

NHTSA Consumer Complaints as of January 27, 2015

10 10672050 2011 CHEVROLET CRUZE SERVICE BRAKES

THREE WEEKS AGO, I STARTED HEARING A NOISE FROM THE BACK LEFT TIRE. TWO DAYS AGO THE ESP AND TRACTION LIGHT WENT ON AS WELL AS THE BRAKE FLUID LIGHT. EVERYTHING JUST STARTED HITTING AT THE SAME TIME. I THINK THE CAR IS RIGGED TO HAVE EVERYTHING GO BAD ONCE THE WARRANTY PERIOD IS UP. WOULD LIKE TO KNOW IF THIS IS COVERED SINCE SO MANY PEOPLE ARE HAVING PROBLEMS WITH IT. I CAN'T AFFORD TO FIX IT BUT THIS IS MY ONLY MEANS OF TRANSPORTATION.

STATESBORO GA Failure Date: 01/11/2015

10 10659093 2011 CHEVROLET CRUZE SERVICE BRAKES

BRAKE PEDDLE BECOMES VERY HARD IN FORWARD OR REVERSE AND WILL STOP THE CAR. WALNUT CREEK CA Failure Date: 11/18/2013

10 10649623 2011 CHEVROLET CRUZE SERVICE BRAKES I HAD

NOTICED THAT MY BRAKES WERE SOFT WHEN STOPPING PRIOR TO THIS INCIDENT BUT HAD NO SUCCESS IN DETERMINING THE CAUSE. TWO TIMES NOW, I WAS BACKING OUT OF A PARKING SPOT AND THE CAR WOULD NOT STOP FOR AT LEAST 3-5 SECONDS AFTER I APPLIED COMPLETE PRESSURE TO THE BRAKES. FORTUNATELY, I HAD PLENTY OF ROOM BEHIND ME AND THERE WAS NO ONCOMING TRAFFIC EITHER TIME. THE BRAKES ARE STILL SOFT ON STOPPING WHILE IN DRIVE. CANYON LAKE TX Failure Date:

08/08/2014

10 10632440 2011 CHEVROLET CRUZE SERVICE BRAKES TL*

THE CONTACT OWNS A 2011 CHEVROLET CRUZE. WHILE ATTEMPTING TO PARK, THE VEHICLE FAILED TO RESPOND WHEN THE BRAKE PEDAL WAS DEPRESSED. THE BRAKE PEDAL HAD TO BE DEPRESSED COMPLETELY TO THE FLOOR IN ORDER FOR THE VEHICLE TO STOP. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN REPAIRED THE ELECTRIC VACUUM PUMP SWITCH. THE CONTACT STATED THAT THE VEHICLE NEVER EXPERIENCED A FAILURE UNTIL IT WAS REPAIRED ACCORDING TO NHTSA CAMPAIGN NUMBER: 13V36000 (SERVICE BRAKES, HYDRAULIC). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE

NHTSA Consumer Complaints as of January 27, 2015

MILEAGE WAS 56,000. UPDATED 10/07/14*LJ

FORT PIERCE

FL Failure Date: 09/09/2014

10 10629785 2011 CHEVROLET CRUZE SERVICE BRAKES 2011 CHEVROLET CRUZE. CONSUMER WRITES IN REGARDS TO BRAKES MALFUNCTION. *SMD ON JUNE 19, 2013, THE CONSUMER WAS INVOLVED IN AN ACCIDENT. WHILE APPROACHING AN INTERSECTION, THE VEHICLE AHEAD OF HIM STOPPED SUDDENLY AND WHEN APPLIED HIS BRAKES, THE VEHICLE DID NOT STOP AT THE PROPER DISTANCE AND HE REAR ENDED THE OTHER VEHICLE. THE CONSUMER RECEIVED A RECALL NOTICE IN OCTOBER 2013 AND AGAIN IN MAY OF 2014. THE CONSUMER BELIEVED THE ACCIDENT, WAS DUE TO THE RECALL. HE NO LONGER OWNS THE VEHICLE, BECAUSE IT WAS A LEASE. *JB DELRAN NJ Failure Date: 06/19/2013

10 10619211 2011 CHEVROLET CRUZE SERVICE BRAKES TL* THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT THE BRAKES FAILED INTERMITTENTLY AND A LEAK WAS NOTICED UNDERNEATH THE VEHICLE. THE VEHICLE WAS REPAIRED ACCORDING TO NHTSA CAMPAIGN NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC). THE DEALER REPLACED THE VACUUM LEAK, CAM SHAFT COVER, AND VALVE COVER, BUT THE FAILURE RECURRED. THE SERVICE BRAKES WARNING INDICATOR ILLUMINATED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE MECHANIC STATED THAT THE VALVE COVER AND PCV HOSE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 55,000.

COLUMBUS OH Failure Date: 11/06/2013

10 10616189 2011 CHEVROLET CRUZE SERVICE BRAKES TL* THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE REVERSING, THE BRAKES FAILED. THE CONTACT ALSO STATED THAT THE BRAKE PEDAL WAS DEPRESSED AND THE BRAKES FAILED TO RESPOND. THE FAILURE OCCURRED INTERMITTENTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 13V60000 (SERVICE BRAKES,

NHTSA Consumer Complaints as of January 27, 2015

HYDRAULIC). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. SPRING FIELD

MO Failure Date: 03/10/2014

10 10615367 2011 CHEVROLET CRUZE SERVICE BRAKES
BACKING OUT OF DRIVE DOWN HILL BRAKES GOT REAL HARD, DID STOP AFTER PUSHING HARD. ALSO GOING DOWN HILL PUSHED BRAKE DIDN'T WANT TO STOP. WE ALREADY HAD THE MICRO SWITCH REPLACED IN FEB OF 2014. THIS HAPPENED AFTER THAT .THE DEALERSHIP WHEN WE TOOK IT IN SAID THAT WAS NOT COVERED. HAMILTON OH Failure Date:
04/11/2014

10 10614981 2011 CHEVROLET CRUZE SERVICE BRAKES TL*
THE CONTACT OWNS A 2011 CHEVROLET CRUISE. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THE BRAKE PEDAL BECAME HARD TO DEPRESS AND THE CONTACT HAD TO APPLIED FORCE IN ORDER TO BRING THE VEHICLE TO A COMPLETE STOP. THE VEHICLE RESUMED IT NORMAL ACCELERATION BUT THE FAILURE RECURRED MOMENTS LATER. THE DEALER WAS CONTACTED AND INFORMED THAT THE RECALL REPAIRS WERE ALREADY COMPLETED ON THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN DIAGNOSED THAT THE MASTER CYLINDER AND BRAKE BOOSTER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE FAILURE MILEAGE WAS 35,000 AND THE CURRENT MILEAGE WAS 50,000. HOUSTON TX
Failure Date: 04/16/2014

10 10610629 2011 CHEVROLET CRUZE SERVICE BRAKES TL*
THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE GOING DOWN A HILL AT APPROXIMATELY 70 MPH, THE BRAKES FAILED TO RESPOND MAKING IT VERY DIFFICULT TO STOP THE VEHICLE. THE CONTACT DISCOVERED THAT THE FRONT BRAKE ROTORS HAD OVERHEATED AND WERE A BURNING RED COLOR. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE.

NHTSA Consumer Complaints as of January 27, 2015

FAILURE MILEAGE WAS 12,000. PORTLAND OR Failure Date:
06/18/2014

10 10609690 2011 CHEVROLET CRUZE SERVICE BRAKES 2011
CHEVY CRUZE AFTER RECALL # 12213 FOR BRAKE VACUUM MICRO SWITCH
HAS BEEN COMPLETED. THE VEHICLE IS DISPLAYING THE EXACT SAME
SYMPTOMS AS BEFORE THE RECALL WORK WAS DONE. UNDER COLD START
UP CONDITIONS (CAR SITTING OVERT NIGHT) THE BRAKE PETAL IS DIFFICULT
TO DEPRESS SO BRAKES DO NOT STOP CAR EASILY. THIS IS INTERMITTENT. I
HAVE DISCOVERED IF YOU PLACES THE CAR IN NEUTRAL WHILE THIS IS
HAPPENING THE BRAKES START WORKING CORRECTLY. SOUNDS LIKE A
DESIGN ISSUE TO ME. THE DEALER WANTS TO REPLACE THE PART THAT THE
RECALLED MICRO SWITCH GOES INTO. THIS WILL INCLUDE ANOTHER SWITCH.
THIS PART (#13457666) APPEARS TO BE THE VALVE THAT THE MICRO SWITCH
OPENS AND CLOSES AS NEEDED TO PROVIDE THE NEEDED VACUUM. AGAIN,
THIS SEEMS RELATED TO THE ORIGINAL ISSUE. DALLAS TX

Failure Date: 05/27/2014

10 10599218 2011 CHEVROLET CRUZE SERVICE BRAKES NO
BRAKES GOING FORWARD OR BACKWARDS BUT ONLY FOR A FEW SECONDS,
ALWAYS HAVE FULL PEDAL AND THE HARDER YOU PUSH/FORCE THEY
SLOWLY BRING VEHICLE TO STOP. MY WIFE AND I HAVE ALMOST HIT
PEDESTRIAN'S AND VEHICLES. *TR TUCSON AZ Failure Date:
06/06/2011

10 10596001 2011 CHEVROLET CRUZE SERVICE BRAKES ON
APRIL 30 2014, AROUND 11:00 AM THE CAR WAS TAKEN FOR SERVICE TO A
CHEVROLET DEALER FOR A WHEEL ALIGNMENT,STEERING AND SUSPENSION
SYSTEM INSPECTION AND AIR PRESSURE CONDITION CHECK, THE CHEVY
CRUZE WAS AT THE SERVICE DEALER FOR APROX FOUR HOURS, WE THEN
CAME HOME, AROUND 5:30 WE WENT TO A SHOPPING CENTER TO BUY
SOMETHING AND ON THE WAY BACK HOME, APROX SIX BLOCKS FROM OUR
HOME WE STOP ON A STOP SIGN ON A CURB/ANGLE STREET DIVIDER BY A
SMALL CURB WITH TREES, WE THEN TRY TO PROCEED AND BARE RIGHT BUT

NHTSA Consumer Complaints as of January 27, 2015

THE CAR MADE SOME KIND OF A NOISE AND WENT LEFT GOING OVER SMALL CURB AND HITTING A TREE, WE WERE GOING APPROX 15 TO 20 MPH AT THE TIME OF IMPACT THE POLICE CAME AND MADE A REPORT, NO SUMMONS WHERE ISSUE BECAUSE THE POLICE OFFICER LOOK AT THE SCENE AND COMMENT THAT IT LOOKS LIKE THE CAR LOSS POWER/ CONTROL OF THE STEERING ,BRAKES AND COULD NOT BE CONTROL. THE CAR WAS A TOTAL LOSS SINCE IT WAS DAMAGES IN FRONT/ENGINE/AIR BAGS/ETC. WE KNOW FOR FACTS THAT THIS 2011 CHEVROLET CRUZE HAVE MANY RECALLS INCLUDING STEERING SHAFT SEPARATIONS/BRAKES/STEERING PROBLEMS.ETC. *TR MIAMI FL Failure Date: 04/30/2014

10 10595243 2011 CHEVROLET CRUZE SERVICE BRAKES I WAS NOTIFIED IN OCTOBER 2013 OF THE GM SAFETY RECALL #12213 BUT THAT PARTS ARE NOT AVAILABLE YET. I AM EXPERIENCING THE SAME ISSUE STATE IN THE RECALL. I FOUND INFORMATION ONLINE ABOUT THE RECALL DATED AUGUST 2013. WE ARE APPROACHING ONE YEAR TO THAT INFORMATION AND I STILL HAVE NOT BEEN NOTIFIED THAT REPLACEMENT PART IS AVAILABLE. THE BRAKE ISSUE PROGRESSIVELY GETS WORSE AS TIME GOES BY. MY CONCERNS ARE WHEN THE PART WILL BE AVAILABLE AND WHY IT IS TAKING SO LONG WHEN SAFETY IS ON THE LINE. *TR MINNEAPOLIS MN Failure Date: 01/02/2012

10 10588807 2011 CHEVROLET CRUZE SERVICE BRAKES TL* THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT WHILE REVERSING, THE BRAKE PEDAL TRAVELED ABNORMALLY TO THE FLOORBOARD. ADDITIONALLY, THE CONTACT STATED THAT THE BRAKES FAILED TO RESPOND WHEN THE ENGINE WAS COLD. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC), HOWEVER THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 28,126. UPDATED 8/11/14*CN KENOSHA WI Failure Date: 02/17/2014

10 10568438 2011 CHEVROLET CRUZE SERVICE BRAKES I HAD COME FROM A RED LIGHT THAT TURNED GREEN, AND AS I APPROACHED THE

NHTSA Consumer Complaints as of January 27, 2015

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 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 Failure Date: 05/02/2013

10 10559808 2011 CHEVROLET CRUZE 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

NHTSA Consumer Complaints as of January 27, 2015

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 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 Failure Date: 07/23/2012

10 10555229 2011 CHEVROLET CRUZE 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 Failure Date: 10/31/2013

10 10547340 2011 CHEVROLET CRUZE SERVICE BRAKES ABOUT 4 PM ON 8/31/13:PULLING INTO PARKING SPACE IN FRONT OF

NHTSA Consumer Complaints as of January 27, 2015

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 Failure Date: 08/31/2013

10 10547228 2011 CHEVROLET CRUZE 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 Failure Date: 07/25/2013

10 10543124 2011 CHEVROLET CRUZE 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 Failure Date: 08/01/2013

10 10536331 2011 CHEVROLET CRUZE 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

NHTSA Consumer Complaints as of January 27, 2015

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 Failure Date: 06/01/2013

10 10523194 2011 CHEVROLET CRUZE 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 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 Failure Date: 07/04/2013

10 10522337 2011 CHEVROLET CRUZE 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 Failure Date: 01/01/2012

10 10514191 2011 CHEVROLET CRUZE 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

NHTSA Consumer Complaints as of January 27, 2015

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 Failure Date: 05/16/2013

10 10512542 2011 CHEVROLET CRUZE SERVICE BRAKES TL*
THE CONTACT OWNS A 2011 CHEVROLET CRUZE. THE CONTACT STATED THAT 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 Failure Date: 05/15/2013

10 10511834 2011 CHEVROLET CRUZE 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

Failure Date: 05/11/2013

10 10494345 2011 CHEVROLET CRUZE SERVICE BRAKES
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 Failure Date: 01/01/2013

NHTSA Consumer Complaints as of January 27, 2015

10 10487208 2011 CHEVROLET CRUZE 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 Failure Date: 12/03/2012

10 10470282 2011 CHEVROLET CRUZE 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 Failure Date: 08/03/2012

10 10467671 2011 CHEVROLET CRUZE 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 Failure Date: 07/19/2012

10 10462823 2011 CHEVROLET CRUZE 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

NHTSA Consumer Complaints as of January 27, 2015

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

Failure Date: 01/17/2012

10 10461230 2011 CHEVROLET CRUZE 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 MANUFACTURER WAS NOTIFIED WHO OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 13,930. WOLCOTT NY Failure Date: 04/11/2012

10 10455805 2011 CHEVROLET CRUZE SERVICE BRAKES 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 Failure Date: 03/24/2012

10 10433924 2011 CHEVROLET CRUZE SERVICE BRAKES
VEHICLE WAS IN THE PARK POSITION, WHEN THE KEY WAS TURNED IN

NHTSA Consumer Complaints as of January 27, 2015

THE OFF POSITION THE CAR STARTED TO ROLL BACKWARD DOWN A HILL DRAGGING MY CHILD WITH IT. *TR TUSCALOOSA AL Failure Date: 10/29/2011

10 10410411 2011 CHEVROLET CRUZE SERVICE BRAKES 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 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 Failure Date: 12/15/2010

10 10402733 2011 CHEVROLET CRUZE SERVICE BRAKES 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 Failure Date: 03/01/2011

10 10399548 2011 CHEVROLET CRUZE SERVICE BRAKES TL*THE CONTACT OWNS A 2011 CHEVROLET CRUZE. WHILE DRIVING APPROXIMATELY 3 MPH THE CONTACT APPLIED PRESSURE TO THE BRAKE

NHTSA Consumer Complaints as of January 27, 2015

PEDAL. THE PEDAL DROPPED BELOW THE 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 Failure Date: 03/31/2011

10 10398878 2011 CHEVROLET CRUZE SERVICE BRAKES
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 Failure Date: 03/05/2011

10 10394060 2011 CHEVROLET CRUZE SERVICE BRAKES 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

NHTSA Consumer Complaints as of January 27, 2015

WAS TOO WARM. I WAS ONLY DOING ABOUT 20 MPH AND STEPPED ON THE 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 Failure Date: 03/31/2011