

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Document requested
Date: Monday, November 06, 2017 8:30:18 AM
Attachments: [11032666.pdf](#)

Sent: Friday, November 03, 2017 10:09 AM

>

Subject: FW: Document requested

Questionnaire.

From 

Sent: Thursday, November 02, 2017 7:31 AM

To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>

Subject: Document requested

Everything is correct



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

10-OCT-2017

Repository ☐

Reference No.
11032666

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City COLUMBIA

State TN

Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
1G1PC5SH9G [REDACTED]

Make
CHEVROLET

Model
CRUZE

Model Year
2016

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

☐ Cruise Control

27-JUL-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 060000 ENGINE (PWS), FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage
60000

Failure Speed

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)

☐ Original Equipment
☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ 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 2016 CHEVROLET CRUZE. WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE STALLED AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS UNABLE TO RESTART. THE VEHICLE WAS TOWED TO WALKER CHEVROLET (3940 CAR OTHERS PKWY, FRANKLIN, TN, 37067) WHERE IT WAS DIAGNOSED THAT THE CO2 SENSOR FAILED. THE SENSOR WAS REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, TWO MONTHS LATER, THE FAILURE RECURRED. THE VEHICLE STALLED AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. AFTER MULTIPLE ATTEMPTS, THE VEHICLE RESTARTED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO THE SECOND LOCAL DEALER (LUCAS CHEVROLET CADILLAC, 101 S JAMES CAMPBELL BLVD, COLUMBIA, TN, 38401). IT WAS DIAGNOSED THAT DUE TO AMBIENT TEMPERATURES OVER 100 DEGREES FAHRENHEIT, VAPOR BUILD-UP WAS IN THE FUEL FEED LINE AND CAUSED THE VEHICLE TO STALL. THE DEALER STATED THAT THERE WAS NO REMEDY EXCEPT HIGHER OCTANE. THE DEALER ALSO RECOMMENDED THAT THE VEHICLE BE KEPT IN COOLER TEMPERATURES AND REFRAIN FROM IDLING. THE FAILURE WAS UNDER BULLETIN PIP5507B. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND DID NOT ASSIST. THE FAILURE MILEAGE WAS APPROXIMATELY 60,000.

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 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.