



Get your OnStar trial.

Activate Now

Stolen Chevrolet Cruze quickly recovered

Apr 18, 2013

Ashley Haynes was thrilled when she bought her Chevrolet Cruze LS. "I love driving it," the 20-year-old dance major says. "I have a 45-minute commute to school every day and I only have to fill my tank once a week."

But Ashley's new-car happy dance came to a screeching halt one night when her Cruze was stolen from the parking lot at the mall where she worked. "I couldn't believe it," she says. "I only had it for two months, and it still had that new car smell!"

Ashley says at first she was puzzled when she didn't see her Cruze in the parking lot after work. "I always park in the same place," she says. "I had to stop and think if I had parked it somewhere else that day, but I knew I hadn't. I went to reach for the key fob to unlock my car thinking I'd find it that way when I realized my car key wasn't on my key ring. Someone had taken my car key and then stolen my car from the lot."

She quickly called the police, and then her parents. "It was their wedding anniversary," she says. "And instead of going out to dinner, they had to come to pick me up. I was so upset I was crying. But then my mom reminded me that I had OnStar."

"As soon as the police officer arrived, I called OnStar and the Advisor worked with the police to quickly locate my car." OnStar Stolen Vehicle Assistance[®] used GPS technology to pinpoint the location of Ashley's car.

Ashley's car was found abandoned several miles away. She was relieved that, except for a cigarette burn on the front seat, her Cruze wasn't damaged. "It was mind-blowing to me that OnStar could find it so fast," she says. "And the Advisor couldn't have been nicer. I'm sold on OnStar."



Travel with confidence

Safety & Security gives you a 24/7 connection to Advisors, safety features for the road, and help wherever you go with the OnStar Guardian[®] app.

[Learn More](#)

Driver in sinking vehicle helped by OnStar

A woman who had become lost and crashed her car into a canal gets to meet the Advisors who calmed and helped her when she needed it most.

[Read the Story](#)

Which OnStar button do you push?

To get help from OnStar, you just need to push a button. Here's how to know which one.

[Learn More](#)

FEATURES

[Vehicle Safety](#)[Personal Safety](#)[Crisis Management](#)[Vehicle Mobile App](#)[Hands-Free Driving](#)[Vehicle Software Updates](#)

[Get Help & Support](#)

[Visit My Account](#)

[Share Your Story](#)

SHOP ONSTAR SERVICES BY VEHICLE BRAND



GMC



LEARN MORE ABOUT ONSTAR OFFERINGS



DOWNLOAD THE ONSTAR GUARDIAN APP



[Home](#) | [Careers](#) | [User Terms](#) | [Privacy Statement](#) | [Cybersecurity](#) | [Coverage Map](#) | [Contact Us](#) | [Trademark & Copyright](#) | [Ad Choices](#) | [Washington Health Policy](#)

YOUR PRIVACY CHOICES & OPT-OUT RIGHTS