

NHTSA Consumer Complaints as of May 23, 2014

4 10459266 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT
AFTER SHIFTING THE VEHICLE INTO REVERSE, THE BRAKES BECAME
INOPERABLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE VACUUM
PUMP WAS REPLACED. THE CURRENT AND FAILURE MILEAGES WERE 13,000.
CLARKSVILLE TN 20120314

4 10460606 CHEVROLET CRUZE 2012 SERVICE BRAKES I
TOOK MY VEHICLE IN COMPLAINING OF A STRANGE NOISE, ALMOST LIKE A
"POP" WHEN BRAKING. WHEN THE DEALERSHIP LOOKED AT IT THEY TOLD ME
IT WAS THE STRUTS. THEY STATED THEY WERE WAITING ON A RECALL FROM
CHEVROLET AND THAT I SHOULD JUST CONTINUE TO KEEP CALLING AND
CHECKING ON IT. I CALLED THEM EACH MONTH SINCE. EACH TIME THEY
ASSURED ME IT WOULD NOT AFFECT MY VEHICLE AT ALL AND THAT IT WOULD
BE FINE. OBVIOUSLY, A STRUT IS A PART OF THE CAR, IT MUST BE NEEDED TO
FUNCTION OR IT WOULD NOT BE ON THERE. I HAVE NO IDEA HOW THIS IS
AFFECTING MY VEHICLE INCLUDING MY TIRE WEAR, BRAKES, AND OVERALL
STRUCTURE OF THE VEHICLE. THERE HAS STILL BEEN NO RECALL ISSUED
AND THE PROBLEM STILL EXISTS. *TR WINCHESTER VA
20120401

4 10464003 CHEVROLET CRUZE 2012 SERVICE BRAKES LOSS
OF BRAKING WHEN BACKING UP FROM A PARKING SPACE. THIS HAS OCCURED
TWICE 6/25/2012 AND 7/2/2012. *JS HOLBROOK NY 20120625

4 10465139 CHEVROLET CRUZE 2012 SERVICE BRAKES
WHEN PUTTING CAR INTO REVERSE ON LEVEL GROUND TO BACK UP,
BRAKES DO NOT WORK PROPERLY AND HARDLY STOPS CAR, VERY
UNNERVING. DEALER COULD NOT FIND THE PROBLEM, HAPPENS RANDOMLY.
HAVE HAD THIS OCCUR SEVERAL TIMES NOW. HAVE 18K MILES. *TR
ASHEVILLE NC 20120315

4 10468080 CHEVROLET CRUZE 2012 SERVICE BRAKES COLD
START AND BACK UP OR GOING FORWARD, BRAKE LOCKS AND CAR JUST

NHTSA Consumer Complaints as of May 23, 2014

ROLLS. TOOK IT TO THE DEALER (HUFFINES CHEVROLET IN PLANO TEXAS) AND DEALER SAID THEY WOULD HAVE IT READY IN TWO DAYS. AFTER A WEEK WITHOUT THE CAR, THE SERVICE ADVISOR EXPLAIN THE PART WAS NOT AVAILABLE ANYWHERE AND THE FACTORY WOULD NOT PUSH OUT MORE OF THE BRAKE VACUUM PARTS UNTIL OCTOBER. IN THE MEANTIME, MY CAR WITH 19K IS SITTING UNDER THE HOT TEXAS SUN AT THE DEALER (MOST LIKELY RUINING ITS LEATHER INTERIOR) AND THE DEALER HAS NO OTHER INFORMATION AND THEY "WISH THEY COULD DO MORE." I WOULD NOT RECOMMEND ANYONE TO BUY A CHEVY CRUZE UNTIL THIS PROBLEM IS CLEAR. THE DEALER ALSO SAID THEY HAVE NOT HEARD ABOUT THIS EVER BEFORE AND LOOKING IN THIS WEBSITE THERE ARE FOUR MORE CASES. NOT TRUTHFUL! GMC NEEDS TO RESOLVE OR RECALL! *TR

RICHARDSON TX 20120501

4 10471845 CHEVROLET CRUZE 2012 SERVICE BRAKES I WAS BACKING OUT OF MY DRIVEWAY INTO A STREET AND HAD NO BRAKES. I PUSHED THE PEDAL TO THE FLOOR AND NOTHING, CAR KEPT ROLLING. ANOTHER INCIDENT I WAS WAITING IN A DRIVE THROUGH AND MY BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR WHILE THE CAR WAS NOT MOVING. I FEEL THAT THIS IS A SERIOUS SAFETY ISSUE. *TR

SUMMERSVILLE WV 20120813

4 10479915 CHEVROLET CRUZE 2012 SERVICE BRAKES TL* THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHENEVER THE BRAKES WERE ENGAGED IT WOULD MAKE A LOUD GRINDING NOISE. THE VEHICLE WAS TAKEN TO A DEALER FOR INSPECTION WHO REFUSED TO REPAIR THE VEHICLE SINCE THE MANUFACTURER DID NOT AUTHORIZE THEM TO DO SO. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO STATED THAT THEY WERE LOOKING INTO THE PROBLEM. THE FAILURE MILEAGE WAS 800.

LAKE WORTH FL 20120911

4 10492294 CHEVROLET CRUZE 2012 SERVICE BRAKES TL* THE CONTACT OWNS A 2012 CHEVROLET CRUZE .THE CONTACT STATED THAT

NHTSA Consumer Complaints as of May 23, 2014

WHENEVER THE BRAKES WERE ENGAGED THE REAR WHEELS EMITTED A LOUD NOISE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN VERIFIED THE FAILURE BUT WAS UNABLE TO PROVIDE A REMEDY. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 4,500 AND THE CURRENT MILEAGE WAS 5,000. CLOVIS CA 20121204

4 10493827 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUISE. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, A LOUD SQUEAKING NOISE WAS EMITTED FROM THE VEHICLE WHEN ENGAGING THE BRAKE PEDAL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER TWICE FOR THE SAME PROBLEM. THE TECHNICIAN DUPLICATED THE PROBLEM HOWEVER, HE WAS UNABLE TO PROVIDE A REMEDY REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE DEFECT AND INFORMED THE CONTACT THAT THERE WAS NOT A SAFETY ISSUE REGARDING THE BRAKES. THE APPROXIMATE FAILURE MILEAGE WAS 9,500. GLENSIDE PA 20121209

4 10508109 CHEVROLET CRUZE 2012 SERVICE BRAKES THE BRAKE PEDAL TRAVELS TOO FAR BEFORE THE BRAKES ENGAGE. I TOOK IT TO JIM BISHOP CHEVROLET SERVICE DEPARTMENT. THEY TOLD ME THERE WAS NOTHING WRONG WITH THE BRAKES. I THINK CHEVROLET IS HIDING THE FACT THERE IS AN ISSUE. I SEE A LOT OF OTHER PEOPLE COMPLAIN ABOUT THE BRAKES ON CRUZETALK.COM. MY WIFE DOES NOT FEEL SAFE DRIVING THE CAR. IT ONLY HAS 1100 MILES ON THE CAR. I AM GOING TO TRADE THE CAR IN NEXT MONTH. I DON'T FEEL SAFE. TOO BAD, I WILL GIVE THE PROBLEM TO SOMEONE ELSE. I GUESS THAT IS THE CHEVROLET WAY. *TR
MUSCLE SHOALS AL 20130326

4 10515314 CHEVROLET CRUZE 2012 SERVICE BRAKES
WHEN COMING TO A STOP YOU HEAR A SQUEALING SOUND COMING FROM THE RIGHT PASSENGER SIDE TIRE, THEY SAY ITS NOT AN ISSUE BUT JUST A NUISANCE NOISE,, BUT AS IT KEEPS GETTING WORSE THE BRAKE IS NOW NOT RELEASING WHEN WE TRY AND GO AFTER COMING TO A STOP. WE

NHTSA Consumer Complaints as of May 23, 2014

HAVE ALSO NOTICES IT DOES THIS ALOT MORE ON HOTTER DAYS THAN IT DOES ON A COOLER DAY, I KNOW WE ARE NOT THE ONLY ONE WITH THIS PROBLEM, I HAVE FOUND COMPLAINTS ABOUT THE SAME PROBLEMS ON THESES SITES [HTTP://WWW.CRUZETALK.COM/FORUM/34-1-4L-TURBO/6326-BRAKE-CATCHING-SOUND.HTML](http://www.cruzetalk.com/forum/34-1-4L-TURBO/6326-BRAKE-CATCHING-SOUND.HTML) AND THIS ONE FROM CHEVY [HTTP://WWW.CHEVROLET-CRUZEFORUM.COM/INDEX.PHP?/TOPIC/1900-NOISE-FROM-SUSPENSION-WHEN-BRAKING/](http://www.chevroletcruzeforum.com/index.php?/topic/1900-noise-from-suspension-when-braking/) PLEASE LOOK INTO THIS PROBLEM BEFORE MORE PEOPLE END UP GETTING HURT OR INJURED. *TR

GLENDAL AZ 20121101

4 10523362 CHEVROLET CRUZE 2012 SERVICE BRAKES I PURCHASE THIS CAR A LITTLE OVER 3 WKS AGO. DROVE OK AT DEALERSHIP. PROBLEM: I PUT CAR IN REVERSE AND STILL HAD FOOT ON BRAKES FELT CAR MOVE. DID THIS A COUPLE MORE TIMES WHILE TRYING TO BACK OUT OF DRIVEWAY.. WAS IN PARKING LOT BACKING OUT PUT FOOT ON BRAKE AND STILL FELT MOVEMENT. TOOK CAR INTO SHOP THEY SAID BRAKES NEEDED TO BE ADJUSTED. THEY SAID THEY FIXED AND TOLD ME I WAS ALL SET. STILL HAVING THE SAME PROBLEM. AND IT HAS DONE IT ONCE WHILE IN DRIVE. CAR KIND ROLLS AND BRAKE PEDAL IS GOES TO FLOOR BUT DOESN'T GRIP. I PURCHASED THE CAR USED AND IT WAS SUPPOSE TO HAVE BEEN INSPECTED. THE PROBLEM STARTED ON THE 3RD DAY I HAD IT. SO ONCE AGAIN I AM GOING BACK TO THE SHOP TO SEE WHAT CAN BE DONE. IT'S A VERY BAD FEELING WHEN YOU HAVE YOUR FOOT ON BRAKE AND CAR STILL MOVES-- BUT IT STOPS FINE ACTUALLY DRIVING. THIS BASICALLY HAPPENS WHEN MOVING FROM PARK. *TR DETROIT MI 20130612

4 10524757 CHEVROLET CRUZE 2012 SERVICE BRAKES I JUST STARTED BACKING OUT OF A PARKING SPOT AT THE GROCERY STORE, AND WHEN I WENT TO HIT THE BRAKES, THE BRAKE PEDAL HARDLY MOVED AND THE CAR KEPT ROLLING. I APPLIED EXTREME PRESSURE TO THE BRAKE PEDAL BECAUSE I ALMOST HIT ANOTHER PARKED CAR. IT EVENTUALLY CAME TO A STOP JUST INCHES FROM THE OTHER CAR. THEN WHEN I LEFT THE PARKING LOT I PROCEEDED TO THE TRAFFIC LIGHT, WHICH WAS RED AT THE

NHTSA Consumer Complaints as of May 23, 2014

TIME, I APPLIED THE BRAKE, AND IT DID THE SAME THING! I ALMOST REAR-ENDED THE CAR IN FRONT OF ME! I FINALLY GOT THE CAR HOME, BUT I KEPT GREAT DISTANCES BETWEEN OUR CAR AND THE CARS IN FRONT OF ME. LUCKILY IT DIDN'T HAPPEN AGAIN, AND I MADE IT HOME SAFE! LATER IN THE DAY, I TESTED THE BRAKES AGAIN, BY BACKING OUT OF THE GARAGE, AND IT HAPPENED AGAIN! MAKES ME VERY NERVOUS! THIS CAR IS GOING TO THE GM DEALER TO GET FIXED! HOPEFULLY I DON'T HAVE AN ACCIDENT ON MY WAY THERE! GM NEEDS TO DO A RECALL TO FIX THIS PROBLEM BEFORE SOMEONE GETS HURT OR KILLED!!! *TR BARTO PA 20130714

4 10524860 CHEVROLET CRUZE 2012 SERVICE BRAKES
TOTAL BRAKE FAILURE ON FIVE DIFFERENT OCCASIONS. WHEN DRIVING THE VEHICLE AFTER BEING PARKED A MOMENTARY TOTAL BRAKE FAILURE OCCURS SOMETIMES. I BACKED OUT OF A PARKING SPACE ON AN INCLINE , BRAKED AND THE PEDAL WAS FIRM, NO BRAKES AT ALL, PUMPED THE BRAKE , PEDAL SLOWLY GOES TO THE FLOOR, ANOTHER PUMP AND BRAKING IS OK.THIS HAPPENED TO MY WIFE ON FOUR OTHER OCCASIONS IN A PARKING LOT AFTER STARTING THE VEHICLE. IT HAPPEN AND CORRECTS ITSELF VERY QUICKLY, AT LEAST FOR NOW. DEALER HAS BEE NO HELP.I CHECKED THE INTERNET AND I AM NOT ALONE , NUMEROUS COMPLAINTS OF THE SAME CONDITION. *TR METHUEN MA 20090624

4 10524871 CHEVROLET CRUZE 2012 SERVICE BRAKES LAST NIGHT MY WIFE AND I (WHO IS 9 MONTHS PREGNANT) GOT INTO OUR 2012 CHEVY CRUZE AND WENT TO BACK OUT OF THE PARKING LOT. WHEN BACKING OUT THE CAR STARTED SHAKING REALLY WEIRD AS I RELEASED MY FOOT OFF THE BRAKE PEDAL. I RELEASED FULL AND CONTINUED TO BACKUP AS I DIDN'T KNOW WHAT WAS GOING ON. WHEN I WENT TO APPLY THE BRAKES AGAIN I PUSHED THE BRAKE PEDAL DOWN ALL THE WAY AND THE CAR BARELY STOPPED. LUCKILY I WAS ABLE TO PULL THE EMERGENCY BRAKE IN TIME BEFORE HITTING THE MULTIPLE CARS BEHIND MY VEHICLE.I PUT THE CAR IN DRIVE AND PULLED FORWARD INTO THE PARKING SPOT AND AS I WENT TO STOP AGAIN IT WAS THE SAME ISSUE. THE CAR WOULD NOT FULLY STOP NO

NHTSA Consumer Complaints as of May 23, 2014

MATTER HOW HARD I PUSHED DOWN ON THE BRAKE PEDAL. LUCKILY, I WAS THE ONE DRIVING AND WE WEREN'T UP TO HIGHWAY SPEEDS YET OR IT COULD'VE RESULTED IN THE DEATH OF MULTIPLE PEOPLE. *TR

NEWPORT NC 20130714

4 10525175 CHEVROLET CRUZE 2012 SERVICE BRAKES
AFTER CAR RAN, THEN PARKED AND TURNED OFF, THEN STARTED UP AGAIN THE POWER BRAKES FAILED FOR APPROXIMATELY 60 SECONDS. IN MY OPINION THE CAR WAS WARM/HOT, THE WEATHER WAS WARM/HOT, AND THE TEMPERATURE AFFECTED THE POWER BRAKE SYSTEM WHEN STARTED IN THE HEAT. HAVING THE A/C ON MAY HAVE ROBBED SOME POWER AS WELL. PROBLEM IS NOW MORE FREQUENT DURING WARM WEATHER, TO THE POINT I AM CONCERNED ABOUT MY SAFETY AND THE SAFETY OF ANY OTHER DRIVER WHO MAY NOT BE AWARE OF THE ISSUE. *TR BLOOMINGTON

IL 20120519

4 10534849 CHEVROLET CRUZE 2012 SERVICE BRAKES I OWN
A 2012 CHEVROLET CRUZE LTZ. I HAVE OWNED THE VEHICLE SINCE IT WAS NEW IN MARCH 2012. RECENTLY, THE FOLLOWING PROBLEM HAS STARTED TO OCCUR WITH SOME FREQUENCY. WHILE BACKUP UP AT APPROXIMATELY 5 MPH, WHEN THE BRAKES ARE APPLIED, THE VEHICLE CONTINUES TO ROLL. AFTER PUSHING THE PEDAL SEVERAL TIMES, THE VEHICLE STOPPED. THIS HAS HAPPENED AT LEAST A DOZEN TIMES OVER THE PAST SIX WEEKS. THE BRAKES FUNCTION FINE WHEN DRIVING FORWARD. THIS PROBLEM USUALLY OCCURS WHEN THE VEHICLE HAS BEEN PARKED IN A PARKING SPACE FOR AT LEAST SEVERAL MINUTES, OR EVEN LONGER SUCH AS OVERNIGHT. TODAY, I BROUGHT THE VEHICLE BACK TO THE DEALER. I WAS UNABLE TO REPEAT THE BRAKING PROBLEM. THE SERVICE PERSON SAID THEY WOULD RESEARCH ANY RECENT BULLETINS AND CALL ME BACK. *TR NORTH

BILLERICA MA 20130809

4 10535990 CHEVROLET CRUZE 2012 SERVICE BRAKES
FRONT BRAKES VIBRATE AND OVER HEAT WHEN APPLIED AT OVER 35MPH. ALSO WHEN BRAKES ARE APPLIED SUDDENLY VIBRATION IT FELT.

NHTSA Consumer Complaints as of May 23, 2014

DEALER COULD NOT DUPLICATE PROBLEM THE FIRST TIME BUT AFTER TWO MORE VISIT FRONT BRAKE PADS WERE REPLACE. THEN AGAIN AFTER SEVERAL COMPLAINTS AND STILL THE SAME PROBLEM SAME DEALER REPLACED BRAKE PADS AND ROTORS. STILL TO THIS DATE BRAKES FEEL THE SAME AND DEALER OR GM WILL NOT ACKNOWLEDGE THAT VEHICLE HAS A PROBLEM. IM CONCERN FOR ME AND MY FAMILIES SAFETY AND IM BETWEEN A ROCK AND A SWORD CAUSE IS THE VEHICLE I USE AS A DAILY DRIVER.

*TR VINELAND NJ 20120711

4 10536041 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, SHE APPLIED THE BRAKES AND THE VEHICLE BEGAN TO SKID, CRASHING INTO THE REAR OF ANOTHER VEHICLE. THE VEHICLE WAS DESTROYED. THE CONTACT WAS NOT INJURED AND A POLICE REPORT WAS NOT FILED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 8,800. STOTTSVILLE
KY 20130812

4 10537714 CHEVROLET CRUZE 2012 SERVICE BRAKES OUR
BRAKES GOES VERY HARD AT TIMES AND YOU HAVE TO PUSH HARD AS YOU CAN TO GET THE CAR TO STOP. TOOK THE CAR TO MY LACAL DEALERSHIP THEY TEST DROVE MY CAR AND SAID IT WAS JUST FINE AND SENT ME ON MY WAY . I CALLED GM AND THEY SAID A DEALER ALREADY LOOKED AT MY CAR AND TOLD ME THE SAME THING . ONE WEEK LATER A NATIONAL RECALL ON ALL 2011-2012 CHEVY CRUZE WAS ISSUED FOR BRAKE PROBLEMS I SPOKE TO THE SURVIVE MANAGER WHO SAID HE WOULD CONTACT ME WHEN HE KNEW ABOUT THE RECALL , IT'S BEEN TWO WEEKS WITHOUT ANY CALLS FROM HIM. IT WAS A NEW EMPLOYEE WHO TEST DROVE OUR CAR AND NOW WE FEEL UNSAFE DRIVING IT NOW . *TT FORNEY TX 20130719

4 10538048 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE DRIVING IN REVERSE AT APPROXIMATELY 2 MPH, THE BRAKE PEDAL WAS DEPRESSED BUT WAS UNRESPONSIVE. THE EMERGENCY BRAKE WAS

NHTSA Consumer Complaints as of May 23, 2014

UTILIZED AND ADDITIONAL FORCE WAS APPLIED TO THE BRAKE PEDAL IN ORDER TO STOP THE VEHICLE. THE FAILURE RECURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO INFORMED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 41,538. WINSTON SALEM NC 20130822

4 10538493 CHEVROLET CRUZE 2012 SERVICE BRAKES I BACKED OUT OF A PARKING SPACE, APPLIED THE BRAKES AND THE PEDAL WAS EXTREMELY FIRM WITH NO BRAKES AT ALL, THEN I PUMPED THE BRAKES, PEDAL SLOWLY GOES TO THE FLOOR, ANOTHER PUMP AND BRAKING IS WORKING AGAIN. THIS HAS HAPPENED SEVERAL TIMES, BUT NOW HAPPENING WITH MORE FREQUENCY. IT ALSO HAS HAPPENED ON MULTIPLE TIMES WHILE BACKING OUT OF GARAGE ONTO A FLAT SURFACE. BRAKES CORRECT THEMSELVES AFTER INCIDENT. I PICKED UP MY GRAND-DAUGHTERS FROM DAY CARE, AND WAS EXITING THE PARKING LOT ON AN INCLINE DRIVEWAY AND WHEN I APPLIED THE BRAKES, I HAD TO PUSH WITH ALL MY STRENGTH TO GET THE CAR TO STOP. BRAKES PEDAL WAS EXTREMELY FIRM. I ALMOST HIT A PEDESTRIAN ON THE SIDEWALK. APPOINTMENT WITH MY LOCAL DEALERSHIP TOMORROW TO EXAMINE CAR. I CANNOT IDENTIFY EXACT SITUATION WHEN THIS ISSUE OCCURS. VERY NERVOUS ABOUT HAVING GRANDDAUGHTER IN MY CAR AND JUST DRIVING IT IN GENERAL, IF THE BRAKES DON'T WORK PROPERLY. *JB MADISON WI 20130828

4 10542210 CHEVROLET CRUZE 2012 SERVICE BRAKES TL* THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE REVERSING OUT OF RESIDENTIAL GARAGE, SHE ATTEMPTED TO ENGAGE THE BRAKES BUT THEY DID NOT RESPOND. THE VEHICLE WAS TAKEN TO THE DEALER HOWEVER, THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE

NHTSA Consumer Complaints as of May 23, 2014

VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 51,000 AND THE CURRENT MILEAGE WAS 57,000. NEW LEBANON OH 20130605

4 10542931 CHEVROLET CRUZE 2012 SERVICE BRAKES TL* THE CONTACT OWNS 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE REVERSING FROM A DRIVE WAY, THE BRAKES FAILED TO RESPOND. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE IT WAS STATED THAT THE BRAKE BOOSTER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 50,000. NEW LEBANON OH 20130628

4 10543188 CHEVROLET CRUZE 2012 SERVICE BRAKES BRAKES HAVE BEEN MAKING NOISE ONLY 1 YEAR AFTER PURCHASE. CAR DOESN'T HAVE SIGNIFICANT MILEAGE FOR THIS TYPE OF PROBLEM. *TR JACKSONVILLE FL 20130305

4 10543473 CHEVROLET CRUZE 2012 SERVICE BRAKES I BEEN HAVING TROUBLE WITH MY BRAKES 6 MTHS INTO HAVING THE CAR. I NOTICE IT MAKES A LOT OF NOISE AND NOW WHEN I LET UP ON THEM, IT MAKES THE FRONT OF MY CAR POP UP. *TR INDIANAPOLIS IN 20130205

4 10543530 CHEVROLET CRUZE 2012 SERVICE BRAKES ON OR ABOUT JUNE 13, 2013, I WAS PARKING MY CAR IN MY SPACE AT THE APARTMENT COMPLEX I LIVE IN. I PUSHED ON THE BRAKES AND THE CAR WENT UP AND OVER THE GRASS AND INTO THE SUPPORT STRUCTURE THAT HOLDS UP THE AWNING AT OUR CLUBHOUSE. THE MILEAGE LISTED IS APPROXIMATE, AS I CURRENTLY DON'T HAVE THE PAPERWORK FROM HOWE COLLISION AT HAND. I HAVE A \$500.00 DEDUCTIBLE WITH MY INSURER, AAA MICHIGAN. THERE WAS NO POLICE REPORT TAKEN. THE DAMAGE TO MY VEHICLE WAS REPAIRED BY HOWE COLLISION IN PLYMOUTH. I PICKED UP MY CAR ON JUNE 24, 2013. THE CAR HAS A 1.8L ECOTEC WITH DOHC 4-CYLINDER

NHTSA Consumer Complaints as of May 23, 2014

ENGINE. IT ALSO HAS A 6-SPEED AUTOMATIC TRANSMISSION. IT HAS STABILITRAK-STABILITY CONTROL, WITH TRACTION CONTROL. THE BRAKES ARE 4-WHEEL ANTI-LOCK, FRONT DISKS, REAR DRUMS. MY VEHICLE WAS MANUFACTURED IN LORDSTOWN, OHIO. I READ AN ARTICLE IN THE JACKSON CITIZEN REGARDING A DEFECT IN THE BRAKE ASSIST FUNCTION THAT HAD BEEN LINKED TO 27 ACCIDENTS. GM ANNOUNCED THE FRIDAY BEFORE THAT IT WAS AWARE OF THE 27 CRASHES, BUT STATED THERE WERE NO INJURIES. THE CARS INVOLVED ARE 2011-2012 1.4L ENGINES THAT WERE BUILT IN LORDSTOWN. GM SAID FOR OWNERS TO TAKE THEIR CAR TO THE DEALER WHERE IT WAS PURCHASED, (MINE IS A LEASE), FOR REPAIR OF THE BROKEN PART. MY DEALER, [XXX] IN PLYMOUTH SAID THEY DIDN'T KNOW ANYTHING ABOUT IT. MY NIECE, WHOSE EMAIL I AM USING, CALLED AND SPOKE TO THE SERVICE DEPARTMENT. THE SERVICE DEPARTMENT SAID THEY HAD NO OFFICIAL NOTICE FROM GM AND THAT NOT ALL 2011 AND 2012 CRUZE'S WERE INVOLVED IN THE RECALL. HE ALSO TOLD HER THAT I WOULD GET A NOTIFICATION IN THE MAIL, WHICH TO DATE, I HAVE NOT GOTTEN. IF YOU NEED ANY OTHER INFORMATION YOU CAN CALL ME AT THE NUMBER LISTED OR EMAIL MY NIECE, [XXX], AT THE EMAIL LISTED BELOW. THANK YOU FOR YOUR TIME. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR PLYMOUTH MI

20130613

4 10544021 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE DRIVING 10 MPH AND APPLYING THE BRAKES, THE VEHICLE FAILED TO STOP OR DECELERATE. THE CONTACT HAD TO UTILIZE THE EMERGENCY TO STOP THE VEHICLE. THE VEHICLE WAS TOWED TO A DEALER FOR DIAGNOSIS AND AN UNKNOWN PART WAS REPLACED. TWO DAYS LATER THE FAILURE RECURRED. THE VEHICLE WAS TOWED TO A DEALER AND THE SAME PART WAS REPLACED AGAIN. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 18,000. NORTH LAS VEGAS NV 20130903

NHTSA Consumer Complaints as of May 23, 2014

4 10544144 CHEVROLET CRUZE 2012 SERVICE BRAKES

WHILE PULLING INTO PARKING SPACE CRAWLING INTO POSITION THE BRAKES FAILED AND THE CAR VIBRATED AND LUNGED FORWARD CRASHING INTO A BRICK WALL. THE BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR THE CAR THEN BEGAN TO VIBRATE THEN ACCELERATE FORWARD HITTING BRICK WALL. I BELIEVE THAT THE TURBO CHARGE ENGAGED BECAUSE OF THE VACUUM BOOST FAILED CAUSING THE TURBO TO ENGAGE. FILED COMPLAINT WITH GM NO LUCK SAID IT WAS DRIVER ERROR. NEEDLESS TO SAY WE ARE REPAIRING THE CAR THEN TRADING IN. I HAVE CONTACTED LOCAL MEDIA CAN'T SEEM TO GET ANY HELP. WE HAVE BEEN LOYAL CHEVY OWNERS FOR OVER 20YEARS NEVER AGAIN. I THINK THE PUBLIC NEEDS TO BE WARNED BEFORE SOMEONE GETS KILLED. IF SOMEONE WAS WALKING ACROSS THE FRONT OF THE CAR THEY WOULD HAVE DIED. *TR BOLIVAR

OH 20130821

4 10546551 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*

THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE REVERSING FROM A DRIVEWAY, THE BRAKES FAILED TO RESPOND WITHOUT WARNING. THE CONTACT STATED THAT ADDITIONAL FORCE WAS APPLIED TO THE BRAKE PEDAL IN ORDER TO STOP THE VEHICLE. THE FAILURE RECURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO A DEALER TWICE HOWEVER, THE FAILURE WAS UNABLE TO BE DUPLICATED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, WHO INFORMED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC). THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 10,000 AND THE CURRENT MILEAGE WAS 25,000. UPDATED 11/13/13*LJ LAKE

ARTHUR LA 20121011

4 10546551 CHEVROLET CRUZE 2012 SERVICE BRAKES,

HYDRAULIC TL* THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE REVERSING FROM A DRIVEWAY, THE BRAKES FAILED TO RESPOND WITHOUT WARNING. THE CONTACT STATED THAT

NHTSA Consumer Complaints as of May 23, 2014

ADDITIONAL FORCE WAS APPLIED TO THE BRAKE PEDAL IN ORDER TO STOP THE VEHICLE. THE FAILURE RECURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO A DEALER TWICE HOWEVER, THE FAILURE WAS UNABLE TO BE DUPLICATED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, WHO INFORMED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC). THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 10,000 AND THE CURRENT MILEAGE WAS 25,000. UPDATED 11/13/13*LJ

LAKE ARTHUR LA 20121011

4 10548106 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 30 MPH, THE BRAKES WERE APPLIED AND THE VEHICLE FAILED TO STOP OR DECELERATE WITHOUT WARNING. THE CONTACT CRASHED INTO ANOTHER VEHICLE. A POLICE REPORT WAS FILED. THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC WHERE THE CONTACT WAS AWAITING DIAGNOSIS OF THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 32,000. THE VIN WAS NOT AVAILABLE. WAIPAHU

HI 20131012

4 10548418 CHEVROLET CRUZE 2012 SERVICE BRAKES UPON
BACKING DOWN DRIVEWAY, IT WAS EVIDENT THAT BRAKE BOOSTER PUMP PRESSURE WAS LOST. IT TOOK AN EXTRAORDINARY AMOUNT OF PHYSICAL EFFORT TO PUSH THE BRAKE PEDAL ADEQUATELY ENOUGH TO GET VEHICLE TO STOP. UPON SWITCHING FROM REVERSE TO DRIVE, PEDAL PRESSURE IMMEDIATELY RETURNED TO NORMAL. WE HAVE NOT BEEN NOTIFIED THAT OUR 2012 CHEVROLET CRUZE ECO IS INCLUDED IN RECENT BRAKE RECALL.

*TR LELAND NC 20130808

4 10548952 CHEVROLET CRUZE 2012 SERVICE BRAKES
DRIVER WAS TRAVELING APPROX. 15-20 MPH WHEN TRAFFIC STOPPED IN FRONT OF HER. DRIVER WAS AT A SAFE DISTANCE BEHIND THE VEHICLE IN

NHTSA Consumer Complaints as of May 23, 2014

FRONT OF HER. HOWEVER, AFTER APPLYING THE BRAKES THE CAR DID NOT STOP AND HIT THE VEHICLE IN FRONT OF HER. THE DRIVER COULD NOT FIGURE OUT WHY THE CRASH HAPPENED AS SHE APPLIED THE BRAKES AND THE CAR FELT LIKE IT WOULDN'T STOP. NOT ONLY DID THE VEHICLE NOT STOP BUT IT ALSO HAD EXTENSIVE FRONT END DAMAGE WITHOUT ANY AIRBAG DEPLOYMENT. BOTH ISSUES ARE VERY CONCERNING TO THE DRIVER. THE VEHICLE HAS SINCE BEEN REPAIRED BUT STILL FEELS LIKE THE BRAKES ARE NOT FUNCTIONING LIKE THEY SHOULD. *TR BALTIMORE MD

20130728

4 10560063 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC) HAD SURPASSED A REASONABLE TIME FOR REPAIR. THE MANUFACTURER WAS CONTACTED AND STATED THAT THE PART WAS NOT AVAILABLE FOR REPAIR. THE CONTACT STATED THAT ADDITIONAL FORCE HAD TO BE APPLIED TO THE BRAKES IN ORDER TO STOP THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 40,000. WEST FRANKFORT IL 20131015

4 10560952 CHEVROLET CRUZE 2012 SERVICE BRAKES, HYDRAULIC 2012 CHEVROLET CRUZE. CONSUMER WRITES IN REGARDS TO VEHICLE BRAKE FAILURE. *SMD ON NOVEMBER 13, 2013, THE CONSUMER MERGED INTO TO STOP AND GO TRAFFIC. SHORTLY AFTER MERGING, ANOTHER MOTORIST APPLIED HIS/HER BRAKES. THE CONSUMER APPLIED PRESSURE TO THE BRAKE, BUT NOTHING HAPPENED. THERE WAS NO CATCH, NO GRINDING,AND NO DECELERATION AS THE BRAKE WAS APPLIED. CONSEQUENTLY, THE CONSUMER REAR ENDED THE VEHICLE IN FRONT OF HER. THE CONSUMER STATED THE BRAKES FAILED TO ENGAGE. HOWEVER, NO PROBLEM WAS FOUND AND ACCORDING TO THE BLACK BOX IN THE VEHICLE, THE BRAKES WERE OPERATIONAL AT THE TIME OF THE ACCIDENT. THE CONSUMER RECEIVED A RECALL NOTICE, A MONTH BEFORE THE

NHTSA Consumer Complaints as of May 23, 2014

ACCIDENT. HOWEVER, THE PARTS WERE NOT AVAILABLE. *JB SAINT
PAUL MN 20131113

4 10561904 CHEVROLET CRUZE 2012 SERVICE BRAKES,
HYDRAULIC COOLANT ODOR IN PASSENGER COMPARTMENT FROM DAY ONE.
WATER PUMP REPLACED TWICE IN THE PREVIOUS 8 MONTHS. STILL LEAKS
COOLANT. VEHICLE IS UNSAFE BECAUSE YOU NEVER KNOW WHEN OR WHERE
YOU WILL BECOME DISABLED AND NEED TO BE TOWED IE: HIGHWAY
LOCATION, NIGHT, BAD NEIGHBORHOOD ETC. . MY WIFE NO LONGER WANTS
TO DRIVE THIS VEHICLE. ALSO HAVE HAD THE BRAKING RECALL DONE TWICE
NOW, SO FAR SO GOOD, BUT FOR HOW LONG? *TR METHUEN
MA 20120430

4 10576135 CHEVROLET CRUZE 2012 SERVICE BRAKES
RECEIVED A RECALL IN OCTOBER 2013 (RECALL 12213). PARTS ARE
STILL NOT AVAILABLE AS OF MARCH 2014. HOLT MI 20131001

4 10584596 CHEVROLET CRUZE 2012 SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT
WHILE DRIVING 15 MPH, THE DRIVER ATTEMPTED TO DECELERATE BUT THE
BRAKES FAILED TO RESPOND AND THE DRIVER CRASHED INTO A CONCRETE
MAILBOX. THE DRIVER SUSTAINED EXTENSIVE INJURIES TO THE BACK, ARM
AND NECK. THE VEHICLE WAS DESTROYED. THE VEHICLE WAS TAKEN TO THE
DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE
MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE VIN WAS NOT
AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 15,000.
CROSSVILLE TN 20130508

4 10585084 CHEVROLET CRUZE 2012 SERVICE BRAKES AS I
WAS BACKING OUT OF PARKING SPOT THE BRAKE PEDAL WENT TO THE
FLOOR INCREASING THE TIME AND DISTANCE TO COME TO A COMPLETE
STOP.VEHICLE WAS TOWED TO DEALERSHIP WHERE THEY DETERMINED IT
WAS A FAULTY BRAKE MICROSWITCH (GM PART # 13460776)THAT WAS
ALREADY REPLACED UNDER GM RECALL #12213 ON MARCH 20,2014.THE

NHTSA Consumer Complaints as of May 23, 2014

DEALERSHIP REPLACED THE SWITCH AGAIN AND CLAIM THE BRAKES WERE NOW "WORKING AS DESIGNED". LEBANON OH 20140426

4 10592239 CHEVROLET CRUZE 2012 SERVICE BRAKES MY TEENAGE DAUGHTER DRIVES THIS CAR. ALONG WITH A NUMBER OF SERVICE ISSUES AND DOWN TIME IN THE SHOP, IT HAS BEEN NOTHING SHORT OF A DISAPPOINTMENT. SHE NOW HAS A BRAKING ISSUE THAT IS CONSISTENT WITH THE RECALL THAT WAS ISSUED IN OCTOBER OF 2013 (12213). SHE WAS DRIVING THE CAR AT 15-20 MPH AND THE BRAKES FAILED WHEN DEPRESSED. SHE THEN HAD TO PUSH AGAIN, THIS TIME HARDER AND BARELY MISSED A CAR IN FRONT OF HER, THUS FREAKING HER OUT COMPLETELY. NOW SHE WILL NOT DRIVE THIS CAR AGAIN AS SHE DOES NOT FEEL SAFE. WE TOOK THE CAR INTO THE DEALER AND WITHOUT ANY SECONDARY NOTICE SAYING THAT THE PARTS ARE AVAILABLE, THEY HAD THEM IN HOUSE... REALLY? DOES THIS TAKE A FATALITY FOR G.M TO DO THE RIGHT THING AND BE ON TOP OF THEIR BUSINESS? AGOURA HILLS CA 20140514