



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 ☐

2007 SEP 20 07
2007 DEC 12 AM 11:51

Reference No.
10202169

OWNER INFORMATION (Type or Print)

Name

Address

City

TRAFFORD

State

PA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 8/17/07

VEHICLE INFORMATION

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

1G1AL52FX

Make

CHEVROLET

Model

COBALT

Model Year

2005

Date Purchased
01-AUG-05

Dealer's Name and Telephone Number

KENNY ROSS CHEVROLET 11250 Route 30 (724) 863-9000

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

NORTH HUNTINGDON

State

PA

Zip Code

15642

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

116100 ELECTRICAL SYSTEM:IGNITION:SWITCH

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
6/29/06
29-AUG-2007

Failure Mileage

12,902

28,695

Failure Speed

0

Sunroof switch
rear motor of power window
ignition switch all interior car components
floor shifter
winning in tail lights
power motor

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: DOTM19ABC036)

☐ 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).

I HAVE A 2005 CHEVY COBALT WITH LESS THAN 30K MILES I WAS DRIVING HOME FROM WORK WHEN MY CAR JUST SHUT OFF NO HAZARD LIGHTS TURN SIGNALS BRAKES STEERING NO POWER AT ALL I COULD HAVE BEEN KILLED IN ALL THE TRAFFIC BECAUSE THERE WAS NO WAY OF SIGNALING MY IT TOOK THREE TRIES TO GET IT STARTED AGAIN THERE WAS NO WARNING THE CHECK ENGINE LIGHT NEVER CAME ON I IMMEDIATELY TOOK IT TO THE DEALERSHIP BECAUSE THIS WAS THE SECOND TIME IT HAS HAPPENED TO ME I HAD THIS PROBLEM LAST YEAR ALSO GM NEVER HAD A RECALL THEY JUST PUT A PLASTIC PIECE AROUND THE IGNITION AND SAID IT WAS FIXED I TOLD MY DEALER THAT THERE WAS A BULLETIN OUT ABOUT THIS AND I ASKED THEM WHY THERE WAS NO RECALL TO REPLACE THE IGNITION SWITCH AFTER THIS SECOND INCIDENT THEY CALLED THE GM SERVICE HOTLINE TO FIND OUT WHAT THE FIX WAS GM WANTED TO PUT A MAGNETIC DEVICE IN TO KEEP THE KEY FROM MOVING IN THE IGNITION ANY THEY PLACED A PIECE OF PLASTIC IN MY ACTUAL KEY I CALLED GM AND PLACED A FORMAL COMPLAINT BECAUSE THIS IS A SERIOUS SAFETY CONCERN PEOPLE ARE GOING TO BE HURT OR KILLED IF THEY GET INVOLVED IN A REAR END COLLISION OR HAVE NO WAY OF PULLING OFF THE ROADWAY I SPOKE TO MY SERVICE MANAGER AND MY DEALERSHIP REPLACED MY IGNITION SWITCH THERE HAS NEVER BEEN A RECALL ON THIS I DO NOT TRUST THAT IT WILL NOT HAPPEN AGAIN I AM AFRAID TO DRIVE THIS CAR THIS IS NOT THE ONLY PROBLEM I HAVE HAD WITH THIS CAR THE FAN BLOWER THE SHIFT ON THE FLOOR THE SUNROOF SWITCH KI

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.



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10202169

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Trafford, PA
USA
Daytime Phone : [REDACTED] **Ext :**
Evening Phone : [REDACTED] **Fax :**
Email : [REDACTED]

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Complaint Information

Description : I have a 2005 Chevy Cobalt with less than 30K miles I was driving home from work when my car just shut off No hazard lights turn signals brakes steering NO POWER AT ALL I could have been killed in all the traffic because there was no way of signaling my It took three tries to get it started again There was no warning the check engine light never came on I immediately took it to the dealership because this was the SECOND time it has happened to me I had this problem last year also GM never had a recall they just put a plastic piece around the ignition and said it was fixed I told my dealer that there was a bulletin out about this and I asked them why there was no recall to replace the ignition switch After this second incident they called the GM service hotline to find out what the fix was GM wanted to put a magnetic device in to keep the key from moving in the ignition any they placed a piece of plastic in my actual key I called GM and placed a formal complaint because this is a serious safety concern people are going to be hurt or killed if they get involved in a rear end collision or have no way of pulling off the roadway I spoke to my service manager and my dealership replaced my ignition switch There has never been a recall on this I do not trust that it will not happen again I am afraid to drive this car This is not the only problem I have had with this car the fan blower the shift on the floor the sunroof switch keeps falling out of the roof the window motors have burned out my interior paint and door handles were peeling after the first year I don't blame my service department because they have fixed the car the way GM told them to I feel very unsafe in this car why should I have to wait until the ignition shuts off a THIRD time this could be my last if What is GM doing about this? Are they going to do a recall? What else has to happen to me before they take this seriously? I am extremely dissatisfied with this car and I do not want it anymore

Incident Date : 8/29/2007

Fire : No

Num. Failures : 2 **Property Damage :** No
Num. Deaths : **Crash :** No
Num. Injured : **Police Report :** No
Referral Source : INTERNET

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Vehicle Information

VIN : **Purchase Date :** 8/1/2005
Manufacturer : GENERAL MOTORS CORP.
Year, Make and Model : 2005/CHEVROLET/COBALT **Original Owner :** Yes
of Cylinders : 4 **Trans. Type :** AUTOMATIC
Engine Size : **VehicleDetails Usage :**
Cruise Control : Yes **Antilock Brakes :** Yes
Current Mileage : 29000 **Speed :** 0
Failure Mileage : **Powertrain :** FRONT WHEEL DRIVE
Body Style : 4-DOOR **Fuel System :**
Fuel Type : GAS **Vehicle Type :** PASSENGER CAR

Vehicle Component Information

Component 1 : ELECTRICAL SYSTEM:IGNITION:SWITCH **OEM:** No
Component 2 : OTHER **OEM:** No

Vehicle Dealer Information

☒ **Dealer :** 1
Name : Kenny Ross Chevrolet **Dealer Type :** SALES DEALER
Address :
North Huntingdon
PA
Dealer Phone: **Dealer Fax:**
Email:

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