

CL-11449460-7000

Friday, February 04, 2022

U.S. Department of Transportation  
ATTN: Secretary Buttigieg  
1200 New Jersey Avenue, SE  
Washington DC 20590

RE: Consumer vehicle defect worthy of a recall

Secretary Buttigieg,

I am writing you directly to draw attention to a complaint I have about a personal vehicle I own. I believe this vehicle has a dangerous defective design worthy of the attention of the Department of Transportation.

I own a 2018 Chevy Cruze sedan that I purchased new in March of 2018. It is one of the rare vehicles that has a 6-speed manual transmission. Shortly after the purchase of my vehicle, General Motors began an internal investigation into failures of the manual transmissions on model years 2016-2018. GM issued a number of revised Technical Service Bulletins with updates on their investigation of the failure. Ultimately, GM determined that any Chevy Cruze (gasoline or Diesel engines) with the 6-speed manual transmission could suffer the failure of the clutch slave cylinder. This failure was warrantied by GM for the duration of the powertrain warranty (5 years or 60,000 miles). I have included copies of these TSBs with this letter.

This problem with GM vehicles is alarming in that it seems to be the same problem suffered by Opel/Vauxhall branded vehicles sold in the EU and UK, respectively. There are numerous Opel/Vauxhall vehicles that share the same manual transmission sold in the Chevy Cruze in the USA. As a safety recall in the EU and UK, all affected Opel/Vauxhall vehicles (regardless of ownership, age, or mileage) are provided with a safety recall service where numerous parts are replaced. Parts replaced include the clutch slave cylinder, clutch master cylinder, brake booster, and ABS controller valve. This recall in the EU/UK involves the brake system because that shares the same hydraulic fluid circuit as the hydraulic clutch. The recall is a mandatory safety recall because the brakes on the vehicles are potentially affected to where driving them could cause an accident. I have included some copies of this recall with this letter.

In my Chevy Cruze, I first suffered the failure of my clutch in September 2020 at around 51,000 miles of ownership. This abrupt failure almost caused a traffic accident at highway speed, and it also left the vehicle very dangerous to drive with a non-functional powertrain. I was lucky that I did not crash the car. I submitted a complaint to NHTSA on the website, documented as tracking number 11360154.

This past Sunday, the clutch on my car failed AGAIN. This happened AGAIN at highway speed and I was lucky that it did not cause an accident. The car is at my local Chevy dealership for a repair. This time, the failure of the clutch slave cylinder did additional damage to the car – a

leak of hydraulic fluid contaminated the clutch to where the friction disc and pressure plate must be replaced as a subsequent repair. I submitted a second complaint to NHTSA on the website, documented as tracking number 11449460.

I believe your agency should do some investigation work of the affected vehicles (all Chevy Cruze from model years 2016-2018 with 6-speed manual transmissions). GM has produced a vehicle with a known defect that is a safety issue, and their response is only to offer warranty coverage if the vehicle breaks during the new owner warranty period. When compared to the issue in the EU/UK, GM is not performing any repairs as a safety recall. GM is leaving dangerous cars on the road and it also has the effect of leaving owners with large repair bills. If the clutch in my car has failed the same as happened 16 months ago, and the repair is not covered under any warranty, the repair bill will easily be more than \$2,000. That is a substantial sum of money for owners to pay to repair a known defect. That is easily greater than 10% of the total purchase price of the vehicle, to spend on one repair that has happened just 16 months after it was first repaired.

I am not an expert but I have a suspicion that GM is continuing to use defective parts to repair vehicles. If there was a long production run of transmissions from 2016-2018 with defective slave cylinders, it's entirely possible that some of the same defective slave cylinders were kept in parts inventory for repairs to customers' vehicles. It appears to me that GM is using an inventory of defective parts for repairs and possibly has not made any effort to replace their parts in inventory with new manufacture updated/changed parts to fix the problem.

DOT/NHTSA needs to investigate this defect in Chevrolet Cruze vehicles. I know that the EU and UK have transportation safety agencies that place a great amount of care in protecting the safety and rights of consumers. I would like the U.S. Department of Transportation to show the same level of care to help protect US citizens.

Thank you in advance for your attention to this matter.

Sincerely,

Bloomington IL

Phone 

Email



Bulletin No.: PIP5558  
Published date: 02/28/2018

## Preliminary Information

PIP5558 Clutch Pedal Stays On The Floor - Pedal Does Not Return To Top Of Travel Or Pedal Returns Slowly

### Product Investigation Review Required

#### Models

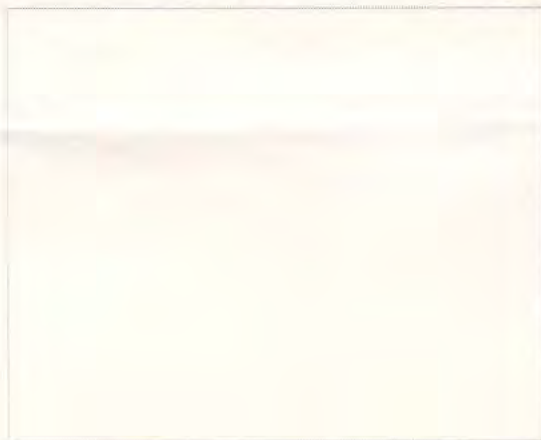
| Brand:                      | Model: | Model Years: | VIN:                                                                                             |         | Engine: | Transmissions:  |
|-----------------------------|--------|--------------|--------------------------------------------------------------------------------------------------|---------|---------|-----------------|
|                             |        |              | from                                                                                             | to      |         |                 |
| Chevrolet                   | Cruze  | 2016 - 2018  | Gen II VIN B Built after 1 Feb, 2016                                                             | Current | All     | MF3 MZ4 MZ0 M60 |
| Involved Region or Country: |        |              | North America                                                                                    |         |         |                 |
| Condition:                  |        |              | Clutch Pedal stays on the floor, pedal does not return to top of travel or pedal returns slowly. |         |         |                 |
| Cause:                      |        |              | Debris in orifice                                                                                |         |         |                 |

#### Correction:

Item number 1 in the picture below has a small orifice internally that fluid passes through. If small pieces of debris in the fluid get pushed to or through the orifice then it will restrict oil flow. The debris may restrict the orifice then the pedal return will be affected. Customer may notice any of the following concern: Pedal stays on the floor, pedal does not return to top of travel or pedal returns slowly.

Currently engineering is investigating the condition and trying to isolate the root cause of the debris. Please replace item number 1 (Elbow) and item number 2 (Line). Please tape a plastic bag over each end of the line to retain as much fluid as possible to be returned with the part.

Please note that items 2 and 3 below are part of the line and cannot be obtained independently of each other.



Additional note: Make sure seal number 1 stays on the Clutch slave Cylinder line and that seal 4 stays on the high pressure line. If seal 1 comes out with the elbow ((3) and is not in place a leak will be induced and if seal 4 stays in the master cylinder and a second seal is introduced there could be a leak or hydraulic restriction.





**Parts Information**

**Warranty Information**

| Labor Operation | Description                                     | Labor Time                         |
|-----------------|-------------------------------------------------|------------------------------------|
| 8430540         | Clutch Actuator Cylinder Pipe Elbow Replacement | Use Published Labor Operation Time |

**Version History**

|          |                      |
|----------|----------------------|
| Version  | 1                    |
| Modified | Created on 2/27/2018 |



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Bulletin No.: PIP5558A  
Published date: 03/6/2018

## Preliminary Information

PIP5558A Clutch Pedal Stays On The Floor - Pedal Does Not Return To Top Of Travel Or Pedal Returns Slowly

### Product Investigation Review Required

### Models

| Brand:                      | Model: | Model Years:                                                                                     | VIN:         |         | Engine: | Transmissions:  |
|-----------------------------|--------|--------------------------------------------------------------------------------------------------|--------------|---------|---------|-----------------|
|                             |        |                                                                                                  | from         | to      |         |                 |
| Chevrolet                   | Cruze  | 2016 - 2018                                                                                      | Gen II VIN B | Current | All     | MF3 MZ4 MZ0 M50 |
| Involved Region or Country: |        | North America, South America, GMIC, China, Korea, Australia/NZ                                   |              |         |         |                 |
| Condition:                  |        | Clutch Pedal stays on the floor, pedal does not return to top of travel or pedal returns slowly. |              |         |         |                 |
| Cause:                      |        | Debris in orifice                                                                                |              |         |         |                 |

### Correction:

Item number 1 in the picture below has a small orifice internally that fluid passes through. If small pieces of debris in the fluid get pushed to or through the orifice then it will restrict oil flow. The debris may restrict the orifice then the pedal return will be affected. Customer may notice any of the following concern: Pedal stays on the floor, pedal does not return to top of travel or pedal returns slowly.

Currently engineering is investigating the condition and trying to isolate the root cause of the debris. Please replace item number 1 (Elbow) and item number 2 (Line). Please tape a plastic bag over each end of the line to retain as much fluid as possible to be returned with the part.

Please note that items 2 and 3 below are part of the line and cannot be obtained independently of each other.



Additional note: Make sure seal number 1 stays on the Clutch slave Cylinder line and that seal 4 stays on the high pressure line. If seal 1 comes out with the elbow (3) and is not in place a leak will be induced and if seal 4 stays in the master cylinder and a second seal is introduced there could be a leak or hydraulic restriction.



**Parts Information****Warranty Information**

| Labor Operation | Description                                     | Labor Time                         |
|-----------------|-------------------------------------------------|------------------------------------|
| 8430540         | Clutch Actuator Cylinder Pipe Elbow Replacement | Use Published Labor Operation Time |

**Version History**

|          |                                               |
|----------|-----------------------------------------------|
| Version  | 2                                             |
| Modified | 3/5/18 - Added regions and remove build date. |



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Bulletin No.: PIP5558B

Published date: N/A

## Preliminary Information

### PIP5558B Clutch Pedal Stays On The Floor - Pedal Does Not Return To Top Of Travel Or Pedal Returns Slowly

Product Investigation Review Required

#### Models

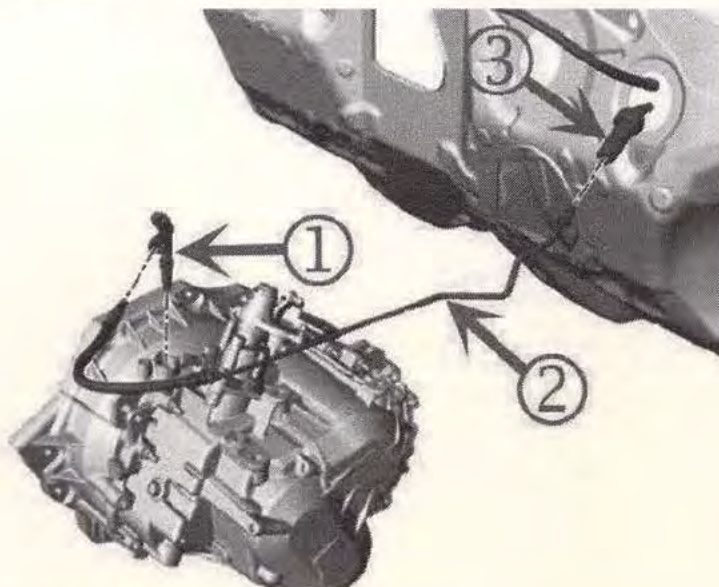
| Brand:    | Model: | Model Years: | VIN:         |         | Engine: | Transmissions:  |
|-----------|--------|--------------|--------------|---------|---------|-----------------|
|           |        |              | from         | to      |         |                 |
| Chevrolet | Cruze  | 2016 - 2018  | Gen II VIN B | Current | All     | MF3 MZ4 MZ0 M60 |

|                             |                                                                                                  |
|-----------------------------|--------------------------------------------------------------------------------------------------|
| Involved Region or Country: | North America, South America, GMIO, China, Korea, Australia/NZ                                   |
| Condition:                  | Clutch Pedal stays on the floor, pedal does not return to top of travel or pedal returns slowly. |
| Cause:                      | Debris in orifice                                                                                |

#### Correction:

Item number 1 in the picture below has a small orifice internally that fluid passes through. If small pieces of debris in the fluid get pushed to or through the orifice then it will restrict oil flow. The debris may restrict the orifice then the pedal return will be affected. Customer may notice any of the following concern: Pedal stays on the floor, pedal does not return to top of travel or pedal returns slowly.

Engineering is currently investigating and a bulletin will be published when a repair is validated.



#### Version History

|          |                                                                                                                |
|----------|----------------------------------------------------------------------------------------------------------------|
| Version  | 3                                                                                                              |
| Modified | Created on 02/27/2018<br>3/6/18 - Added regions and remove build date.<br>6/6/18- Removed repair instructions. |



Bulletin No.: PIP5558C  
Published date: 07/23/2018

## Preliminary Information

### PIP5558C Clutch Pedal Stays On The Floor - Pedal Does Not Return To Top Of Travel Or Pedal Returns Slowly

Product Investigation Review Required

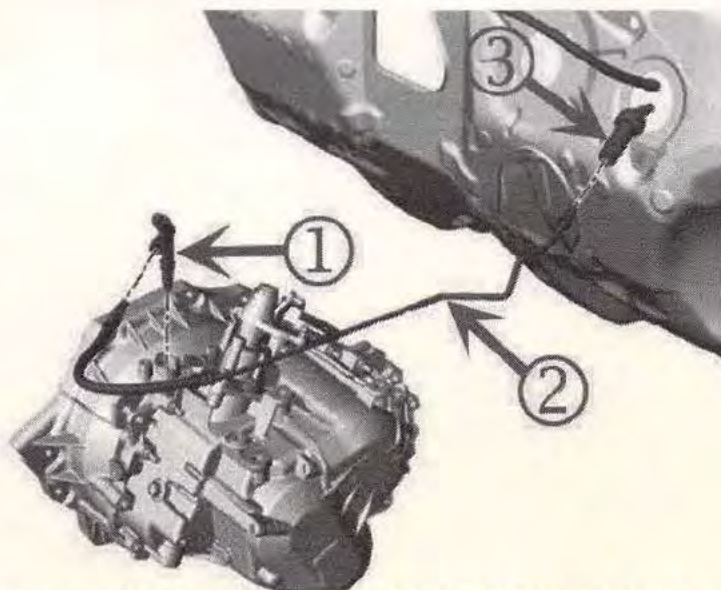
#### Models

| Brand:    | Model: | Model Years: | VIN:         |         | Engine: | Transmissions:  |
|-----------|--------|--------------|--------------|---------|---------|-----------------|
|           |        |              | from         | to      |         |                 |
| Chevrolet | Cruze  | 2016 - 2018  | Gen II VIN B | Current | All     | MF3 MZ4 MZ0 M60 |

|                             |                                                                                                  |
|-----------------------------|--------------------------------------------------------------------------------------------------|
| Involved Region or Country: | North America, South America, GMIO, China, Korea, Australia/NZ                                   |
| Condition:                  | Clutch Pedal stays on the floor, pedal does not return to top of travel or pedal returns slowly. |
| Cause:                      | Debris in orifice                                                                                |

#### Correction:

Item number 1 in the picture below has a small orifice internally that fluid passes through. If small pieces of debris in the fluid get pushed to or through the orifice then it will restrict oil flow. The debris may restrict the orifice then the pedal return will be affected. Customer may notice any of the following concerns: Pedal stays on the floor, pedal does not return to top of travel or pedal returns slowly.



The source of the debris is the dampener in the high pressure line (3).

FOR GASOLINE ENGINE equipped vehicles: Replace the Line, Elbow, Sleeve and slave cylinder with kit p/n 24295457. The new parts in the kit are not interchangeable with the original parts in the vehicle due to hydraulic connection variation between the parts.

FOR DIESEL ENGINE equipped vehicles: Replace the line and elbow with parts currently available in the parts catalog. Diesel equipped vehicles were originally built with the FTE parts so current part inventory will interchange.

#### Parts Information

| Description                      | Part Number | Quantity |
|----------------------------------|-------------|----------|
| GAS                              | 24295457    | 1        |
| Diesel: ELBOW, CLU ACTR CYL PIPE | 55572350    | 1        |
| Diesel : PIPE, CLU ACTR CYL      | 55505687    | 1        |

#### Warranty Information

| Labor Operation | Description                               | Labor Time               |
|-----------------|-------------------------------------------|--------------------------|
| GAS: 8430360    | Clutch Actuator Cylinder Replacement      | Use Published Labor Time |
| Diesel: 8430550 | Clutch Actuator Cylinder Pipe Replacement | Use Published Labor Time |

#### Version History

|          |                                                                                                                                                                                                             |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Version  | 4                                                                                                                                                                                                           |
| Modified | <p>Created on 02/27/2018</p> <p>3/6/18 - Added regions and remove build date.</p> <p>6/6/18- Removed repair instructions.</p> <p>7/12/2018 Added repair instructions, part numbers and labor operation.</p> |



GENERAL MOTORS

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## Safety Gate: Rapid Alert System for dangerous non-food products

|                                                     |                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Alert number                                        |                                                                                                                                                                                                                                                                  |
| Category                                            | Motor vehicles                                                                                                                                                                                                                                                   |
| Type of alert                                       | Products with serious risks                                                                                                                                                                                                                                      |
| Product user                                        | Consumer                                                                                                                                                                                                                                                         |
| Product                                             | Passenger car                                                                                                                                                                                                                                                    |
| Brand                                               | Opel                                                                                                                                                                                                                                                             |
| Name                                                | Astra                                                                                                                                                                                                                                                            |
| Type / number of model                              | EC-type approval number: e4*2007/46*0996*00 to e4*2007/46*0996*11; Model: Astra K; Model year: 2016 - 2018 Astra 1.6 Diesel with manual transmission;                                                                                                            |
| Batch number / Barcode                              | Various VIN's numbers.                                                                                                                                                                                                                                           |
| OECD Portal Category                                | 77000000 - Automotive                                                                                                                                                                                                                                            |
| Description                                         | Passenger car. Recall code: 18-C-120 (E181803130).                                                                                                                                                                                                               |
| Country of origin                                   | Poland, United Kingdom                                                                                                                                                                                                                                           |
| Alert submitted by                                  | Portugal                                                                                                                                                                                                                                                         |
| Risk type                                           | Injuries                                                                                                                                                                                                                                                         |
| Technical defect                                    | The brake master cylinder might get contaminated by foreign material particles which come from the clutch slave cylinder sealing. These particles adhere to the brake master cylinder seals eventually causing an internal leakage on the brake master cylinder. |
| Risk                                                | This may cause no pressure in the brake system and a reduction in braking power where the brake pedal is applied slowly and constantly.                                                                                                                          |
| Measures adopted by notifying country               | Recall of the product from end users                                                                                                                                                                                                                             |
| Products were found and measures were taken also in | Bulgaria, Croatia, Denmark, Finland, Greece, Hungary, Iceland, Luxembourg, Poland, Romania, Slovakia, Slovenia, Sweden, The Netherlands                                                                                                                          |
| Images                                              | No pictures are available                                                                                                                                                                                                                                        |



# Product Safety Recall: Astra Diesel with manual transmission Reference Number 18-C-120 (E1811803130)

## The Issue

Vauxhall Motors Ltd are committed to providing continuous improvement. We have noted that our Astra 1.6 Diesel with manual transmission built between model years 2016 and 2018 have experienced, in some isolated cases, extended pedal travel and a reduction in braking power when the brake pedal is applied slowly and constantly. However, under general circumstances, including emergency braking, the system operates as designed.

**Important Information:** If you feel that the pedal is not responding correctly, please remove your foot from the brake pedal and reapply firmly.

## What action is Vauxhall taking?

To address this issue we have decided to launch a 2 step recall on all of the affected vehicles.

- **Step 1** – Which should be completed immediately - check braking system and replace the hydraulic fluid in the system.
- **Step 2** – Upon subsequent notification, replace all affected components.

Both Steps 1 and 2 will be carried out free of charge by any Vauxhall Retailer.

For Step 2 we are currently ensuring sufficient parts are available to rework your vehicle and will send you a second letter as soon as the parts are available to advise you of next steps.

## How do I know if my Astra could be affected?

All owners of affected vehicles have been written to using address data provided by the DVLA.

Vehicles affected are Astra K diesel models equipped with manual transmission.



You can find out if your Astra has an outstanding recall by clicking on the following link and entering your vehicle registration number:

<https://www.check-mot.service.gov.uk/>

## **If your vehicle requires this safety recall, what should you do?**

Please immediately contact your Vauxhall Authorised Repairer to arrange for step 1 of the action to be carried out.

If you do not already use a Vauxhall Authorised Repairer, visit: [www.vauxhall.co.uk/findaretailer](http://www.vauxhall.co.uk/findaretailer)

We apologise for any inconvenience this may cause and thank you for your understanding and co-operation in this important action. We are working as quickly as we can to continue to ensure we meet our high standards and your expectations.

## **Frequently Asked Questions**

### **You have announced a product safety recall concerning the Astra. What is the problem?**

Constant quality controls revealed that on MY 2016-18 Astra equipped with the combination of both a diesel engine and manual transmission, in cases where the brake pedal is applied

slowly and constantly, the customer might experience an extended pedal travel and reduction in braking power.

## What may happen in this case?

If pedal application is very slow and constant, the brake system creates no pressure during the full pedal travel. However, under general circumstances, including emergency braking, the system operates as designed.

**Important Information:** If you feel that the pedal is not responding correctly, please remove your foot from the brake pedal and reapply firmly.

## Is my vehicle safe to drive?

Yes your vehicle is safe to drive. The brake system operates as designed unless (in affected vehicles) the brake pedal is applied with gentle and constant pedal force. By notifying customers of the potential issue and providing guidance how to respond if the brake pedal does not perform correctly we are satisfied that the vehicle is safe to drive.

## When can customers expect to get their cars fixed?

To address this issue we have decided to launch a two step proactive action of all of the affected vehicles.

- **Step 1:** Which should be completed immediately - Check braking system and replace the fluid in the system.
- **Step 2:** Upon subsequent notification, replace all affected components.

Both Steps 1 and 2 will be carried out free of charge by any Opel/Vauxhall Retailer.

## How long will the vehicle be in the dealership for step 1?

The vehicle will be in the dealership for approximately 3 hours.

## How long will the vehicle be in the dealership for step 2?

The vehicle will be in the dealership for approximately 2 days.

## Will you offer alternative transportation / a courtesy vehicle while the vehicle is being repaired?

Alternative transport will be offered, subject to certain conditions, while your vehicle is being repaired under step 2.

## Who can carry out this recall work?

Any Vauxhall Authorised Repairer.

## How much will the repair of the affected vehicle cost?

The rework is free of charge for the customer.

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Accessibility   Vauxhall UK Tax Strategy   Gender Pay Gap   Recycling   Astra K Recall  
The Motor Ombudsman

### Cars

WLTP Figures shown are for comparison purposes and should only be compared to the fuel consumption and CO2 values of other cars tested to the same technical standard. The fuel consumption achieved, and CO2 produced, in real world conditions will depend upon a number of factors including, but not limited to: the accessories fitted (pre and post registration); variations in weather; driving styles and vehicle load. The WLTP (Worldwide Harmonised Light Vehicles Test Procedure) is used to measure fuel consumption and CO2 figures. The CO2 figures display a range to reflect the highest value for the highest emitting version with all available options added, through to a minimum value to represent the lowest emitting version in standard specification. For more information contact your local Vauxhall Retailer.

### Combo Cargo/New Vivaro/New Movano

Fuel consumption data and CO2 emission data are determined using the WLTP test cycle, and the relevant values are translated back to allow the comparability into NEDC. The values do not take into account in particular use and driving conditions, equipment or options and may vary depending on the format of tyres. For more information contact your local Retailer

Whilst every effort is made to ensure the offer details are accurate and up to date, Vauxhall reserves the right to change offers at any time. All offers are available at participating Retailers only.



BLOOMINGTON IL

Springfield, IL F&DC 62

MON 07 FEB 2022 PM

US DOT

ATTN: SEC BUTTIGIEG

1200 NEW JERSEY AVE SE

WASHINGTON DC 20590

