



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

SEP 23 2009

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

19-AUG-2009

Repository ☐

Reference No.
10280953

OWNER INFORMATION (Type or Print)

Name

Address

City

CAPE CORAL

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1G1AK52F157

Make

CHEVROLET

Model

COBALT

Model Year

2005

Date Purchased

2-08

Dealer's Name and Telephone Number

Engine:

No: Cylinders

4

Fuel Type:

R

Original Owner

☐

Dealer's City

State

FL

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Steering

Incident Date(s)

17-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

22000

Failure Speed

10

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: DOTM9ABC036)

☐ 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).

TL*THE CONTACT OWNS 2005 CHEVROLET COBALT. WHEN THE STEERING LIGHT ILLUMINATED, THE STEERING WHEEL CHANGED TO MANUAL WHICH MADE IT VERY DIFFICULT TO MAKE LEFT AND RIGHT TURNS. THE FAILURE HAS NOT BEEN DIAGNOSED BY A DEALER. THE CURRENT AND THE FAILURE MILEAGES WERE 22,000.

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.

This is a HUGE SAFETY HAZARD. Causes much Anxiety

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

This incident of NO Power Steering was very frightening - especially in traffic with many cars behind you and you can't turn! It was very difficult financially paying for such an expensive repair. I would appreciate it if in any way I would be able to get some reimbursement. The fear is always there and if I knew about this steering mechanism - I would have never purchased a COBALT - Please help.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

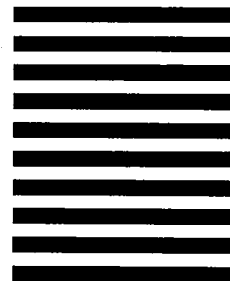
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Roger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 239-574-DEAN • CAPE CORAL, FLORIDA 33991-2084

STATE OF FLORIDA REGISTRATION: MV-05471



CAPE CORAL, FLORIDA
(239) 574-3326



CAPE CORAL, FLORIDA
(239) 574-3326

CELL: [REDACTED]

CUSTOMER NO. 148145	ADVISOR NICK	7399	TAG NO. d089	INVOICE DATE 08/19/09	INVOICE NO. CVCS200146
[REDACTED]	97.00	LICENSE NO.	MILEAGE 22,624	COLOR BLUE/	STOCK NO.
CAPE CORAL, FL	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR SDN LS			DELIVERY DATE 08/27/05	DELIVERY MILES
VEHICLE I.D. NO. 1G1AK52F157			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.			P.O. NO.	08/19/09	
BUSINESS PHONE		COMMENTS			

MO: 22628

JOB# 1 CHARGES

LABOR-----
1 06CVZ *STEERING/SUSPENSION TECH(S):8089 291.00
CUSTOMER STATES: POWER STEERING IS INOP INT. ADVISE.
INSPECTED FOR FAILURES: FOUND POWER STEERING MOTOR
FAILURE.
REPLACED MOTOR ASSEMBLY.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	PRICE-----
	1	20763801	MOTOR KIT 6.605	175.00	175.00	175.00
TOTAL - PARTS						175.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	PRICE-----
	BPD	SERVICE PARTS DISCOUNT		-17.50
	BPL	SERVICE LABOR DISCOUNT		-29.10
TOTAL - MISC				-46.60

JOB# 1 TOTALS

LABOR	291.00
PARTS	175.00
MISC	-46.60

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 419.40

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	PRICE-----
JOB # A	SS	SHOP SUPPLIES		20.37
TOTAL - MISC				20.37

TECHNICIAN CERTIFICATION-----	8089	MARCUS	5662
-------------------------------	------	--------	------

TOTALS

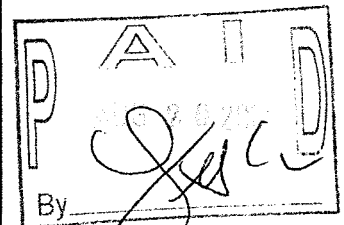
[] CASH [] CHECK [] CREDIT CARD [] CHARGE

* THANK YOU *

TOTAL LABOR....	291.00
TOTAL PARTS....	175.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	20.37
TOTAL MISC DISC	-46.60
TOTAL TAX.....	28.13

TOTAL INVOICE \$ 467.90

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products.
WE MUST HAVE PRIOR NOTIFICATION AND MUST AUTHORIZE ANY REPAIR WORK DONE AT ANY LOCATION OTHER THAN ROGER DEAN CHEVROLET ON ANY ITEM COVERED UNDER OUR 90 DAY 4,000 MILE WARRANTY.



THANK YOU FOR CHOOSING THE "DEAN TEAM". WE HOPE YOU HAD A PLEASURABLE EXPERIENCE. IN THE NEXT FEW WEEKS, GENERAL MOTORS MAY BE SENDING YOU A CUSTOMER SATISFACTION SURVEY. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" PLEASE CONTACT THE "DEAN TEAM" AT 574-6301.

CUSTOMER SIGNATURE