

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

April 6, 2010

APR 16 2010

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

EXECUTIVE SECRETARIAT

2010 APR 15 P 3:36

RECEIVED - NHTSA

Att: Administrator

My name is [REDACTED] and I own 2005 Chevrolet Cobalt VIN #1G1AL52P657 [REDACTED]. I am on receipt of a SAFETY RECALL NOTICE that relates to vehicles equipped with electric power steering. On your notice you state that you are sorry for the inconvenience. I DID have that inconvenience already. I DID have to experience what is for your vehicle to stop suddenly, in the middle of the street. It was not good at all especially when your vehicle is a box full of surprises and problems that not even the manager of the dealer is able to explain.

First of all, when I took my new car for the first service, I have to see my new car seating covers dirty and stained and piece inside doors rusted, it seems liked the product they used to clean the car was not good for it, or that the car was not good itself. The Manager of the dealer-Marroone Chevrolet- offered to change the inside part of the door. Since I was waiting that day more than 6 hours to get service that it was scheduled, I did not want to come back for the piece. That was my first experience with my Cobalt.

Then, the whole car paint started to rust and faded. I panicked and I went to the dealer. As per this Manager's dealer this was the first time he sees that happening to a new car. The Manager then offered to pain some parts of the car, even though he said the warranty was off. Warranty? I did not know about warranties. Have I have one? I was having problems with the exterior of the car since the beginning. The interior looks like a 10-year old car.

Last month, my car was lighting up a sign indicating the POWER STEERING was a problem. I did not know what was it until the car started stopping every time the light comes up. I was in real danger. I am not a young person and I was very scared. I took the car to the dealer and they kept the car. I struggled to get to work. Then they gave me the news: REPAIRING WILL BE COVER BY THE WARRANTY, BUT I MUST DO SOME ALIGMENTS AS RECOMMENDED, and BECAUSE OF THE REPAIRS THEY DID, I have to spend \$168.00 that I did not have. I am requesting this money to be reimbursed to me. How come your office is sending out a SAFETY RECALL NOTICE when there is a problem happening long time ago. Even my children told me, when it happen to me, that those cars have that problem. I COULD HAVE AN ACCIDENT because of your negligence informing the public.

On February 12, after working all day, I waited for someone to take me to the dealership; and when I finally find the money to get my car back. I almost had a heard attack when the Dealer's Manager informs to me about another little detail happening to my wonderful CHEVROLET COBOLT: **THE FRONT LIGHTS ARE FULL OF WATER.** They must be replaced. No warranty. The dealer manager CANNOT explain to me why this is happening to a new car. My car is 5-year old and just reaches the 20000 miles. How would some of you explain that to me? I need to know if these lights could be replaced by Chevrolet or if I would have to see my car falling apart without having the means to fix it.

Please reply to me at your earliest convenience.

[REDACTED]
Miami, FL

Cc: Marroone Chevrolet
4181 SW 8 St
Miami, FL 33134

NM

041610

TGW



Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

SAFETY RECALL NOTICE



10023 1G1AL52F657 13 0014934

MIAMI, FL



Dear

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2005 model year Chevrolet Cobalt vehicles equipped with electric power steering. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your 2005 model year Chevrolet Cobalt, VIN 1G1AL52F657 is involved in safety recall 10023.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle may have a condition in which a sudden loss of power steering assist could occur at any time while driving the vehicle. If the power steering assist is lost, a chime will sound and a "Power Steering" message will be displayed in the Driver Information Center to inform you of the condition. Steering control will be maintained, as the vehicle defaults to a manual steering mode. If power steering assist is lost, it may require greater driver effort at low vehicle speeds, for example, below 15 mph. Unless the driver compensates for this additional effort, it may increase the risk of a crash.

Typically, the next time the vehicle is started, the power steering assist will return and the "Power Steering" message will no longer be displayed.

What will we do?

Your GM dealer will replace the electric power steering motor. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 40 minutes.

GM

Customer Reimbursement Claim Form**This section to be completed by Claimant**

Date Claim Submitted: 4/5/10
17-Character Vehicle Identification Number (VIN): 1G1AL52F657
Current Mileage of Vehicle: 20229
Mileage at Time of Repair: 19091 Date of Repair: 2/5/10
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: Miami State: FL Zip Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
Amount of Reimbursement Requested: \$ 168.00

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.**Original or clear copy of all receipts, invoices and/or repair orders that show:**

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

**Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170**

Reimbursement questions should be directed to the following number:
1-800-204-0261



STOMER #: 2799369

592061

Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE
4181 SW 8 ST. - MIAMI, FL 33134-2699
DADE 305-443-9000
WATS 1-888-674-9515 - FAX 305-443-1799

INVOICE

PAGE 1

MIAMI: [REDACTED]
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 10896 Roberto Porto

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET COBALT	1G1AL52F657		19091/19091	T391
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
04JUN05 DD			10:54 12FEB10	085552	SCK	05FEB10
R.O. OPENED	READY	OPTIONS: STK: 57 ENG: 2.2 LITER MFI DOHC				
1) *****BAD SSS SCORE 10/07*****						
18:57 03FEB10	18:12 05FEB10					
LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL	

A POWER STEERING LIGHT COMING ON CUST STATES

CAUSE: REPL P/S MOTOR

E8434 POWER STEERING ASSIST MOTOR REPLACEMENT

7775 FRAGA, JOSE LIC#: 7775

WGMP

1 20763801 MOTOR KIT

CC: 0109

FC: 6579

PART#: 20763801

COUNT: 1

CLAIM TYPE: ZSCT

AUTH CODE:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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19091 SCAN POWER STEERING SYSTEM FOUND DTC C0475 SYMPTOM 00
FOLLOWED SERVICE PROCEDURE LED TO INTERNAL FAILURE OF MOTOR NEC TO
REPLACE POWER STEERING MOTOR CLEAR DTC AND ROAD TEST POWER STEERING
OPERATING AS DESIGNED.

B STEERING WHEEL GETS HARD TO TURN LEFT/RT CUST STATES
SOL SEE REPAIR(S) ON OTHER LINE(S)

7775 FRAGA, JOSE LIC#: 7775

CCC

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

19091 SEE LINE A

C CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS
VISIT

MULTI-A CUSTOMER REQUESTED TO HAVE MULTI POINT
INSPECTION PERFORMED THIS VISIT

7775 FRAGA, JOSE LIC#: 7775

CCC

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS
REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added
a charge equal to 12% of the cost of parts & labor up to a maximum of
\$59.75. "This charge represents costs and profits to the motor repair facility
for miscellaneous shop supplies or waste disposal." (s.559.905 (I) (h))

The State of Florida requires a \$1.00 fee to be collected for each new tire
sold in the state (s.403.718), and a \$1.50 fee to be collected for each new
or remanufactured battery sold in the state, (s.403.7185).

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

INTERNAL OTHER

STATE OF FLORIDA
REGISTRATION NUMBER
#MV - 36741

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

0.00

0.00

TOTALS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

STOMER #: 2799369

592061

Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE

4181 SW 8 ST. MIAMI, FL 33134-2699

DADE 305-443-9000

WATS 1-888-674-9515 FAX 305-443-1799

INVOICE

PAGE 2

MIAMI FL
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 10896 Roberto Porto

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET COBALT	1G1AL52F657	[REDACTED]	19091/19091	T391

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE
04JUN05 DE			10:54 12FEB10	085552	SCK	05FEB10

R.O. OPENED	READY	OPTIONS:	STK: 57	ENG: 2.2 LITER MFI DOHC
18:57 03FEB10	18:12 05FEB10	1) *****BAD SSS SCORE 10/07*****		

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
PARTS:		0.00	LABOR:		0.00	OTHER:		0.00
TOTAL LINE C:								0.00

19091 COMPLETED

D** COMPUTER BALANCE 4 WHEELS \$49.99

8 COMPUTER BALANCE 4 WHEELS \$49.99

7775 FRAGA, JOSE LIC#: 7775

CMC

49.99 49.99

PARTS: 0.00 LABOR: 49.99 OTHER: 0.00 TOTAL LINE D: 49.99

19091 COMPLETED

E** F8*FOUR WHEEL ALIGNMENT \$89.95

F8 F8*FOUR WHEEL ALIGNMENT \$89.95

7775 FRAGA, JOSE LIC#: 7775

CMC

89.95 89.95

PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE E: 89.95

19091 COMPLETED

CUSTOMER PAY SHOP SUPPLIES AND OR DISPOSAL FEES AS ADVISED FOR REPAIR 0 16.79

Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer

"Completely Satisfied", Please contact

Juan Aleman at (305) 443-9000.

Please complete your survey and return it!!!

Thank you for your business.

STATE SALES TAX 6%

9.41

DADE COUNTY TAX.5%

1.57

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 12% of the cost of parts & labor up to a maximum of \$59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD	DESCRIPTION	TOTALS
CASH	LABOR AMOUNT	139.94
CHECK	PARTS AMOUNT	0.00
DISCOVER	GAS, OIL, LUBE	0.00
INTERNAL	SUBLET AMOUNT	0.00
	MISC. CHARGES	16.79
	TOTAL CHARGES	156.73
	LESS INSURANCE	0.00
	SALES TAX	10.98
	PLEASE PAY THIS AMOUNT	167.71

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

**TRANSACTION RECEIPT**

DATE:2/5/2010

Time:6:25 PM

Merchant:

Maroone Chevrolet of Miami
of Miami

Merchant ID:

19931-902

Ref Number:

592061

Account #:

Check Number:

[REDACTED]

Check Amount:

167.71

AUTH NUM [REDACTED]

I authorize the merchant to convert my check to an electronic funds transfer or paper draft. In the event that my draft or paper draft is unpaid, I agree that a fee of \$25.00 or as allowed by law may be charged to my account via draft or EFT.

I understand that the merchant with which I am transacting may be requested to provide information to NCT or its agents or contractors concerning my transaction with merchant. NCT may request, and merchant may provide, all such information to NCT for collection purposes, to obtain payment from me, or to contact me regarding my check or electronic payment. I hereby expressly authorize and consent to merchant disclosing to NCT all personal, non-public information which merchant has in its possession concerning me, including but not limited to my bank account, my check or electronic payment, my purchase agreement, contract, buyer's orders, credit application, finance contract and application for financing, and/or current address, social security number and telephone number in the event NCT requests such information from merchant, and I release merchant and its employees and other representatives from any and all liability or damages associated with such a disclosure(s) to NCT.

Phone Number:

[REDACTED]

Printed Name:

X

(signature)

Check Conversion By
National Check Trust

1-800-858-5256

CUSTOMER COPY

[REDACTED]
Miami, FL [REDACTED]

MIAMI FL 331
06 APR 2010 PM 6 1



National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
Attn: Administrator
|||||