



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 26, 2019

[REDACTED]  
Snyder, Texas [REDACTED]

NEF-109 tgd  
Ref. No. 11185310

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Chevrolet Cruze vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

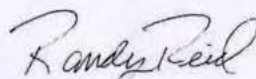
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We certainly understand and commend your efforts to ensure that a similar crash does not occur. We recommend that you access our website at [www.nhtsa.gov](http://www.nhtsa.gov) for a list of recalls that apply to MY 2011 Chevrolet Cruze vehicles. Also, you can enter your vehicle identification number (VIN) into our VIN Look-Up Tool for incomplete recalls on your specific vehicle.

Due to our limited resources, NHTSA cannot assist you with your specific questions about the crash. A number of factors, other than a mechanical problem or defect can cause a crash, e.g., speed, whether conditions, distracted and impaired driving, poor roadways, other motorists, etc. When provided with all necessary details and particularly after an opportunity to examine the crash scene, vehicle(s) involved in a crash, an expert in crash reconstruction can provide an educated opinion as to the cause of a specific crash. We recommend that you contact General Motors or an expert in crash reconstruction for assistance in determining the cause of crash. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at [www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](http://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large initial "R".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement