

Q&A FOR UPCOMING SAFETY RECALL 12213 2011-2012 CHEVROLET CRUZE POSSIBLE LOSS OF BRAKE ASSIST

Q1. What is the condition being covered?

A1. Certain 2011–2012 model year Chevrolet Cruze vehicles equipped with 1.4L DOHC gasoline turbo engine (LUJ) and 6T40 FWD automatic transmission (MH8) have a condition in which the electric vacuum pump switch may fail to activate the vacuum pump as intended. If this occurs, brake system vacuum assist may be reduced resulting in unexpected increased brake pedal effort or stopping distance. If this happens while the vehicle is moving, a crash could result without prior warning.

Q2. How did you discover the condition?

A2. A field report for a brake performance complaint.

Q3. Have there been any reports from the field of fires, crashes or injuries related to this condition?

A3. There are 27 reports alleging low-speed crashes in our records, but none are verified. No injuries have been reported.

Q4. Where were these vehicles made?

A4. Lordstown, Ohio

Q5. Where were these vehicles sold?

A5. United States (292,879), Canada (44,789) and 641 exported to Israel.

Q6. Is my vehicle safe to drive?

A6. Yes. From a cold start, there have been reports of unexpected increased brake pedal effort resulting in increased stopping distance. The engine itself is the main source of vacuum brake assist, so under most conditions, a driver will have full brake assist. However, in rare instances, you may need to exert more brake pressure to stop normally.

Q7. If this is an upcoming recall, why are you announcing before the bulletin is released or before the parts become available?

A7. We wanted to inform customers of the issue because of its unexpected nature.

Q8. When will I be able to get my vehicle repaired and how much will it cost me?

A8. When parts become available, you will be notified by First Class mail. Dealers will remove and replace a microswitch in the power brake vacuum pipe assembly. Repairs will be performed free of charge because most vehicles should still be under factory warranty.

Q9. Who is the supplier of the affected part/component?

A9. GM does not disclose this type of information.

Q10. What part or parts are involved?

A10. Electric vacuum pump (EVP) switch

Q11. Are parts available? If not, when will they be available?

A11. We are working closely with the supplier to expedite availability.

Q12. I am not experiencing the condition or issue that is described, but I don't feel safe driving the vehicle. What should I do?

A12. Paraphrase answer to No. 6