

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: 11010342
Date: Monday, August 21, 2017 2:15:50 PM
Attachments: [11010342.pdf](#)

Sent: Monday, August 21, 2017 2:02 PM

Subject: FW: 11010342

Questionnaire.

From: [REDACTED]
Sent: Saturday, August 19, 2017 2:58 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 11010342

Returning information for ID# 11010342. Please inform if received and able to disseminate.



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

FOR AGENCY USE ONLY 100148

Date Received
24-JUL-2017

Repository
Reference No.
11010342

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City PITTSBURGH 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: 1G1PG5S92B7 [REDACTED]
 Make CHEVROLET Model CRUZE Model Year 2011
 Date Purchased 11/29/2010 Dealer's Name and Telephone Number Classic Chevrolet 412-734-5000 Engine: No: Cylinders 4 Fuel Type: Gasoline
 Original Owner Dealer's City Pittsburgh State PA Zip Code 15202
 Transmission Type Automatic Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 25-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS) Failure Mileage 24000 27537 Failure Speed 5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
 DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
 Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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. WHILE REVERSING AT 5 MPH, THE BRAKE PEDAL REQUIRED EXTRA FORCE TO DEPRESS. THE FAILURE OCCURRED INTERMITTENTLY WITHOUT WARNING. IN ADDITION, WHILE DRIVING 8 MPH PULLING INTO THE DRIVEWAY, THE BRAKE PEDAL FAILED TO DEPRESS. THE CONTACT MENTIONED THAT THE BRAKE PEDAL BECAME STIFF AS IF IT WERE MANUAL. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V360000 (SERVICE BRAKES). THE DEALER (CLASSIC CHEVROLET, 500 LINCOLN AVE, PITTSBURGH, PA, 15202, 412-451-8962) AND MANUFACTURER STATED THAT THE VIN WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER ADVISED THE CONTACT TO TAKE THE VEHICLE TO THE DEALER TO BE DIAGNOSED. NO FURTHER ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS APPROXIMATELY 24,000. Vehicle was serviced at Classic Chevrolet in Pittsburgh, PA on 7/28/2017.

GM part # 13457666 Pipe Ass P/B Boost Vac was installed. The website GM.OEMDTC.com recommends replacing entire assembly, including micro-switch that was part of recall 12213. This recall was performed on 10/28/2013, replacing only the micro-switch. It is my opinion that this brake problem still existed in my vehicle and should be covered under warranty. Also all vehicles that only had micro-switch replaced should be recalled again, as this problem clearly exists in these vehicles.

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.

CUSTOMER #:



500 LINCOLN AVE. AT BALPH
BELLEVUE, PITTSBURGH, PA 15202
TELEPHONE: (412) 734-5000

INVOICE

DUPLICATE 1
PAGE 1

SERVICE HOURS:
Mon-Tue, Thu 8:00 AM - 6:00 PM
Wed, Fri 8:00 AM - 5:00 PM
Sat 8:00 AM - 12:00 PM
Sunday - CLOSED

PITTSBURGH, PA

HOME: CONT:
BUS: CELL:

SERVICE ADVISOR: 417 RANDY K HALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG	
	11	CHEVROLET CRUZE	1G1PG5S92B7		27537/27543	T214	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17AUG13 DD			17:00 28JUL17		0.00	CASH	28JUL17
R.O. OPENED	READY	OPTIONS: ENG:1.4 LITER MFI DOHC TURBO TRN:MANUAL					
12:30 27JUL17	14:02 28JUL17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES BRAKE PEDAL GETS HARD INTERMITTANTLY
 REPCUS ROAD TEST.SCAN TEST.NO CODES.INSTALLED
 BRAKE VACUUM PIPE AT CUSTOMERS REQUEST
 435 CPC 93.00 93.00
 1 13457666 (S) PIPE 115.26 115.26 115.26

B** \$100.00 MAINTENANCE LETTER FROM GM
 CAUSE: REPLACED BRAKE VACUUM PIPE CAC REQUEST 8-3108701456
 0600046 \$100.00 MAINTENANCE LETTER FROM GM
 417 W94 (N/C)
 FC: 9094 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

SUBL 100 DOLLAR GM SERVICE CERTIFICATE.CCC REQUEST 8-3108701456
 W94 (N/C)

CH "HAZ MAT CHARGE" IS MATERIAL
 AND ENVIROMENTAL CHARGE ASSOCIATED WITH
 THE PROPER DISPOSAL OF
 HAZARDOUS AND NON-HAZARDOUS WASTE



Handwritten:
 P224.98
 7/28/17
 \$100.00 Service Voucher
 P224.98

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 1% of the total cost of labor and parts, not to exceed \$10.00, in the Misc. Charges amount for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
		LABOR AMOUNT	93.00
		PARTS AMOUNT	115.26
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES *	2.00
		TOTAL CHARGES	210.26
		LESS DISCOUNT	0.00
		SALES TAX	14.72
		PLEASE PAY THIS AMOUNT	224.98

CUSTOMER COPY

Vehicle Report

Printed on: 07/27/2017 12:22:25



VIN: 1G1PG5S92B7 [REDACTED]

Vehicle Model: 2011 CRUZE LT 4 DOOR SEDAN

Delivery Date: 11/29/2010

Service Consultant : RANDY HALL

Mileage : 30000

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	YB4LA24C

Required Field Actions

Number	Type	Description	Release Date	Status
[REDACTED]	Product Emission Recall	REPROGRAM ENGINE CONTROL MODULE	04/13/2015	Closed
[REDACTED]	Customer Satisfaction Program	LOW ENGINE COOLANT LEVEL WITHOUT AN EXTERNAL LEAK	08/11/2014	Closed
[REDACTED]	Product Safety Recall	BRAKE VACUUM MICRO SWITCH	10/28/2013	Closed
[REDACTED]	Product Safety Recall	OIL SPILLS OR LEAKS ONTO HOT SURFACES	06/21/2012	Closed
[REDACTED]	Product Safety Recall	INTERMEDIATE STEERING SHAFT SEPARATION	05/06/2011	Closed
[REDACTED]	Service Update Bulletin	THERMOSTAT STICKS IN OPEN POSITION - EXPIRES WITH BASE WARRANTY	11/30/2010	Closed
[REDACTED]	Service Update Bulletin	FRONT SUSPENSION NOISE-EXP W/BASE WARRANTY	11/19/2010	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Warranty Odometer Status
Powertrain Limited Warranty	11/29/2010	31 MI	11/29/2015	100031 MI Expired
Bumper to Bumper Limited Warranty	11/29/2010	31 MI	11/29/2013	36031 MI Expired
Emission Limited Warranty	11/29/2010	31 MI	11/29/2013	50031 MI Expired
Emission Select State Component Ltd Wty	11/29/2010	31 MI	11/29/2017	70031 MI Applicable
Corrosion Limited Warranty	11/29/2010	31 MI	11/29/2016	100031 MI Expired
Emission Select Component Ltd Wty	11/29/2010	31 MI	11/29/2018	80031 MI Applicable
Special Coverage 14371	11/29/2010	31 MI	11/29/2020	150031 MI Applicable
Special Coverage 14232	11/29/2010	31 MI	11/29/2020	150031 MI Applicable
Special Coverage 14311	11/29/2010	31 MI	11/29/2020	120031 MI Applicable
Special Coverage 38170	11/29/2010	31 MI	11/29/2020	120031 MI Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Effective Rental Date Allowance	Effective Odometer	Expiration Date	Expiration Odometer
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No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
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No information found for this vehicle.