

 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 03-FEB-2010		Repository ☐ Reference No. 10304131	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
RICHMOND		VA		E-mail Address	
Zip Code					
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		Make		Model	
1G1AL52F557		CHEVROLET		COBALT	
Model Year		2005			
Date Purchased		Dealer's Name and Telephone Number		Engine:	
7/2005		HERITAGE CHEVROLET INC. 804-745-6461		No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
☒		CHESTER		GAS	
Transmission Type		Antilock Brakes		Multiple Failure:	
Automatic		☒		YES	
Powertrain		Cruise Control		Incident Date(s)	
		☒		03-FEB-2010, 04-FEB-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	
				55000	
				Failure Speed	
				0	
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		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 A 2005 CHEVROLET COBALT. THE CONTACT STATED THE POWER STEERING FAILED WHEN SHE STOPPED AT A STOP LIGHT. THE WARNING LIGHT CAME ON AND THEN THE STEERING FAILED. THE VEHICLE WAS UNCONTROLLABLE WHILE DRIVING. THE CONTACT STATED SHE COULD ONLY DRIVE STRAIGHT AND WAS UNABLE TO TURN LEFT OR RIGHT. THE DEALER HAD NOT BEEN CONTACTED. THE FAILURE MILEAGE WAS 55,000. THE VIN NUMBER WAS UNAVAILABLE.					
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.					



Pontiac-GMC

9811 Midlothian Trpk. - Richmond, VA 23235
Phone: (804) 320-9054 - Fax: (804) 237-8099

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. - Saturday

R/O Open Date	R/O Number
2/05/10	16641804/1
R/O Close Date	Status
2/08/10	Pre-Invoice
Mileage In	Mileage Out
55860	55860
Service Advisor / Tag #	
HEATHER BRODSKY/45	
Vehicle Identification Number	

RICHMOND, VA

Work Phone

Home Phone

Delivery Date

In-Service Date

Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	COBALT	4DR SDN		

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - Customer Reports:
STEERING IS REALLY DIFFICULT TO TURN AND LIGHT
CAME ON SAYING "POWER STEERING". HAPPENED TWICE
IN 2 DAYS
Caused by
POWER STEERING MOTOR DEFECTIVE/GAVE OUT
Corrected by E8434: (OJ) (6C) POWER STEERING ASSIST MOTOR
REPLACEMENT
Work performed by FINLEY, MARY L. (326)
Corrected by ADD: ADD OTHER HOURS
Work performed by FINLEY, MARY L. (326)
Installed 20763801 :MOTOR KIT (06605-PC)
REPLACED ELECTRIC POWER STEERING MOTOR-
GM TO SPLIT COST OF REPAIR WITH CUSTOMER
AS PER CASE # 71-800-515-081 (JAMES LINDSEY IS
REP.) ADD TIME OK'D BY GM/CASE #

Qty:

Warranty
Warranty
Warranty

* PLEASE RATE OUR SERVICE DEPT AT REPAIRPAL.COM *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

A Service Charge of 1.5% per month (A.P.R. - 18%) will be made on all accounts 30 days past due.

LABOR	.00
PARTS	.00
DEDUCTIBLE	199.41
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	199.41

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X