

NHTSA Consumer Complaints as of October 30, 2014

7 10637987 2012 CHEVROLET CRUZE SERVICE BRAKES

WHILE DRIVING ON THE HIGHWAY, AT A SAFE AND REASONABLE DISTANCE FROM THE VEHICLE IN FRONT OF ME, THE VEHICLE IN FRONT OF ME BRAKED. I STEPPED ON MY BRAKES, AND MY VEHICLE DID NOT STOP PROPERLY. I PRESSED ON MY BRAKES FIRMLY AND MY VEHICLE CONTINUED NOT TO BRAKE/SLOW PROPERLY AND MY VEHICLE CONTINUED GOING FORWARD. THE VEHICLE IN FRONT OF MY STOPPED AND MY CAR CONTINUED TO GO FORWARD, CRASHING INTO THE BACK END OF THE VEHICLE IN FRONT OF ME. I PRESSED ON MY BRAKES AND THEY DIDN'T WORK. I WAS ABLE TO TURN MY VEHICLE TOWARDS THE LEFT TRYING TO AVOID CRASHING INTO THE VEHICLE IN FRONT OF ME. I WAS ABLE TO TURN MY VEHICLE LEFT AND AVOID CRASHING HEAD ON, BUT ENCOINTERED SEVERE FRONT END DAMAGE TO THE RIGHT PASSENGER SIDE OF MY VEHICLE. ALL I CAN SAY IS, MY BRAKES DID NOT WORK PROPERLY. I PRESSED ON THEM AND MY VEHICLE DID NOT STOP LIKE IT NORMALLY DOES. (THIS VEHICLE IS MY MOTHER'S CAR. I HAVE DRIVEN IT IN THE PAST AND BRAKES WORKED FINE) WORCESTER

MA Failure Date: 09/03/2014

7 10629283 2012 CHEVROLET CRUZE SERVICE BRAKES I WAS DRIVING TO MY PARENTS HOUSE AND WAS AT A PLACE WHERE I HAD TO TURN SO I TURNED AND MY STEERING WHEEL LOCKED UP AND I ALMOST HIT SOMEONE BECAUSE MY STEERING WHEEL WOULDN'T TURN. THIS HAS HAPPENED SEVERAL TIMES AND EVERY TIME STABILITY TRACK POPS UP ON MY SCREEN AND MY RADIO FLICKERS ON AND OFF AND MY BLINKER DOESN'T MAKE A SOUND WHEN THIS HAPPENS. NOW MY BRAKES ARE STARTING TO ACT UP TOO WHEN I PRESS THE BRAKES SOMETIMES IT ROCKS BACK AND FOURTH WHILE I'M STOPPED ALSO THE CAR MAKES A FUNNY NOISE WHILE IN PARK. WHITESBORO TX Failure Date: 06/12/2014

7 10627851 2012 CHEVROLET CRUZE SERVICE BRAKES FROM THE BEGINNING I HAD A RECALL FOR THE OIL PAN A WEEK AFTER PURCHASING THE CAR. THERE HAS BEEN NUMEROUS TIMES THE HEATING HAD TO BE WORKED ON AND STILL NOT FIXED. IT STILLS SMELLS LIKE

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ANTIFREEZE WHEN ITS ON. THE RIGHT BRAKE CYLINDER WENT BAD A FEW MONTHS AFTER THE PURCHASED. THE WINDSHIELD SOMETIMES WHISTLES WHEN YOU GO DOWN THE HIGHWAY AT 65 MPH. NOW AFTER MY LAST OIL CHANGE THE OTHER DAY, THEY SAID I NEED TO TAKE IT BACK BECAUSE THERE IS A TRANSMISSION LEAK. NOT TO MENTION WHERE I GOT THE CAR FROM, THEY ACT LIKE THEY DON'T CARE TO HELP FIX THE PROBLEM. VERY FRUSTRATED! MARYVILLE TN Failure Date: 05/01/2012

7 10627408 2012 CHEVROLET CRUZE SERVICE BRAKES LOSS OF BRAKE ASSIST AT START UP. OCCURED (4) TIMES AFTER RECALL #12213 WAS PERFORMED BY DEALER. FLUSHING MI Failure Date: 08/04/2014

7 10621032 2012 CHEVROLET CRUZE SERVICE BRAKES ON SEVERAL OCCURRENCES THE BRAKES FROM MY 2012 CHEVY CRUZE HAVE FAILED TO WORK. THIS IS ESPECIALLY TRUE WHEN BACKING UP. THE BRAKE PEDAL GETS REALLY HARD AND YOU REALLY NEED TO PUSH HARD ON BRAKE PEDAL TO SLOW DOWN, VEHICLE WILL NOT ALWAYS STOP. I HAVE NOTICED IT THE AC IS RUNNING THIS WILL HAPPEN EVERY TIME I BACK UP. I HAVE HAD MANY INSTANCES WHERE I HAVE ALMOST HIT OTHER CARS OR OBJECTS. I AM EXTREMELY WORRIED ABOUT THIS BECAUSE I USUALLY HAVE MY 2 YOUNG CHILDREN WITH ME WHEN THIS HAPPENS. I HAVE TAKEN MY CAR INTO THE LOCAL DEALERSHIP TO GET THIS CHECKED OUT. THEY HAVE TOLD ME THAT THE VACUUM SWITCH HAS ALREADY BEEN REPLACED AND THERE WOULD BE A \$100 CHARGE TO DIAGNOSE THE PROBLEM EVEN THOUGH MY VEHICLE IS STILL COVERED BY WARRANTY. THE LAST TIME I TOOK IT IN THEY SAID NOTHING WAS WRONG WITH MY VEHICLE, EVEN THOUGH I AM STILL EXPERIENCING POOR BRAKING. EL PRADO NM Failure Date: 05/15/2014

7 10620759 2012 CHEVROLET CRUZE SERVICE BRAKES WHEN PUTTING THE 2012 CRUZE IN REVERSE THE BREAKS WOULD FAIL TEMPORARILY FORCING ME TO PUSH THE CAR INTO PARK. A WEEK LATER THE RADIO START TO TURN ON AND OFF. AT THIS POINT IN TIME AUG 7 2014 ONLY

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THE BREAKS HAVE BEEN FIXED. LOUISVILLE KY Failure Date:
07/24/2014

7 10609936 2012 CHEVROLET CRUZE SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT
WHILE DRIVING APPROXIMATELY 50 MPH, THE BRAKE PEDAL WAS DEPRESSED
AND FAILED TO RESPOND. AS A RESULT, THE CONTACT CRASHED INTO THE
REAR OF ANOTHER VEHICLE. THERE WERE NO INJURIES. THE CONTACT
STATED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA
CAMPAIGN NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC). THE
MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE
WAS 47,500. GREELEY CO Failure Date: 06/30/2014

7 10607374 2012 CHEVROLET CRUZE SERVICE BRAKES LOSS
OF POWER BRAKE ASSIST, REQUIRING EXCESSIVE FORCE TO STOP VEHICLE.
BARELY STOPPED IN TIME TO AVOID COLLISION WITH VEHICLE AHEAD.
SECOND INCIDENT. FIRST INCIDENT WAS APPROXIMATELY 2-3 WEEKS AGO
WHEN BACKING UP IN DRIVEWAY. FLUSHING MI Failure Date:
06/27/2014

7 10606153 2012 CHEVROLET CRUZE SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT
THE VEHICLE WOULD MAKE A VERY LOUD SQUEALING NOISE WHEN
ENGAGING THE BRAKES. THE VEHICLE WAS TAKEN TO THE DEALER. THE
TECHNICIAN DIAGNOSED THAT THE BRAKE SHOE KIT AND REAR PASSENGER
BRAKE DRUM NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT
THE REMEDY FAILED TO ADDRESS THE PROBLEM. THE MANUFACTURER WAS
NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE
FAILURE MILEAGE WAS 9,700 AND THE CURRENT MILEAGE WAS 10,765.
ZANESVILLE OH Failure Date: 05/28/2014

7 10604879 2012 CHEVROLET CRUZE SERVICE BRAKES
SIMILAR ISSUE TO THE PREVIOUS BRAKE RECALL TO WHICH REPAIR
WAS COMPLETED ON THIS VEHICLE MONTHS PRIOR TO THESE INCIDENTS.

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THE BRAKE PEDDLE ON THE CAR WOULD BECOME MUCH HARDER THAN ANTICIPATED MULTIPLE TIMES, MOSTLY WHEN FIRST STARTING THE VEHICLE OR REVERSING FROM A PARKING SPOT, HAD SEVERAL NEAR MISS ACCIDENTS AT LOW SPEEDS, OVER THE COURSE OF SEVERAL MONTHS. THE DEALERSHIP CLAIMED THAT IT HAD NOTHING TO DO WITH THE RECALL THAT REPLACED THE MICROSWITCH IN THE POWER BRAKE VACUUM PIPE ASSEMBLY. RATHER THEY REPLACED THE BRAKE VACUUM BOOST HOSE ASSEMBLY, CLAIMING THAT WAS WHERE THE PROBLEM ORIGINATED FROM AND HAD NOTHING AT ALL TO DO WITH THE MICROSWITCH EVEN THOUGH THE RECALL WAS FOR VERY SIMILAR PROBLEM. HILL AFB UT

Failure Date: 03/07/2014

7 10599132 2012 CHEVROLET CRUZE SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT THE VACUUM PUMP SWITCH FAILED. THE CONTACT MENTIONED THAT THE VACUUM PUMP SWITCH WAS REPLACED ON THREE OCCASIONS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V360000 (SERVICE, HYDRAULIC). THE FAILURE AND CURRENT MILEAGE WAS 168,340.

SICKLERVILLE NJ Failure Date: 06/04/2014

7 10598814 2012 CHEVROLET CRUZE SERVICE BRAKES I WAS
BACKING OUT OF MY GARAGE AND AS I PUSHED ON MY BRAKE PEDAL TO SLOW DOWN AND MANUEVER OUT OF THE GARAGE I REALIZED THE PEDAL WOULD NOT GO DOWN AND THE CAR KEPT GOING IN REVERSE WITH NO WAY OF STOPPING IT! THERE WAS NO GIVE TO THE BRAKE PEDAL AT ALL, IT WAS AS IF IT WAS LOCKED UP. I ROLLED BACKWARD SEVERAL FEET WHILE STILL PUSHING ON THE BRAKE AND EVENTUALLY THE PEDAL WENT DOWN AND THE CAR STOPPED. THIS HAPPENED ABOUT A MONTH AGO, BUT I THOUGHT, AT THE TIME, I MUST HAVE DONE SOMETHING SILLY LIKE HIT THE FLOORBOARD WITH MY FOOT . I NOW REALIZE THIS COULD BE A REAL HAZARD TO MYSELF AND OTHERS. I DID HAVE A RECALL ON THE BRAKES SOME MONTHS AGO AND I TOOK MY CAR INTO TO HAVE IT DONE. THIS HAS HAPPENED TWICE SINCE

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CHEVROLET FIXED MY RECALL. THIS IS VERY CONCERNING!!

LEBANON IN Failure Date: 06/17/2014

7 10596912 2012 CHEVROLET CRUZE SERVICE BRAKES CAR SHUTS DOWN AND IT CAN NOT BE RESTARTED,(NO DOME LIGHT, NO ON START) NO POWER ANYWHERE..CAN'T GET KEYS OUT OF IGNITION,GOING DOWN THE ROAD, STEERING SERVICE LIGHT COME ON AND OFF, RADIO DISPLAY SHUTS DOWN AND RESTARTS, GAUGES TURN ON AND OFF..DEALERSHIP HAS REPLACED BATTERY, GENERATOR AND IT IS STILL DOING THE SAME THING. CURRENTLY AT DEALERSHIP AGAIN!....UPDATED 07/31/14 *BF IT WAS DETERMINED THE GROUND WIRE ON THE BATTERY WAS BROKE. WHICH CAUSED THE VEHICLE TO STALL, SHUTTING DOWN ALL THE GAUGES. THERE HAVE BEEN NO PROBLEMS, SINCE IT WAS REPLACED. UPDATED 09/23/14 HILLSDALE MI Failure Date: 12/02/2013

7 10596304 2012 CHEVROLET CRUZE SERVICE BRAKES TL* THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 5 MPH, THE BRAKES FAILED. THE VEHICLE DID NOT STOP WHEN THE BRAKE PEDAL WAS FULLY APPLIED, CAUSING THE CONTACT TO CRASH INTO THE REAR OF ANOTHER VEHICLE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED OF THE INCIDENT. THE VEHICLE WAS TAKEN TO THE DEALER BUT NO DIAGNOSES WAS PROVIDED. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER 13V36000(SERVICE BRAKES, HYDRAULIC) BUT DID NOT CONFIRM IF THE VEHICLE WAS INCLUDED IN THE RECALL. THIS FAILURE PERSISTED INTERMITTENTLY OVER A PERIOD OF ONE YEAR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 19,000. UPDATED 8/19/14*CN THE CONSUMER STATED THE VEHICLE'S TRUNK EXTERIOR MANUAL LATCH WOULD NOT OPEN THE TRUNK AND THE STEERING WHEEL AIR BAG IS ON RECALL. WHILE DRIVING, THE VEHICLE WOULD HESITATE AND LURCH. UPDATED 08/28/2014 *JS ST. LOUIS MO Failure Date: 05/24/2014

7 10595459 2012 CHEVROLET CRUZE SERVICE BRAKES TL* THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT

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THE BRAKE FAILED WHILE REVERSING. THERE WAS NO POWER ASSIST WHEN THE BRAKE PEDAL WAS APPLIED. THE FAILURE CONTINUED INTERMITTENTLY FOR TWO MONTHS SINCE THE VEHICLE REPAIRED UNDER NHTSA CAMPAIGN ID NUMBER 13V360000(SERVICE BRAKES, HYDRAULIC). THE CONTACT HAD NOT EXPERIENCED ANY FAILURES BEFORE THEN. THE MANUFACTURER WAS NOT MADE AWARE OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 22,815. ANNAPOLIS MD Failure Date: 04/07/2014

7 10592239 2012 CHEVROLET CRUZE 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 Failure Date: 05/14/2014

7 10585084 2012 CHEVROLET CRUZE 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 DEALERSHIP REPLACED THE SWITCH AGAIN AND CLAIM THE BRAKES WERE NOW "WORKING AS DESIGNED". *TR LEBANON OH Failure Date: 04/26/2014

7 10584596 2012 CHEVROLET CRUZE SERVICE BRAKES TL* THE CONTACT OWNS A 2012 CHEVROLET CRUZE. THE CONTACT STATED THAT

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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. UPDATED
06/17/14 MA CROSSVILLE TN Failure Date: 07/15/2012

7 10576135 2012 CHEVROLET CRUZE SERVICE BRAKES
RECEIVED A RECALL IN OCTOBER 2013 (RECALL 12213). PARTS ARE STILL NOT AVAILABLE AS OF MARCH 2014. *TR HOLT MI Failure Date:
10/01/2013

7 10564614 2012 CHEVROLET CRUZE SERVICE BRAKES
THERE IS A SMALL OF ANTIFREEZE IN MY CAR THAT HAS BEEN MAKING ME SICK SINCE THREE MONTHS AFTER I PURCHASED CAR AND GM OR THE DEALER HAS NO WAY OF FIXING IT DOING ALL KINDS OF OTHER THINGS AND TELLING ME THAT THEY CANT SMELL IT. ALSO I HAVE BEEN HAVING BRAKE PROBLEMS AS WELL AND FINALLY ON FEB 1, 2014 THEY DECIDED TO REPLACED BRAKES AND ROTORS ON MY CAR. *TR
MCKEESPORT PA Failure Date: 10/22/2012

7 10561904 2012 CHEVROLET CRUZE SERVICE BRAKES
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 Failure Date:
04/30/2012

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7 10560952 2012 CHEVROLET CRUZE SERVICE BRAKES 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 ACCIDENT. HOWEVER,
THE PARTS WERE NOT AVAILABLE. *JB SAINT PAUL MN Failure Date:
11/13/2013

7 10560063 2012 CHEVROLET CRUZE 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 Failure Date: 10/15/2013

7 10548952 2012 CHEVROLET CRUZE 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
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

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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

Failure Date: 07/28/2013

7 10548418 2012 CHEVROLET CRUZE 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 Failure Date: 08/08/2013

7 10548106 2012 CHEVROLET CRUZE 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 Failure Date: 10/12/2013

7 10546551 2012 CHEVROLET CRUZE 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

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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 Failure Date: 10/11/2012

7 10544144 2012 CHEVROLET CRUZE 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 Failure Date: 08/21/2013

7 10544021 2012 CHEVROLET CRUZE 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 Failure Date: 09/03/2013

7 10543530 2012 CHEVROLET CRUZE SERVICE BRAKES ON
OR ABOUT JUNE 13, 2013, I WAS PARKING MY CAR IN MY SPACE AT THE

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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 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

Failure Date: 06/13/2013

7 10543473 2012 CHEVROLET CRUZE 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

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MAKES THE FRONT OF MY CAR POP UP. *TR INDIANAPOLIS
IN Failure Date: 02/05/2013

7 10543188 2012 CHEVROLET CRUZE 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 Failure Date: 03/05/2013

7 10542931 2012 CHEVROLET CRUZE 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 Failure Date: 06/28/2013

7 10542210 2012 CHEVROLET CRUZE 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
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 Failure Date: 06/05/2013

7 10538493 2012 CHEVROLET CRUZE 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

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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 Failure Date: 08/28/2013

7 10538048 2012 CHEVROLET CRUZE 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 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 Failure Date: 08/22/2013

7 10537714 2012 CHEVROLET CRUZE 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 LOCAL 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.

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IT WAS A NEW EMPLOYEE WHO TEST DROVE OUR CAR AND NOW WE FEEL UNSAFE DRIVING IT NOW . *TT FORNEY TX Failure Date: 07/19/2013

7 10536041 2012 CHEVROLET CRUZE 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 Failure Date: 08/12/2013

7 10535990 2012 CHEVROLET CRUZE SERVICE BRAKES FRONT BRAKES VIBRATE AND OVER HEAT WHEN APPLIED AT OVER 35MPH. ALSO WHEN BRAKES ARE APPLIED SUDDENLY VIBRATION IT FELT. 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 Failure Date: 07/11/2012

7 10534849 2012 CHEVROLET CRUZE 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

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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 Failure Date: 08/09/2013

7 10525175 2012 CHEVROLET CRUZE 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 Failure Date: 05/19/2012

7 10524871 2012 CHEVROLET CRUZE 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 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 Failure Date: 07/14/2013

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7 10524860 2012 CHEVROLET CRUZE 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 Failure Date: 06/24/2009

7 10524757 2012 CHEVROLET CRUZE 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 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 Failure Date: 07/14/2013

7 10523362 2012 CHEVROLET CRUZE 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

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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 Failure Date: 06/12/2013

7 10515314 2012 CHEVROLET CRUZE 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 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 GLENDALE AZ Failure Date: 11/01/2012

7 10508109 2012 CHEVROLET CRUZE 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

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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 Failure Date: 03/26/2013

7 10493827 2012 CHEVROLET CRUZE 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 Failure Date: 12/09/2012

7 10492294 2012 CHEVROLET CRUZE SERVICE BRAKES TL*
THE CONTACT OWNS A 2012 CHEVROLET CRUZE .THE CONTACT STATED THAT 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 Failure Date: 12/04/2012

7 10479915 2012 CHEVROLET CRUZE 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 Failure Date: 09/11/2012

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7 10471845 2012 CHEVROLET CRUZE 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 Failure Date: 08/13/2012

7 10468080 2012 CHEVROLET CRUZE SERVICE BRAKES COLD START AND BACK UP OR GOING FORWARD, BRAKE LOCKS AND CAR JUST 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 Failure Date: 05/01/2012

7 10465139 2012 CHEVROLET CRUZE 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 Failure Date: 03/15/2012

7 10464003 2012 CHEVROLET CRUZE SERVICE BRAKES LOSS OF BRAKING WHEN BACKING UP FROM A PARKING SPACE. THIS HAS OCCURED

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TWICE 6/25/2012 AND 7/2/2012. *JS HOLBROOK NY Failure Date:
06/25/2012

7 10460606 2012 CHEVROLET CRUZE 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
Failure Date: 04/01/2012

7 10459266 2012 CHEVROLET CRUZE 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 Failure Date: 03/14/2012