

9

7 pages incl cover

4/12/2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

TO: NHTSA / Office of Defects Investigation

FROM: [REDACTED], Cell # [REDACTED]

Fax to 202-366-1767

Re: Kristin, Berry @ CTR@dot.gov

Attached
Questionnaire, Report & Repair Invoice
of failure!

2010 APR 29 AM 8:41

NM
051010
GR

From: Kristin.Berry.CTR@dot.gov

To: [REDACTED]

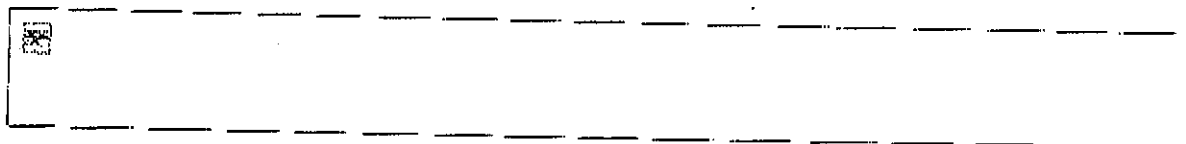
Subject: FW: NHTSA: Follow up to ODI Complaint: 10315621

Date: Mon, Mar 22, 2010 3:04 pm

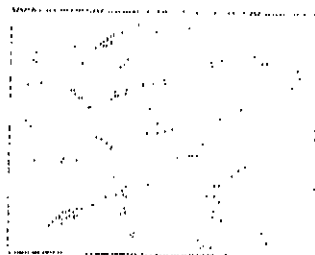
Attachments: image001.gif (2K), image002.gif (12K), EVOQ_EMAIL_RESPONSE.doc (52K), 10315621.pdf (51K)

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation



2 Attached Images





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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ





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

Form Approved: O.M.B. No. 2127-0008

FOR AGENCY USE ONLY 100148

Date Received

02-MAR-2010

Repository ☐

Reference No.
10315621

OWNER INFORMATION (Type or Print)

Name

Address

City

DALLAS

State

PA

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

1G1AL52FX57

Make

CHEVROLET

Model

COBALT

Model Year

2005

Date Purchased

Aug 2008

Dealer's Name and Telephone Number

Serviced @ Valley Chevrolet - W-B, PA

Bought @ Dreir Auto Dallas PA

Original Owner

☐

Dealer's City

State

Zip Code

Engine:

No: Cylinders

Fuel Type:

Transmission Type

☒

Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

10-FEB-2010

14-FEB-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

48418

Failure Speed

45

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:

Seat Type:

Date Manufactured:

Model No./Name:

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 A 2005 CHEVROLET MALIBU. WHILE DRIVING APPROXIMATELY 45 MPH THE POWER STEERING LIGHT ILLUMINATED AND WITHIN SECONDS THE POWER STEERING FAILED. THE STEERING WHEEL DID NOT SHAKE OR MAKE A NOISE. SHE TURNED THE VEHICLE OFF SO THAT THE STEERING WHEEL WOULD RESET AND WITHIN FIVE MINUTES THE STEERING WHEEL FAILED. THE STEERING FAILED A TOTAL OF THREE TIMES. SHE CONTACTED THE DEALER. THE DEALER STATED THAT IF THE MOTOR WAS ELECTRICAL AND THERE WAS A PROBLEM THEY WOULD NEED TO REPLACE THE MOTOR. THE DEALER REPLACED THE POWER STEERING MOTOR AT THE OWNERS EXPENSE FOR \$391. THE FAILURE MILEAGE WAS 48,418. THE CURRENT MILEAGE WAS 48,847.

See attached explanation

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.

Revised:

Contact owns a 2005 Chevrolet Cobalt, purchased from Dreir Auto Sales in Aug 2008. On Feb 14, 2010, I was driving back from Scranton to Dallas with my 17-yr old son [redacted] in the passenger seat. At approximately 45 MPH, the power steering failed. A power steering light also illuminated (not sure which came 1st). The steering wheel did not shake, it just became difficult to drive. We pulled over to the side of road, read the manual which said to turn off car and restart engine. We did. The car reset and the power steering returned. We drove for a few minutes and the same thing happened. We lost power steering. After failing a total of 3 or 4 times, we made it home.

The next day (Monday), I called our service dept at Valley Chevrolet in Wilkes-Barre PA [redacted]. I spoke with Jerry. He told me that it could be the power steering motor which is electrical and if it needed replacement, would run about \$400. I then scheduled the Cobalt to be reviewed for necessary service that week at Valley Chevrolet. I took off from work, especially since my kids also drive the Cobalt at times and I was concerned as to how a 17-yr old and a 19-yr-old would react if power steering failed on them while driving. Valley Chevrolet ran testing and told me it did have error messages and is a safety concern...that they would need to replace the entire electrical power steering motor at a cost of approx \$391. (see copy of invoice attached). This was at my expense. They also told me that the power steering column was also making noise and needed replacement but I did not have the money to do this at the same time. They said this was not as much a safety issue as the power steering issue. The failure mileage was at 48,418. Current mileage as of the report to NHTSA was 48,847.

After calling NHTSA, I also called Chevrolet who informed me there was a problem with the power steering on various models of the Cobalt and my fellow colleagues also informed me that the daily TV news had information on a potential Cobalt recall of the power steering problem.

If there is such a recall, I would hope I would be reimbursed for this power steering motor as well as what would be needed to fix the power steering column.

INVOICE

DUPLICATE 1

Invoice #: 174133

Tag #:



Valley Chevrolet

www.valleychevrolet.com

A Ken Wallace Dealership

P.O. Box 8A • 221 Conyngham Avenue

Wilkes-Barre, PA 18703-008A

(670) 821-2778 (Service) • (670) 821-2781 (Parts)

(670) 821-4592 (Fax)

Customer #: 147454

Email: email|baggerfahrer47@aol.com|home Service Advisor: 204 SUSAN HAASE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	05	CHEVROLET COBALT	1G1AL52EX57		48418	48418
DEL DATE	PRCD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT
01 JAN 10		01 JAN 2008	18.00 16 FEB 10		72.00	COUPS
INV DATE	R.O. OPENED	READY				
16 FEB 10	16:59 15 FEB 10	15:10 16 FEB 10				

OPTIONS: DLR15095-ENG:2.2 Liter MPI DOHC

WE SELL TIRES

GOODYEAR BFGoodrich

MICHELIN Continental TIRE

BRIDGESTONE Firestone

UNIROYAL

ASK YOUR SERVICE ADVISOR
FOR DETAILS

FREE

State Inspection Sticker
at Valley Chevrolet

Emission Testing Extra.

LINE OPCODE TECH TYPE HOURS

NOTE : SAW SOME LEAK FROM
RIGHT FT STRUT 234.51 +
ALIGNMENT 59.95 STEERING COLUMN
476.32 PART, 1 44.00 LABOR

WILKES BARRE, PA 18703

PERMITAL TO : 81201017
MERCHANDISE #: 178178060999

MC

SALE

DATCH: 000564

DATE: Feb 16, 10

SEQ: 0016

INV: 491035

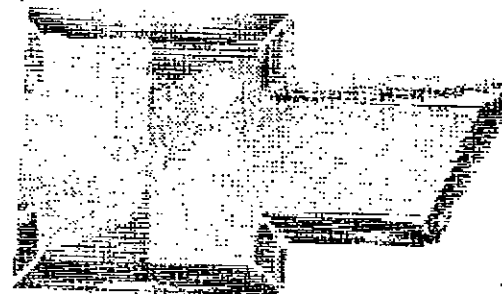
TIME: 16:04

AUTH: 085282

TOTAL

\$375.36

DEAR CUSTOMER,
YOUR COMPLETE SATISFACTION IS OUR #1 GOAL.
IF YOU CAN'T IN GOOD FAITH SCORE COMPLETELY
SATISFIED IN OUR GM SURVEY***PLEASE CONTACT
US.*** WE WILL DO EVERYTHING IN OUR POWER
FOR OUR CUSTOMERS COMPLETE SATISFACTION
THANK YOU



CUSTOMER COPY

PAID
FEB 16 2010
CC

Service Department Hours

Monday & Wednesday

8:00 am to 7:00

Tuesday, Thursday, Friday

8:00 am to 4:30 pm

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

LABOR AMOUNT	216.00
PARTS AMOUNT	175.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	391.00
LESS INSURANCE	39.10
SALES TAX	23.46
PLEASE PAY THIS AMOUNT	375.36

APPOINTMENTS: 570-821-2778 or www.valleychevrolet.com