

NHTSA Consumer Complaints as of May 23, 2014

10 10394060 CHEVROLET CRUZE 2011 SERVICE BRAKES,
HYDRAULIC WE PURCHASED AND TOOK POSSESSION OF A NEW 2011, CHEVY
CRUZE ON WED., MARCH 30TH. FIRST NEW CAR IN 11 YEARS AND WE WERE
THRILLED. THRU., MARCH 31TH, MY HUSBAND ALMOST RAMMED THRU THE
STORE FRONT OF A SHOP.....STOPPING INCHES BEFORE THE MAIN
ENTRANCE.....FRI., APRIL 1ST, WE WENT THRU A STOP SIGN INTO THE MIDDLE
OF AN INTERSECTION AND ON APRIL 2ND I HAD A CAR FULL OF WOMEN
COMING HOME FROM A LUNCHEON. LUCKILY, I PULLED OFF THE ROAD TO
ADJUST THE TEMPERATURE BECAUSE IT WAS TOO WARM. I WAS ONLY DOING
ABOUT 20 MPH AND STEPPED ON THEY BRAKE TO FIND I WAS ALSO STEPPING
ON THE GAS PEDAL, JUST MY HUSBAND HAD DONE THE OTHER 2 TIMES. I
WAS LUCKY I WAS ABLE TO SHOVE IT PARK. TRUST ME, WE R TAKING THE CAR
BACK TO THE DEALER MONDAY, APRIL 4TH AND DO NOT KNOW WHAT THE
RESPONSE WILL BE. IN THE MEAN TIME, WE R AFRAID TO DRIVE THE CAR.
HAVE THERE BEEN ANY OTHER COMPLAINTS ON THIS TYPE OF VEHICLE. I
WOULD FEEL AWFUL IF ANYONE GETS HURT OR INJURED BECAUSE I HAVE
NOT BROUGHT TO EVERYONE'S ATTENTION?????? *TR CUBA
MO 20110331

10 10398878 CHEVROLET CRUZE 2011 SERVICE BRAKES,
HYDRAULIC TL*THE CONTACT OWNS A 2011 CHEVROLET CRUZE. WHILE THE
CONTACT WAS DRIVING APPROXIMATELY 15 MPH THE BRAKE PEDAL BECAME
SPONGY UPON APPLICATION, FOLLOWED BY AN EXTENSIVE DELAYED
RESPONSE. THE FAILURE OCCURRED SEVERAL TIMES. THE VEHICLE WAS
TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION; HOWEVER, THEY
STATED THAT THE BRAKES FUNCTIONED NORMALLY AS DESIGNED BY THE
MANUFACTURER. THE FAILURE MILEAGE WAS APPROXIMATELY 3,000.
UPDATED 06/24/11 LIVONIA MI 20110305

10 10399548 CHEVROLET CRUZE 2011 SERVICE BRAKES,
HYDRAULIC:PEDALS AND LINKAGES TL*THE CONTACT OWNS A 2011
CHEVROLET CRUZE. WHILE DRIVING APPROXIMATELY 3 MPH THE CONTACT
APPLIED PRESSURE TO THE BRAKE PEDAL. THE PEDAL DROPPED BELOW THE

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ACCELERATOR PEDAL AND EXTREMELY CLOSE TO THE FLOOR BOARD. THE VEHICLE ALSO JERKED FORWARD. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY WERE UNABLE TO DIAGNOSE OR DUPLICATE THE FAILURE. THE FAILURE RECURRED INTERMITTENTLY ON FOUR DIFFERENT OCCASIONS. THE CONTACT TAPED A BLOCK OF WOOD ON TOP OF THE BRAKE PEDAL TO RAISE THE BRAKE PEDAL 1 1/2 INCHES TO PREVENT IT FROM FALLING BELOW THE ACCELERATOR PEDAL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 50. UPDATED 06/09/11*LJ THE CONSUMER STATED THERE WAS VERY LITTLE ROOM BETWEEN THE ACCELERATOR AND BRAKE PEDALS. SO WHEN THE CONSUMER APPLIED THE BRAKE, HIS FOOT ALSO HIT THE ACCELERATOR PEDAL, WHICH CAUSED THE VEHICLE TO LUNGE FORWARD. UPDATED EVOQ. 06/15/11 UPDATED 07/11/11 CUBA MO 20110331

10 10402733 CHEVROLET CRUZE 2011 SERVICE BRAKES, HYDRAULIC TL*THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THE TRANSMISSION WAS REPROGRAMMED, BUT THE FAILURE WAS NOT CORRECTED WHEN THE VEHICLE LOST POWER WHILE ACCELERATING AT ANY SPEED. THE BRAKE PEDAL EXTENDED TO THE FLOOR WHEN THE BRAKES WERE APPLIED. THE VEHICLE MOVED BACKWARDS WHILE THE BRAKE WAS DEPRESSED CAUSING THE CONTACT TO CRASH INTO A VEHICLE. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO DID NOT REPLACE ANY PARTS AND ADVISED THE CONTACT HOW THE VEHICLE WAS DESIGNED. THE FAILURE MILEAGE WAS 150,000 AND THE CURRENT MILEAGE WAS 752,000. AUSTIN TX 20110301

10 10410411 CHEVROLET CRUZE 2011 SERVICE BRAKES, HYDRAULIC I HAVE AN LT CRUZE MODEL 2011. THE BRAKE PEDAL FEELS SOFT (AS IF THE BRAKE FLUID HAS SOME AIR IN IT) CAUSING THE CAR NOT TO RESPOND NORMALLY TO BRAKES AND IT VERY EVIDENT IS THE SLOWER SPEEDS. THE PROBLEM STARTED AFTER ABOUT 2000 KM FROM USE. I HAVE A FRIEND (WHO OWNS ANOTHER CRUZE) AND WAS DRIVING MY CAR AND COMMENTED THAT THE BRAKES FEELS "WEARED"! I COMPLAINED DURING

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BOTH THE 5000 AND 10000 KM SERVICE BUT NOTHING WAS FOUND WRONG AS THEY CLAIMED. NOW I HAVE TO CONCENTRATE VERY MUCH DURING TRAFFIC SPEEDS TO NOT MAKE AN ACCIDENT!!! THIS IS A CONSTANT ATTITUDE OF MY CAR AND I DO NOT KNOW WHAT TO DO? P.S: THERE WAS ANOTHER PROBLEM OF A VERY STRANGE AND LOUD NOISE DURING BRAKING WHILE MOVING BACKWARD, BUT THIS WAS REPAIRED BY CHANGING THE CALIPERS OF REAR BRAKES. *TR CAIRO 00 20101215

10 10433924 CHEVROLET CRUZE 2011 SERVICE BRAKES, HYDRAULIC VEHICLE WAS IN THE PARK POSITION, WHEN THE KEY WAS TURNED IN THE OFF POSITION THE CAR STARTED TO ROLL BACKWARD DOWN A HILL DRAGGING MY CHILD WITH IT. *TR TUSCALOOSA AL 20111029

10 10455805 CHEVROLET CRUZE 2011 SERVICE BRAKES, HYDRAULIC TL* THE CONTACT OWNS A 2011 CHEVROLET CRUZE. WHILE DRIVING APPROXIMATELY 10 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL BUT THE VEHICLE WOULD NOT RESPOND AND THE BRAKE PEDAL FELL TO THE FLOORBOARD ABNORMALLY. THE CONTACT USED THE EMERGENCY BRAKE IN ORDER TO STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTICS WHERE THE TECHNICIAN ADVISED THAT THE BOOSTER KIT, RETAINER, CYLINDER KIT AND THE VALVE KIT WOULD HAVE TO BE REPLACED. THE VEHICLE WAS REPAIRED HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER FOR DIAGNOSTIC TESTING WHERE THE TECHNICIANS WERE UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT FURTHER REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 24,835. COVINA CA 20120324

10 10461230 CHEVROLET CRUZE 2011 SERVICE BRAKES TL* THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT THE BECAME SPONGY AND WAS ABNORMALLY DEPRESSED ALL THE WAY TO THE FLOORBOARD BEFORE THE VEHICLE RESPONDED. THE VEHICLE WAS TAKEN TO THE DEALER WHO ADVISED THAT THEY COULD NOT FIND ANY FAILURE WITH THE BRAKES. THE VEHICLE WAS NOT REPAIRED. THE

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MANUFACTURER WAS NOTIFIED WHO OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 13,930. WOLCOTT NY 20120411

10 10462823 CHEVROLET CRUZE 2011 SERVICE BRAKES

WHEN IN REVERSE THE BRAKES WERE PUSHED TO THE FLOOR BUT THE CAR CONTINUED TO ROLL BACKWARDS. IT WAS PUT INTO DRIVE AND BACK INTO REVERSE AND THEY WORKED PROPERLY. VEHICLE WAS TAKEN TO DEALERSHIP BUT ISSUE COULD NOT BE RECREATED. PROBLEM CONTINUES RANDOMLY, MOSTLY WHEN THE CAR HAS BEEN USED, PARKED, AND THEN USED AGAIN (COMING HOME FROM WORK). ON 6-22-12 THE CAR WAS BACKED OUT OF THE DRIVEWAY AND PUT INTO DRIVE, WHILE MY HUSBAND PULLED UP TO OUR MAILBOX THE BRAKE WAS PUSHED DOWN TO THE FLOOR AND THE CAR CONTINUED TO ROLL. *TT SULPHUR SPRINGS TX
20120117

10 10467671 CHEVROLET CRUZE 2011 SERVICE BRAKES

WHILE DRIVING 2011 CHEVROLET CRUZE THE SERVICE LIGHTS FOR ABS AND STABILITRAK BEGIN INTERMITTENTLY ILLUMINATING AT THE SAME TIME, REMAINING ON FOR RANDOM PERIODS OF TIME. *TR
VALPARAISO IN 20120719

10 10470282 CHEVROLET CRUZE 2011 SERVICE BRAKES THIS

HAS HAPPENED ON SEVERAL OCCASIONS. FIRST OF ALL JUST TO MAKE YOU AWARE, THIS HAS ONLY HAPPENED ON A COLD START FOR THE VEHICLE. I AM AT AN INCLINE, IT MAY EVEN BE A SLIGHT INCLINE, I GO TO PUT MY CAR IN REVERSE, AND I LOSE MY BREAKS. THIS SPECIFIC INCIDENT THAT I AM REPORTING ALMOST CAUSED AN ACCIDENT. I WAS LEAVING A MALL PARKING LOT, AND I WENT TO STOP AT A LIGHT, AND MY CAR WOULD NOT STOP NO MATTER HOW HARD I PUSHED ON THE BREAKS. ALMOST CAUSING ME TO HIT THE CAR IN FRONT OF ME. UPON THAT HAPPENING I MADE A CALL TO THE DEALERSHIP IN WHICH I PURCHASED THE VEHICLE, AND TOOK THE CAR IN THE SAME DAY. THEY KEPT MY CAR FOR SEVEN DAYS, AND TOLD ME THERE WAS NOTHING WRONG WITH IT. *TR BEAVERCREEK OH 20120803

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10 10487208 CHEVROLET CRUZE 2011 SERVICE BRAKES I WAS IN STOP AND GO MORNING RUSH HOUR TRAFFIC GOING APROX. 10 MPH. I PRESSED THE BRAKE TO STOP SLIGHTLY MORE THAN ONE CAR LENGH AWAY FROM THE CAR IN FRONT OF ME. THE BRAKES FELT SOFT AND I HAD TO PRESS THE BRAKE PEDEL ALL THE WAY TO THE FLOOR TO GET IT TO RESPOND. THE BRAKES DID NOT CATCH ALL THE WAY, THEY ONLY SLOWED THE CAR SLIGHTLY (TO APROX. 5MPH) AND I REAR-ENDED THE CAR IN FRONT OF ME. I HAD THE BRAKES, FLUID, AND ELECTRICAL/COMPUTER COMPONENTS CHECKED, AND THEY COULD NOT FIND ANYTHING WRONG WITH THE CAR. *TR COLUMBIA SC 20121203

10 10494345 CHEVROLET CRUZE 2011 SERVICE BRAKES, HYDRAULIC THERE IS KNOCKING NOISE IN THE REAR OF THE VEHICLE. A LETTER FROM CHEVY STATES THAT THEY KNOW THERE IS A PROBLEM BUT THEY DON'T KNOW HOW TO FIX IT. #PIC5726 THE CAR HAS BEEN IN THE SHOP 4 TIMES FOR THIS STARTING AT ABOUT 16,000 MILES. I HAVE ONLY HAD THE CAR FOR 1.5 MONTHS. TAKING THE CAR BACK TO SHOP ON 1/17/2013 FOR THE HEATER AND A GRINDING NOISE WHEN PUSHING THE GAS PEDAL DOWN. MARYVILLE, TN 20130101

10 10511834 CHEVROLET CRUZE 2011 SERVICE BRAKES I WAS LEAVING MY DRIVEWAY WHEN I TRIED TO STOP AT THE END. THE BRAKE PEDAL FELL TO THE FLOOR AND THE CAR KEPT ROLLING. I AM SO THANKFUL THAT I WAS NOT ON THE INTERSTATE OR HAVING TO MAKE A SUDDEN STOP. I HAD IT TOWED BY AAA TO THE DEALERSHIP. I WAS TOLD BY THE DEALERSHIP THAT MY BRAKE BOOSTER WAS BAD AND THAT THERE IS A BULLETIN OUT ABOUT HARD BRAKING. THEY ORDERED THE PART AS THEY DO NOT KEEP IT IN STOCK. THEY ARE SUPPLYING ME WITH A RENTAL WHILE I WAIT FOR THE CAR TO BE FIXED. I WILL KEEP YOU UPDATED AS TO IF THEM REPLACING THE BRAKE BOOSTER FIXES THE ISSUE. *TR WILLOW SPRING NC 20130511

10 10512542 CHEVROLET CRUZE 2011 SERVICE BRAKES TL* THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT

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WHILE DRIVING 5 MPH, THE BRAKES FAILED TO OPERATE. THE VEHICLE WAS TAKEN TO THE DEALER BUT WAS UNABLE TO DUPLICATE THE PROBLEM. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 19,000. THE VIN WAS NOT AVAILABLE. *TR PLEASANT PERRY

WI 20130515

10 10514191 CHEVROLET CRUZE 2011 SERVICE BRAKES I WAS VERY SLOWLY BACKING OUT OF MY PARKING SPACE AT WORK AND THE VEHICLE WOULD NOT STOP WHEN THE BRAKES WERE APPLIED. THIS HAPPENED TO ME 4 TIMES WITHIN A 7 MONTH PERIOD, 3 TIMES WERE IN THE WINTER WHEN I WOULD BE BACKING OUT OF A DRIVEWAY BUT I HAD ASSUMED IT WAS DUE TO THE SLICK ROAD CONDITIONS THAT WE HAD BUT I WAS APPARENTLY WRONG. I AM SCHEDULED TO HAVE MY VEHICLE LOOKED AT ON 5/31 AND I AM HOPING THAT THEY REPAIR IT AT NO COST BECAUSE I FEEL IT IS A DEFECT. I DON'T FEEL THAT IT IS MY BRAKE PADS THAT COULD BE BAD BECAUSE ANY OTHER TIME THE CAR WILL STOP ON A DIME, THERE IS NO BRAKING NOISES OR ABNORMAL FEELING IN THE BRAKES AT ANY OTHER TIME. THINKING BACK IT ONLY SEEMS TO HAPPEN WHEN I DON'T LET MY CAR SIT AND IDLE FOR A FEW MINUTES BEFORE I START GOING. *TR

KITTANNINGPA 20130516

10 10522337 CHEVROLET CRUZE 2011 SERVICE BRAKES WHEN ON A COLD START , AND BACKING LOW SPEED ...THE BRAKES GO TO FLOOR AND BARELY STOP VEHICLE...WAS TOLD BY GM THAT THE BRAKES ARE GOING THROUGH CHECK, AND IT IS NORMAL FOR BRAKES TO GO TO FLOOR AND NOT STOP VEHICLE. *TR LOUISVILLE KY 20120101

10 10523194 CHEVROLET CRUZE 2011 SERVICE BRAKES I HAVE TWO 2011 CHEVROLET CRUZES THAT I PURCHASED NEW IN 2011. BOTH CARS BEGAN TO HAVE A SOFT BRAKE PEDAL AT ABOUT 7000 MILES WHICH MAKES STOPPING DIFFICULT. MOST NOTABLE AT LOW SPEEDS ESPECIALLY IN REVERSE AND TRYING TO STOP THE VEHICLE. THIS OCCURRED WITH ONE CRUZE ABOUT A YEAR AGO AND TOOK THREE TRIPS TO THE DEALER TO REPAIR. IT JUST STARTED OCCURRING IN THE SECOND CRUZE (ABOUT 7300

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MILES ON THIS VEHICLE) THIS WEEK. THE FACT YOU CAN NOT STOP THE CAR APPROPRIATELY SIGNIFICANTLY INCREASES THE RISK FOR AN ACCIDENT OR INJURY. THE FACT THIS HAS NOW HAPPENED IN BOTH MY CRUZES SEEMS TO INDICATE A SIGNIFICANT MECHANICAL ISSUE AND NOT JUST A ONE TIME MALFUNCTION. *TR TUCSON AZ 20130704

10 10536331 CHEVROLET CRUZE 2011 SERVICE BRAKES TL*
THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT HE ATTEMPTED TO DECELERATE BUT THE BRAKING POWER WAS REDUCED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FAILURE WAS NOT DIAGNOSED. THE CONTACT WAS ALSO INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN THE MANUFACTURER'S RECALL. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. UPDATED 10-17-13 *BF SCOTTSVILLE MI 20130601

10 10543124 CHEVROLET CRUZE 2011 SERVICE BRAKES TL*
THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE EXITING A PARKING LOT AND ATTEMPTING TO ENGAGE THE BRAKES, THE BRAKE PEDAL BECAME HARD AND RESISTANT. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 70,000. CANFIELD OH 20130801

10 10547228 CHEVROLET CRUZE 2011 SERVICE BRAKES TL*
THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 60 MPH AND DEPRESSING THE BRAKES, THE VEHICLE SURGED AS THE BRAKES BECAME UNRESPONSIVE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE THE TECHNICIAN STATED THAT THE VACUUM SENSOR WOULD HAVE TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 56,000. COLUMBIA TN 20130725

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10 10547340 CHEVROLET CRUZE 2011 SERVICE BRAKES

ABOUT 4 PM ON 8/31/13:PULLING INTO PARKING SPACE IN FRONT OF SANDWICH SHOP AND HAIR SALON. NORMAL BRAKE PRESSURE APPLIED BUT VEHICLE DID NOT STOP, THEN BOTH FEET PRESSED ON BRAKE, BUT CARS MOMENTUM CAUSED IT TO JUMP THE CEMENT PARKING BLOCK. TO AVOID CRASHING THROUGH SALONS GLASS FRONT, STEERING WHEEL WAS TURNED SHARPLY TO THE RIGHT AND CAR CRASHED INTO, AND CAME TO A STOP AT BUILDINGS OUTSIDE SUPPORTING STRUCTURE. IN SO DOING, A CAR PARKED IN THE SPACE TO THE RIGHT, SUSTAINED DAMAGE TO DRIVERS SIDE- FRONT BUMPER. CHEVY CRUZE SUSTAINED CONSIDERABLE DAMAGE TO RIGHT SIDE DOOR PANELS AND RIGHT-FRONT BUMPER. *TR ALBUQUERQUE

NM 20130831

10 10555229 CHEVROLET CRUZE 2011 SERVICE BRAKES 1.4

LITER 2011 CRUZE HEATER BLOWING COOL AIR. GM INSPECTION DONE ON 10/17/13 AND THEY SAID EVERYTHING WAS GOOD. THEY TOLD ME NOT TO WORRY ABOUT THE INTERMITTENT CHECK ENGINE LIGHT THAT KEEPS COMING ON. THIS HAPPENED WITHIN TWO WEEKS. WE ADDED A ALMOST A QUART OF COOLANT FOLLOWING THE DIRECTIONS IN THE OWNERS MANUAL. NOW A MONTH LATER IT IS A QUART LOW AGAIN BLOWING COOL AIR FROM THE HEATER AND A STRONG SWEET SMELL PERMEATES THE CAR. THE CAR ALSO FAILS TO PROPERLY BRAKE AT TIMES AND GAIN SPEED AT TIMES. IT HAS STALLED WHILE IDLING AT STOPLIGHTS. THERE IS A OILY RESIDUE ON THE PLASTIC SHIELD LOCATED NEAR THE OIL PAN. *TR

EMBARRASS MN 20131031

10 10559808 CHEVROLET CRUZE 2011 SERVICE BRAKES THE

BRAKES COMPLETELY FAILED ON MY CAR COMPLETELY IN THE SUMMER OF 2012 WHEN THE CAR WAS ABOUT A YEAR OLD. IT WAS REPAIRED AND GIVEN BACK TO ME BY THE DEALERSHIP. THE BRAKES FAILED AGAIN AFTER I LEFT THE DEALERSHIP (WHICH AGAIN PUT ME IN HEAVY TRAFFIC WITH NO WORKING BRAKES). THE VACUUM PUMP WAS REPLACED ON THE CAR AT THIS TIME. THE DEALERSHIP TOLD ME AT THAT TIME THAT THEY HAD NOT SEEN

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THAT ISSUE BUT HAD ANOTHER 2011 CRUZE COME IN AFTER MINE WITH THE EXACT SAME ISSUE. THE DEALERSHIP HAD MY CAR FOR ABOUT 20+ DAYS BECAUSE THE PARTS NEEDED WERE ON BACK ORDER. GM ISSUED A RECALL NOTICE FOR THIS PART (VACUUM PUMP) ON AUGUST 13, 2013 BUT THE LETTER STATED THAT THEY DID NOT HAVE THE PARTS AT THAT TIME TO FULFILL THE RECALL AND WOULD NOTIFY CUSTOMERS WHEN THEY HAD THE PARTS TO COMPLETE THE RECALL. ON JANUARY 10, 2014 MY BRAKES FAILED AGAIN FOR THE THIRD TIME, WHILE I WAS IN TRAFFIC. I HAD THE CAR TOWED BACK TO THE SAME DEALERSHIP. THE VEHICLE HAS 41,000 MILES ON IT AT THIS TIME AND HAS HAD THREE BRAKE ISSUES IN WHICH I HAD NO WORKING BRAKES. I CONTACTED GM'S CUSTOMER CARE ON JANUARY 13, 2014 AND THEIR EMPLOYEES EXPRESSED MINIMAL CONCERN ABOUT THEIR UNSAFE PRODUCT AND THE RISK TO ME OR THE PUBLIC. *TR MOUNT WASHINGTON KY 20120723

10 10568438 CHEVROLET CRUZE 2011 SERVICE BRAKES, HYDRAULIC I HAD COME FROM A RED LIGHT THAT TURNED GREEN, AND AS I APPROACHED THE NEXT RED LIGHT, IT HAD TURNED GREEN BEFORE I GOT THERE. I WAS COASTING IN SLOWLY AS THE VEHICLES THAT WERE ALREADY WAITING AT THAT LIGHT WERE STARTING TO MOVE FORWARD. THOUGH THE LIGHT WAS GREEN, THE VEHICLE IN FRONT OF ME HAD STOPPED RIGHT AS HE GOT TO THE INTERSECTION - HE WAS PROACTIVE IN STOPPING FOR AN AMBULANCE THAT WAS LEAVING THE STATION AT THE CORNER (IT WAS NOT ON THE STREET YET AND NO SIRENS.) I WENT TO SLOW DOWN BEFORE REALIZING HE WAS ACTUALLY STOPPED (AT THAT MOMENT, WAS UNAWARE OF AN AMBULANCE.) WHEN I REALIZED HE WAS ACTUALLY STOPPED, I STILL HAD PLENTY OF TIME TO STOP THE DISTANCE I WAS FROM HIS CAR AHEAD OF ME, BUT MY CAR WOULD NOT STOP! THE CAR SLOWED DOWN SIGNIFICANTLY, HOWEVER, IT WOULD NOT STOP. IT JUST KEPT ROLLING FORWARD AT A VERY SLOW PACE. I REMEMBER PRESSING THE BRAKE HARDER, AND THE ABS KICKED IN, AND I HEARD THE "CRUNCH" SOUND 3 TIMES, EVEN THOUGH THE GROUND WAS DRY, AT THE TIME I DID NOT KNOW WHY, I THOUGHT SOMETHING WAS WRONG WITH THE ABS, BUT THE CAR NEVER STOPPED. ALL

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I COULD DO WAS WATCH IN VERY SLOW MOTION AS MY CAR CONTINUED TO PULL FORWARD AND I EVENTUALLY DRIFTED INTO THE REAR OF THE CAR IN FRONT OF ME. IT WAS A VERY SLOW-MOVING INCIDENT BUT I FELT TOTALLY HELPLESS AS THE CAR CONTINUED TO ROLL. THERE WAS NO DAMAGE TO HIS VEHICLE, ONLY TO MINE. I WAS UPSET BC I KEPT REPLAYING THE INCIDENT IN MY MIND: WHY DIDN'T MY CAR STOP? WHY DID IT FEEL LIKE IT WAS BEING PULLED FORWARD? I HAD MY CAR REPAIRED AND FOUND NOTHING WRONG WITH THE BRAKES OR TIRES OR FLUID. A FEW MONTHS LATER, I REC'D THE 12213 ELECTRIC VACUUM PUMP AND FOUND THE DESCRIPTION MATCHED MY EXPERIENCE. I WANT CHEVROLET TO REFUND ME AND MY INSURANCE COMPANY AND CLEAR THIS ACCIDENT AS MY FAULT. I AM ALSO MAKING A COMPLAINT TO CHEVROLET. *TR ELKRIDGE MD 20130502

10 10588807 CHEVROLET CRUZE 2011 SERVICE BRAKES TL- THE CONTACT OWNS A 2011 CHEVROLET CRUIZE. THE CONTACT STATED THAT THE BREAKS FAILED TO WORK WHEN THE ENGINE IS COLD. THE PEDEL WENT TO THE FLOOR WHEN BRAKES WAS APPLIED WHILE BACKING OUT OF DRIVE WAY IN THE MORNING. THE VEHICLE WAS REPAIRED UNDER NHTSA 13V360000 (SERVICE BRAKES, HYDRAULIC). HOWEVER THIS FAILURE HAS CONTINUED TO OCCURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 28,126. RG KENOSHA WI 20140217