjusting the cooling system nubs. I called the dealership to explain the ongoing mechanical problem. After a week of having my windows down my car ran hot and come to my dismay it was out of coolant. I received a letter from Chevrolet Recall Department that the vehicle has a Coolant System issue were coolant leaks and that was the odor. The coolant was leaking onto the motor and burning off returning the odor into the cab of the car. I had it tested for repairs and had a Water Pump repaired for the vehicle, this did not stop the problem, the hose from the motor and coolant reservoir was replaced, did not fix the problem and the leaking of coolant continues. The recall stated that the only maintenance for this problem is refilling the reservoir with coolant until the problem is found and fixed. The Chevrolet Auto Specialist stated, that air builds up inside the motor and releases it's self from the coolant reservoir cap or the release valve for the coolant reservoir. That is where the odor of coolant is being released which intense the performance of the Water Pump and other components that operate

interconnections for the coolant system. The Chevrolet Auto Specialist stated until Chevrolet sends out a repair document for this coolant system issue this would continue. The only document they have is to refill the coolant. This is a Consumer Safety Alert! This chemical compound released into the vehicle can cause coughing, dizziness, migraines, restlessness, seeing objects moving, seizure and death. I felt that Chevrolet should have the Chevrolet Cruze 2011 listed on a consumer higher alert and not drivable because of this chemical hazard too prevent injury or even death. I've called Chevrolet Customer Assistance Center at: 1-800-222-1020 about the coolant level decrease and reasons with no resolve for this condition with the Chevrolet Cruze 2011. Customer Consumer Safety Alert date: (September 2014 safety recall number - # 14417).

I've had numerous of maniacal issues with the Chevrolet Cruze 2011. The most serious and deadliest is the Coolant System issues the Chevrolet Cruze 2011 has. I was experiencing a cough along with migraines once engaging the air-condition nubs from Heat to AC and some sleeping condition where I'd find myself speaking while asleep momentarily awaking. I'd wind my windows down while driving and I'd see that the migraines, coughing along with sleeping experiences would stop. I visited my Chevrolet Cruze 2011 Dealership and explained the odor that was coming from my Air Cooling System. They cleaned my Air Cooling System and replaced my Cabin Filter feeling that this maintenance solved the issues I was having I felt I could use the cooling system with no problem. I was wrong. The migraines return along with the coughing and the odor when adjusting the cooling system nubs. I called the dealership to explain the ongoing maniacal problem. After a week of having my windows down my car ran hot and come to my dismay it was out of coolant. I received a letter from Chevrolet Recall Department that the vehicle has a Coolant System issue were coolant leaks and that was the odor. The coolant was leaking onto the motor and burning off returning the odor into the cab of the car. I had it tested for repairs and had a Water Pump repaired for the vehicle, this did not stop the problem, the hose from the motor and coolant reservoir was replaced, did not fix the problem and the leaking of coolant continues. The recall stated that the only maintenance for this problem is refilling the reservoir with coolant until the problem is found and fixed. That means I'll have experience each condition I mention above which has worsened. Now it's close related to seizure like encounters see objects move, feel weak, blurred vision and body jerks. I've asked for a rental until the problem is found. No rental was given. I spoke with the auto machine shop technician and he said that Chevrolet has not issued a repair for this safety recall just to replace for the coolant. I told the technician of the health issues for the dangers of this coolant being a safety issue. Chevrolet technician said that it's going to burn off the motor and that I'll get the odor inside the cab because it's building up air inside the engine and pushing the coolant out from the coolant reservoir cap or relief valve so until Chevrolet send out a repair and not a replacement of coolant that's all he's allowed to do. I've called the Chevrolet Recall Department for a repair and they had none at this date 3/12/2015. I let the rep understand that I have to wind down my windows when it's raining because once the motor heats up and the coolant system starts to keep the motor cool it leaks coolant. The Rep said that they would try finding out the cause and I mention that the coolant is a hazardous chemical when released into air by burning and it could cause death or permanent brain damage. So I was wondering why the car was not listed high alert recall and whole until the proper repairs were done because of consumer safety issues. Also Chevrolet Recall papers for the Chevrolet Cruze 2011 is made out with cover-ups of underlining repairs. The Chevrolet Cruze 2011 positive post to the battery clamp is not fixed and it affects other components that Chevrolet knowingly overwrite them so the consumer makes the repair purchases. Chevrolet Recall Department also know the consumer safety when writing out recalls like coolant and I feel it's a condition that the corporation is covering up because of the harmful chemical being released into the car.



6505 Florida Blvd.  
926-4600

1913 Electric Vacuum Pump Switch (5)

September 2014

[Redacted]  
Baton Rouge, LA [Redacted]

Dear [Redacted]

*Cruze*

[Redacted]

We have learned that your 2011 model year Chevrolet Cruze may have a condition in which a low engine coolant level may be observed in the coolant reservoir even though there are no external leaks present. You may have noticed that the coolant level was full when the vehicle was new but the coolant level decreased over time. If air was trapped in the cooling system during the coolant fill process at the plant, the coolant level may have decreased over time as the trapped air was purged from the cooling system.

Your satisfaction with your Cruze is very important to us, so we are announcing a program to address this concern if it has occurred.

**What We Will Do:** Your Chevrolet dealer will inspect the cooling system level and fill it to the appropriate level if it is low. This service will be performed for you at **no charge until August 12, 2016**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Cruze provides you with many miles of enjoyable driving.

# 4040320

*Alicia Boler-Davis*

Alicia Boler-Davis  
Sr. Vice President—Global Quality & Customer Experience

14417



HARRIS CHEVROLET  
15015 FLORIDA BLVD  
BATON ROUGE, LA 70819



**CHEVROLET**  
**BRIAN HARRIS**

15015 Florida Blvd - Baton Rouge, 70819  
Phone: (225) 272-1755 - Fax: (225) 273-5348  
www.brianharrisautoworld.com

**SERVICE DEPARTMENT HOURS**  
7:30 AM to 5:30 PM Monday - Friday  
8:00 AM - 3:00 PM Saturday  
Closed Sunday

02/25/2015

16:11:32

\*INVOICE\*

CREDIT CARD  
VISA SALE

PAGE 1

CARD #  
INVOICE  
SEQ #:  
Batch #:  
Approval Code:  
Entry Method:  
Mode:

XXXXXXXX  
0018  
000094  
00048A  
Swiped  
Online

SERVICE ADVISOR: 4117 TYRONE MATTHEWS

VIN	LICENSE	MILEAGE IN / OUT	TAG
1G1PF5S9XB7		41047/41047	
PROMISED	PO NO.	RATE	PAYMENT
WAIT 24 FEB 15			CASH
			INV. DATE
			25 FEB 15

SALE AMOUNT \$197.16

OPTIONS:	ENG:LUJ TRN:AUTOMATIC
LIST	NET TOTAL

CUSTOMER COPY

3) OUTLET	34.98	95.00	95.00
HOSE	12.57	34.98	34.98
COOLANT	21.89	12.57	12.57
		21.89	21.89
PARTS: 69.44 LABOR: 95.00 OTHER: 0.00	TOTAL LINE A:		164.44

REPLACE ENGINE COOLANT OUTLET AND BYPASS HOSE, FILL COOLING SYSTEM AND RECHECK, ALL OK.

B MULTI POINT VEHICLE INSPECTION  
MPVI MULTI POINT VEHICLE INSPECTION

4048 CP	0.00	0.00	0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE B:		0.00	0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 16.44

PAID  
CASH \_\_\_\_\_ CREDIT \_\_\_\_\_ CHECK \_\_\_\_\_  
RECEIVED BY \_\_\_\_\_  
FEB 25 2015

\* Supplies include waste disposal, chemicals, shop towels, fender covers, cleaners, nuts, bolts, etc. You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connections with your repair.  
EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.  
AUTHORIZATION FOR REPAIRS: I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages for freezing due to lack of anti-freeze.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

DESCRIPTION	TOTALS
LABOR AMOUNT	95.00
PARTS AMOUNT	69.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
*SUPPLIES	16.44
TOTAL CHARGES	180.88
DISCOUNT	0.00
SALES TAX	16.28
PLEASE PAY THIS AMOUNT	197.16

CUSTOMER COPY



CHEVROLET

# BRIAN HARRIS

15015 Florida Blvd · Baton Rouge, 70819  
Phone: (225) 272-1755 · Fax: (225) 273-5348  
www.brianharrisautoworld.com

## SERVICE DEPARTMENT HOURS

7:30 AM to 5:30 PM Monday - Friday  
8:00 AM - 3:00 PM Saturday  
Closed Sunday

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 4117 TYRONE MATTHEWS

JUGE, LA

CONT: [REDACTED]  
CELL: [REDACTED]

FOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TRUCK	11	CHEVROLET CRUZE	1G1PF5S9XB7	[REDACTED]	41047/41047	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JUL11 DD			WAIT 24FEB15			CASH	25FEB15
R.O. OPENED	READY	OPTIONS: ENG:LUJ TRN:AUTOMATIC					
08:44 24FEB15	15:08 25FEB15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A LEAKING COOLANT							
100 MAINTENANCE ITEM							
4111 CP							
1	55565334	1153BC	F-(S)OUTLET		34.98	34.98	34.98
1	13251447	1097C	(S)HOSE		12.57	12.57	12.57
1	12346290	8800BOPCKT	COOLANT		21.89	21.89	21.89
PARTS:	69.44	LABOR:	95.00	OTHER:	0.00	TOTAL LINE A:	164.44
REPLACE ENGINE COOLANT OUTLET AND BYPASS HOSE, FILL COOLING SYSTEM AND RECHECK, ALL OK.							
*****							
B MULTI POINT VEHICLE INSPECTION							
MPVI MULTI POINT VEHICLE INSPECTION							
4048 CP							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
*****							
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							16.44

**PAID**  
CASH \_\_\_\_\_ CREDIT \_\_\_\_\_ CHECK \_\_\_\_\_  
RECEIVED BY \_\_\_\_\_  
**FEB 25 2015**

\* Supplies include waste disposal, chemicals, shop towels, fender covers, cleaners, nuts, bolts, etc. You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connections with your repair.  
**EXCLUSION OF WARRANTIES:** Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.  
**AUTHORIZATION FOR REPAIRS:** I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages for freezing due to lack of antifreeze.

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

X

DESCRIPTION	TOTALS
LABOR AMOUNT	95.00
PARTS AMOUNT	69.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
*SUPPLIES	16.44
TOTAL CHARGES	180.88
DISCOUNT	0.00
SALES TAX	16.28
PLEASE PAY THIS AMOUNT	197.16



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

*Powertrain W  
July 2001*



12213 1G1PF5S9XB7 [redacted] 13 0008186



BATON ROUGE, LA [redacted]



*Owner Macu*

May 2014

Dear [redacted]

*dm*

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 1G1PF5S9XB7** [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.



## ABS Description and Operation

This vehicle is equipped with a Continental Teves Mk60/Mk70 brake system. The electronic brake control module (EBCM) and the brake pressure modulator valve assembly are serviced separately. The brake pressure modulator valve assembly uses a 4 circuit configuration to control hydraulic pressure to each wheel independently.

Depending on options, the following vehicle performance enhancement systems are provided.

- Antilock brake system (ABS)
- Traction control
- Stability control
- Dynamic rear proportioning
- Hydraulic brake assist

The following components are involved in the operation of the above systems:

- EBCM – The EBCM controls the system functions and detects failures. It supplies voltage to the solenoid valves and pump motor.
- Brake pressure modulator valve assembly – The brake pressure modulator valve assembly contains the following components:
  - Hydraulic pump with pump motor
  - Four isolation valves
  - Four dump valves
  - Two traction control/stability control supply valves
  - Two traction control/stability control isolation valves
  - Pressure sensor
  - High pressure accumulator
  - Low pressure accumulator
- Multi-axis acceleration sensor – The yaw rate and lateral acceleration sensors are combined into one multi-axis acceleration sensor, external to the EBCM. The EBCM receives serial data message inputs from the yaw rate and lateral acceleration sensor and activates stability control depending on multi-axis acceleration sensor input.
- Steering angle sensor – The EBCM receives serial data message inputs from the steering angle sensor. The steering angle sensor signal is used to calculate the desired yaw rate.
- Traction control switch – Traction control and stability control are manually disabled or enabled by pressing the traction control switch.
- Wheel speed sensors – The EBCM sends a 12V reference voltage to each wheel speed sensor. As the wheel spins, the wheel speed sensor produces an alternating current square wave signal. The EBCM uses the frequency of the square wave signal to calculate the wheel speed.

### Initialization Sequence

The initialization sequence cycles each solenoid valve and the pump motor, as well as the necessary relays, for approximately 30 milliseconds to check component operation. The electronic brake control module sets a DTC if any error is detected. The initialization sequence may be heard and felt while it is taking place, and is considered part of normal



# CHEVROLET

6505 FLORIDA BLVD  
 BATON ROUGE, LA 70806  
 TEL. (225) 926-4600  
 www.gerrylane.com



13

CUSTOMER NO.	ADVISOR RAYMOND	3245	TAG NO.	INVOICE DATE 01/13/15
	LABOR RATE	LICENSE NO.	MILEAGE 40,237	COLOR BLACK/
BATON ROUGE, LA	YEAR / MAKE / MODEL 11/CHEVROLET/CRUZE RS			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 1 P F 5 S 9 X B 7			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/10/15	REPRINT# 1
BUSINESS PHONE	COMMENTS			

MO: 40243

LABOR & PARTS  
 #1 02GVZ07  
 CHECK ENGINE LIGHT COMES ON AND STAYS ON.  
 DTC P057C BRAKE PDL POSITION RAIL  
 REPLACE PEDAL POSITION SENSOR PER BULLETIN PI0329

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	13285340	RETAINER 4.662	9.00	9.00	9.00
JOB # 1	1	13579089	SENSOR 4.625	23.31	13.32	13.32
JOB # 1	1	13281351	BOLT 4.634	8.48	8.48	8.48
JOB # 1 TOTAL PARTS						30.80
JOB # 1 TOTAL LABOR & PARTS						306.80

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # 1	3	AMOUNT PREVIOUSLY PAID BY CUST		-119.06
TOTAL - MISC				-119.06

COMMENTS  
 EXT WARRANTY AUTH \$215.36 AUTH #  
 FAX 303-306-1922

TOTALS	PRICE
IF YOU ARE NOT COMPLETELY SATISFIED AND CANNOT DEFINITELY RECOMMEND OUR SERVICE DEPARTMENT TO A FRIEND LET US KNOW IMMEDIATELY	
TOTAL LABOR	276.00
TOTAL PARTS	30.80
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-119.06
TOTAL TAX	27.62
<b>TOTAL INVOICE \$</b>	<b>215.36</b>

**Warranty Statement.** Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

\*\*\*IMPORTANT MESSAGE\*\*\*  
 IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED.

YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

[Redacted]  
[Redacted]  
Baton Rouge, Louisiana  
[Redacted]

6/26/13

Chevrolet Corporate Office  
Post Office Box 33170  
Detroit, MI 48232

Compliance Issue

- Date of action : 03/29/2013
- Case Number : [Redacted]
- Vehicle VIN : 1G1PF5S9XB7 [Redacted]
- Owner : [Redacted]

(Star) Strategic Maintenance & Dealership  
overview -

- Regional Dealerships :
  - \* Gerry Lane  
6505 Florida Boulevard  
Baton Rouge Louisiana 70806
  - \* Team Toyota  
1788 Oneal Lane  
Baton Rouge, Louisiana 70816

\* Brian Harris Chevrolet  
15015 Florida Boulevard  
Baton Rouge, Louisiana 70819

• Customer Encounter: [REDACTED]

a.) Purchased vehicle from Joseph Jenkins / TCUV Sales Consultant  
Team Toyota 1788 O'Neal Lane  
Baton Rouge, Louisiana 70816.

Joseph Jenkins passed on that  
Team Toyota sales Chevrolet  
vehicles and make repairs  
at Team Toyota / Joseph Jenkins  
scheduled vehicle service date  
for 03/29/2013

b.) Kyle Lott Service Advisor  
made all needed service afterward/  
once vehicle was returned listed  
items were not repaired or detailed  
correctly:

- Air System - restriction of fibers  
& carbon dioxide
- Alignment - adjustments not  
correct
- Antilock Brake System - not working  
correct



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

18



14801 1G1PF5S9XB7 [REDACTED] 13 0019407



BATON ROUGE, LA [REDACTED]



April 2015

This notice applies to your vehicle, VIN: 1G1PF5S9XB7 [REDACTED]

Dear [REDACTED]

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** General Motors and US Environmental Protection Agency emissions testing of 2011-2013 Chevrolet Cruze vehicles equipped with a 1.4L engine and an automatic transmission found vehicles that did not comply with the carbon monoxide emissions standard on the US06 emissions test. This test measures tailpipe emissions during high speed/high load conditions.

**What Will Be Done:** Your Chevrolet dealer will reprogram the engine control module (ECM) to revise the fuel enrichment strategy as required. This service will be performed for you at **no charge**.

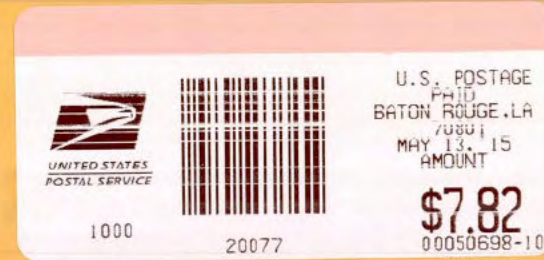
**What You Should Do:** Please contact your Chevrolet dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your Chevrolet dealer or the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

**Emission Law Information:** In order to ensure your full protection under the emission warranty made applicable to your Chevrolet Cruze vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.



Baton Rouge, Louisiana



W48-226

US Department of Transportation  
National Highway Traffic Safety  
Administration  
Office of Defects Investigation,  
NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. ~~20590~~