



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2006 APR -6 AM 9:02
16-MAR-2006

Reference No.
10152839

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKEWOOD

State CO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO *
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 3/28/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G1AK52F4

Make

CHEVROLET

Model

COBALT

Model Year

2005

Date Purchased
05-OCT-05

Dealer's Name and Telephone Number
STEVENSON CHEVROLET 303-279-3311

Engine:

No. Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

GOLDEN

State

CO

Zip Code

80401

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

012000 STEERING: COLUMN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-MAR-2006

Failure Mileage
9000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMALSABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED THE VEHICLE WAS RETURNED TO THE DEALER FIVE TIMES DUE TO INTERMITTENT POWER STEERING FAILURE AND ELECTRICAL PROBLEMS. THE STEERING WHEEL LOCKED SUDDENLY TWICE WHILE DRIVING, AT VARIOUS SPEED. THE WHEEL LOCKED ON NUMEROUS OCCASIONS WHILE THE VEHICLE WAS STOPPED. EACH TIME THE POWER STEERING LIGHT ILLUMINATED ON THE DASH DURING THE FAILURE. THE WHEEL UNLOCKED AFTER THE ENGINE WAS SHUT DOWN AND RESTARTED FOUR TIMES. THE FOLLOWING ELECTRICAL PROBLEMS OCCURRED INTERMITTENTLY, ALL THE GAUGES FLUTTERED, THE FUEL GAGE SHOWED AN INACCURATE READING, AND THE EMERGENCY BRAKE LIGHT ILLUMINATED WHILE DRIVING. ON ONE OCCASION THE DEALER REPLACED THE POWER STEERING HOUSING, BUT THIS DID NOT REMEDY THE PROBLEM. ON ALL OTHER OCCASIONS THE DEALER COMPLETED DIAGNOSTIC TESTING, BUT WAS UNABLE TO DETERMINE THE CAUSE OF THE PROBLEMS.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

To: Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

From: [REDACTED]
[REDACTED]
Lakewood, CO.
[REDACTED]

March 10, 2006

Manufacturer,

I am writing this in regards to my 2005 Chevrolet Cobalt. I purchased the vehicle in October of 2005, since the time of purchase; I have retuned my car five times to have the same defect repaired. There have been two situations where I was actually operating my vehicle and the power steering "locks up", or "went out" on me. The computer on my dash board reads "POWER STEERING". When I first brought my vehicle to Kevin and Anthony at Stevenson, I explained to them what the situation was and they replied "your car wouldn't give that message", please see exhibit 1,2,3 and 4. If they would have read the owners manual it states: **POWER STEERING-** "This message is displayed if a problem has been detected with the electric power steering. Have your vehicle serviced by a GM dealer immediately" They kept it for a day and basically told me "Sorry, we can not do anything for you because the message will not duplicate" This same defect has happened numerous times while parked as well as when driving. Power steering is a major safety issue, and I expect to be treated with respect and honesty. However, after my first visit to the service department and my personal situation was "seen" (a young single female) I was definitely treated as a minority. In addition to this problem I have had other issues as well. One being my gages, I have had a full tank of gas and it reads empty with the "LOW FUEL" reading on my dash as well as the bell that would not stop dinging. In addition to the previous defects mentioned the radio has malfunctioned twice. It reads "LOCK". Owners Manuel states I need to unlock it with the code I set. However, I never set a code. While in lock mode I am unable to use my radio or receive any information from my instrument panel. Not having this information from my panel could result in a safety issue as well. I feel I have been lied to and pushed aside as if this was not a concerning matter.

I am a single mother and scared to DEATH to put my child as well as myself in this car. I have done the necessary requirements to get this problem resolved in a professional manner. Because I was never taken seriously in this matter I asked my father to help me. My father called GM, he spoke to the costumer service rep, Jonathan (866-790-5600 ext.11140) who said he would call back "tomorrow". When Jonathan called back it had been 5 working days plus a weekend. When asked why he didn't call him

back for a week [REDACTED]'s response was "it's only been 5 days"! A true professional would never give a response like that to a customer. Jonathan also told my father that he had "a whole check book to throw at the car, they just can't find anything wrong with it". My father responded "are we suppose to wait until something bad happens to her or the car to get it fixed?". [REDACTED] response, "call the Better Business Bureau". The customer service at GM and the knowledge of the service men at Stevenson has been incredibly poor and I would think almost embarrassing for GM. I have also included my car history from the dealership. All of the paper work contains no dates or the wrong dates.

Colorado Lemon Law states:

"If you buy a new vehicle that has a defect within one year following the purchase, and the same defect is not repaired after four or more attempts to repair, a court may order the manufacture to replace the vehicle or refund the purchase price minus a reasonable allowance for your use of the vehicle".

I feel this applies to my situation. I would like to have this resolved immediately before legal action is taken. Please contact me via email or in writing to resolve this problem immediately.

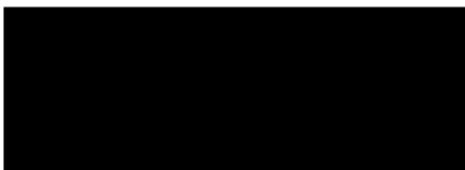
With great concern,

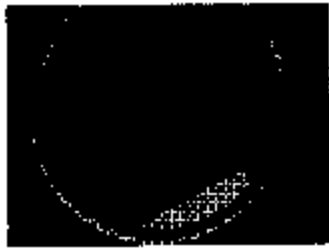
[REDACTED]

[REDACTED]

March 24, 2006

Since writing this letter, I have had my car returned to me and then fail again. This time I was driving my car WITH my child in the vehicle as well. I did not turn my car off and insisted that Stevenson come and get me immediately. After looking at my car Stevenson asked if they could disable my car alarm, and that this now may be the cause. They have already called me with this same question and assumption. This is extremely unfair and frustrating for me. This has caused numerous hours/days I have missed work. I bought this car so I would have a reliable vehicle. As of now I have been paying for a car I have drove maybe 60% of the time. It is unacceptable for GM to keep putting me back in this vehicle when they don't even know what is wrong with it. I have lost all faith in the words and guarantee's I was promised when I purchased this car. I still can not get Jonathan from GM to return a single call of mine. Once again, this is extremely unprofessional.









Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

Dealer/BAG Code

Stock # 1221

Repair Order # 213946

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- ☐ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF RF LR RR

- ☐ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☐ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ☐ Verify RPO and RPA options
- ☐ Install all accessories; check fit, finish and operation

- ☐ Unusual noises/vibrations
- ☐ Squeaks and rattles
- ☐ Transfer case or TAPshift function (if equipped)
- ☐ Cruise/adaptive cruise (if equipped)
- ☐ OnStar for connectivity (if equipped)
- ☐ Transmission shifter, clutch, noise, shift smoothness
- ☐ Engine performance: Hot start, idle quality
- ☐ Check for MIL, SES, SVS, and warning lights

- ☐ Seat belts: material, operation and latches
- ☐ Child Comfort Guide - elastic cord visible (if equipped)
- ☐ Removable top/panel, convertible top
- ☐ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☐ Trunk safety release (if equipped)
- ☐ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Hood:

- ☐ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

Under Vehicle:

- ☐ Underbody, drivetrain, suspension, axles, plates, exhaust system, lines, hangers and hoses
- ☐ Brake/fuel lines secured in clips
- ☐ Check all fluid systems for leaks

Road Test:

ODOMETER: Before After

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

- Drive on a legal roadway with road conditions permitting evaluation of the following:
- ☐ Engine Performance: Cold start, idle quality
- ☐ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☐ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☐ Steering wheel - center position
- ☐ Steering for leads, pulls, vibration at idle, vibration while driving
- ☐ Wipers, delay and washers (front and rear)
- ☐ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☐ Unusual wind noise

VOLTAGE

DATE INITIAL

- ☐ Remote hood release, latch and hood safety latch
- ☐ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☐ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☐ Fluid levels: Add as required

Body/Chassis:

- ☐ Doors, locks, keys and keyless entry system
- ☐ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Neutral start safety switch (if equipped)
- ☐ Power mirrors (if equipped)
- ☐ Horn
- ☐ Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- ☐ Seats: Check operation and that removable seats are properly secured

Final Inspection & Preparation:

Perform just prior to delivery.

- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install floor mats (if equipped)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM OptiClean windshield washer solvent
- ☐ Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Technician (Print Name)

Service Manager (Signature)

Date

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**