 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>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</p>		FOR AGENCY USE ONLY 100148	
	Date Received 03-AUG-2010		Repository <input type="checkbox"/> Reference No. 10347049	

OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address		
Name		Address		Evening Telephone Number				
City	State	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 1G1ZT54884F				Make CHEVROLET	Model MALIBU	Model Year 2004	
Date Purchased 3/2008	Dealer's Name and Telephone Number H+H Chevrolet (402) 339-2222			Engine: No: Cylinders V6	Fuel Type: Unleaded		
Original Owner <input type="checkbox"/>	Dealer's City Omaha		State NE	Zip Code 68127			
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 01-AUG-2010		
	<input checked="" type="checkbox"/> Cruise Control						

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage 100000	Failure Speed 15

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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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 2004 CHEVROLET MALIBU LSD6. THE CONTACT WAS DRIVING APPROXIMATELY BETWEEN 15-20 MPH, ATTEMPTING TO MAKE A LEFT TURN AND THE ELECTRIC POWER STEERING CLICKED INTO THE OFF POSITION UNEXPECTEDLY. THE STEERING WHEEL BECAME EXTREMELY DIFFICULT TO TURN AND CAUSED THE VEHICLE TO BUMP UP AGAINST THE CURBSIDE. THE POWER STEERING THEN CLICKED BACK INTO THE ON POSITION. THE FAILURE OCCURRED REPEATEDLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING, HOWEVER A TROUBLE CODE WAS NOT DETECTED. THE CONTACT PLANNED TO TAKE THE VEHICLE TO ANOTHER AUTHORIZED DEALER FOR A SECOND OPINION. THE FAILURE MILEAGE WAS 100,000. UPDATED 11/03/10. *LJ

The car was taken to a second authorized dealer (six billion chevrolet) and they were unable to diagnose the issue. The still occurs intermittently. There is an audible clicking sound that comes from the steering column when failure is occurring. The dealership could not diagnose, but suggest to just throwing parts at it until it was fixed.

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 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.

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

The power steering goes in + out without warning. ~~It was~~
We were in the process of turning when it first occurred causing
the car to strike the curb because the wheel jerked to the right
during a left hand turn. It was taken to Huber Chevrolet where
they could not diagnose the issue. They suggested replacing the power
steering motor + a few other parts. They estimated the
work costing over a thousand + couldn't guarantee that would
remedy the problem. The second dealership (Sid Dillions)
could not replicate the issue + did not perform any repairs.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The problem still occurs every once and a while without warning, but is not
consistent. We were told this was a common occurrence by both repair shops.
Similar to what they saw in Cobalts.

U.S. Department
of Transportation

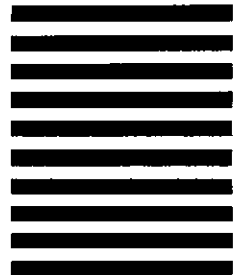
**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



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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

MARCH 2010 - General Motors is recalling certain model year 2005-2010 Chevrolet Cobalt and model year 2007-2010 Pontiac G5 vehicles equipped with electric power steering. The driver may experience a sudden loss of power steering assist that could occur at any time while driving. If power steering assist is lost, it would require greater driver effort at low vehicle speeds, increasing the risk of a crash. Dealers will replace the electric power steering motor free of charge. The safety recall began on March 29, 2010. **10V-073**

NEWS: GM to recall 1.3M compacts for steering problem

GOOGLE NEWS -- March 1, 2010 -- General Motors Co. said Monday it will recall 1.3 million Chevrolet and Pontiac compact cars sold in the U.S., Canada and Mexico to fix power steering motors that can fail

The recall affects 2005 to 2010 Chevrolet Cobalts, 2007 to 2010 Pontiac G5s, 2005 and 2006 Pontiac Pursuits sold in Canada and 2005 and 2006 Pontiac G4s sold in Mexico

The automaker said the vehicles are still safe to drive and never lose their steering, but it may be harder to steer them when traveling under 15 mph.

GM spokesman Alan Adler said it will take time for the automaker to get 1.3 million new power steering motors from the supplier, JTEKT Corp., and GM will notify car owners when the parts are available

Adler said the failures are rare and the cars can still be driven until motors can be replaced by dealers. Drivers will see a warning light and hear a chime if the power steering fails, but they could be surprised when the steering becomes more difficult.

GM told the National Highway Traffic Safety Administration about the recall on Monday. NHTSA began an investigation into 905,000 of the models on Jan. 27 after getting 1,100 complaints that the cars lost their power steering assist. The complaints included 14 crashes and one injury.

The automaker will fix older models first because it usually takes 20,000 to 30,000 miles of driving for the condition to develop, Adler said. GM also will have to repair thousands of vehicles on dealer lots before they can be sold, he said.

"Recalling these vehicles is the right thing to do for our customers' peace of mind," J.....GM's vice president of quality, said in a statement.

Adler said if the power steering assist fails, it usually comes back for a time after the car is shut off and restarted

MORE RECALL INFO: Chevy Cobalt Pontiac G5

NEWS: US probes Chevy Cobalt steering complaints

YAHOO NEWS -- February 2, 2010 -- Federal regulators have opened an investigation into complaints that power steering systems in the Chevrolet Cobalt can fail, making it more difficult to control the car.

The National Highway Traffic Safety Administration says there are 1,132 complaints about the Cobalt's electric power steering, including reports of eleven accidents and one injury.

The preliminary review covers about 905,000 Cobalts in the model years from 2005 to 2009.

A majority of the complaints have come in the past six months. Some drivers said they couldn't stay in their traffic lane when steering became difficult. The Cobalt is made by General Motors.

The company said in a statement that the NHTSA review is the first step in an investigation, and that it will answer questions from the safety agency. After that step, the case will either move to an engineering analysis or it will be closed, GM said.

MORE RECALL INFO: Chevrolet Cobalt

Vehicle Care Commitment

It's about "Peace of Mind..."

Thank you for choosing HUBER Automotive to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.



We are pleased to present to you a "Know Your Vehicle™" report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at its optimum levels. This complete bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's wellness is vitally important to ensuring your safety on the road.



Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact your service advisor if you have any questions or concerns. We will do all in our power to put your mind at ease and keep you and your family safe on the road.



The **HUBER** Difference

Courtesy Cars and Courteous People = Omaha's Best GM Service

- Courtesy vehicles available for our service customers
- Top rated by General Motors in customer satisfaction
- Lifetime service guarantee
- Free Tire Rotation with service
- Nebraska' largest parts inventory - we have what you need
- GM Tire Center with price match guarantee
- Customer lounge with complimentary coffee, snacks and Wi-Fi
- Free World Class Visual Inspections with any service
- Full service Paint & Collision Center: Accepts most insurance, Free Estimates
- WE SERVICE ALL MAKES AND MODELS



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 1. OWNER REPORTS ELECTRIC POWER STEERING AT TIMES MAKING WEIRD CLICKING NOISE FROM STEERING COLUMN WHEN CAR IS IDLING AND STEERING WHEEL AT TIMES JERKS TO ONE SIDE BY ITSELF WHILE DRIVING AND POWER ASSIST AT TIMES INOP./ ADVISE.
 - DIAGNOSE
 - REPLACE PS MOTOR
- ✓ 2. REQUESTING A FULL WORLD CLASS VISUAL INSPECTION TO BE PERFORMED



Package Results

GM Goodwrench Multi-Point Vehicle Inspection Cars.

Failed Task	Observation	Recommendation
Front brake linings	02mm	Replace front brake linings and rotors
Rear brake lining	02mm	Replace rear brake linings and resurface rotors

Passed Task	Observation	Recommendation
Front tire tread depth	09/32"	Have your tires inspected again in 6 months
Rear tire tread depth	09/32"	Have your tires inspected again in 6 months
Tire PSI set to	Found tire pressure to be within factory recommended PSI	

Passed Tasks

- ✓ Windshield condition
- ✓ Rear tire tread depth
- ✓ Battery condition/ Cold Crank Amps
- ✓ Hazard lights
- ✓ Check exterior condition
- ✓ Transmission (if equipped w/ dipstick)
- ✓ Brake fluid reservoir
- ✓ Hoses: engine, power steering and HVAC
- ✓ Front wiper blades
- ✓ Tire PSI set to
- ✓ Turn signals
- ✓ Brake lamps
- ✓ Battery cables and connections
- ✓ Engine oil
- ✓ Brake system (also include lines, hoses and parking brake)
- ✓ Exhaust system components
- ✓ Front tire tread depth
- ✓ Inspect overall tire condition (all tires)
- ✓ Headlights
- ✓ Back-up light
- ✓ Windshield washer
- ✓ Coolant recovery reservoir
- ✓ Steering components and steering linkage
- ✓ Engine air filter

- ✓ CV drive axle boots or driveshafts and u-joints
- ✓ Fuel system (also including gas cap seating)
- ✓ Cabin air filter (if equipped)

- ✓ Belts: engine accessory, serpentine, and/or v-drive

- ✓ Engine, transmission, drive axle, transfer case

- ✓ Shocks and struts - also check operation

- ✓ Engine cooling system



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Cost	Declined	Approved	
1. OWNER REPORTS ELECTRIC POWER STEERING AT TIMES MAKING WEIRD CLICKING NOISE FROM STEERING COLUMN WHEN CAR IS IDLING AND STEERING WHEEL AT TIMES JERKS TO ONE SIDE BY ITSELF WHILE DRIVING AND POWER ASSIST AT TIMES INOP./ ADVISE.	\$0.00		X	
DIAGNOSE	\$106.90		X	
REPLACE PS MOTOR	\$615.35	X		
2. REQUESTING A FULL WORLD CLASS VISUAL INSPECTION TO BE PERFORMED	\$0.00		X	
Package Results	Status	Cost	Declined	Approved
Replace front brake linings and rotors	Fail	\$305.00	X	See AI-25
Replace rear brake linings and resurface rotors	Fail	\$155.00	X	See AI-25
Totals, Taxes and Fees	Cost	Declined	Approved	
Estimate Subtotal	\$1,182.25	\$1,075.35	\$106.90	
Shop Supplies	\$50.00		\$10.37	
Tax 7.00%	\$53.55		\$0.73	
Estimate Total	\$1,285.80		\$118.00	
For "See AI-" items see the "Additional Information" section				



Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are

an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a “do-it-yourself” operation.

Brake pad/shoe replacement

AI-25

Operation Description:

Remove the wheels. For disc brakes, remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace the brake pads. For drum brakes, remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer’s specifications.



*Damaged brake rotor
from metal-to-metal
contact*

Significance:

This repair is all about safety. Your vehicle’s brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing on your brake pads or shoes to contact the rotors or drums and will destroy the rotors or drums, leaving you with an expensive repair bill.



New brake pads

Advantage:

There are no shortcuts when it comes to your vehicle’s brake system. Having a professional automotive technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.



Huber Chevrolet Co., Inc.



11102 WEST DODGE RD. • OMAHA, NEBRASKA 68154 • PHONE (402) 496-0220
www.gmgoodwrenchservice.com • Fax (402) 496-5493

CUSTOMER NO. 102619	ADVISOR ERWIN R BONDER	TAG NO. 303 7566	INVOICE DATE 08/02/10	INVOICE NO. CVCS637759
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 99,999
YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE I.D. NO. 1G1ZT54884F [REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 08/02/10
COMMENTS	MO: 99999			

LABOR & PARTS
J# 1 02CVZ BRAKES/STEERING/SUSP TECH(S):357 **53.45**
 OWNER REPORTS ELECTRIC POWER STEERING AT TIMES MAKING WEIRD
 CLICKING NOISE FROM STEERING COLUMN WHEN CAR IS IDLING AND
 STEERING WHEEL AT TIMES JERKS TO ONE SIDE BY ITSELF WHILE
 DRIVING AND POWER ASSIST AT TIMES INOP./ ADVISE.
 CUSTOMER DECLINED REPAIRS

JOB # 1 TOTAL LABOR & PARTS **53.45**

J# 2 25CVZ-INSPECT FULL INSPECTION TECH(S):357 **0.00**
 REQUESTING A FULL WORLD CLASS VISUAL INSPECTION TO BE
 PERFORMED
 VISUAL INSPECTION PERFORMED AND RECORDED AS REQUESTED

JOB # 2 TOTAL LABOR & PARTS **0.00**

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 104 CHEV SUPPLIES AND HAZARDOUS WASTE **5.33**
 TOTAL - MISC **5.33**

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$115.00 (+TAX)
 COMMENTS-----
 CONTACT JUSTIN NEGLE Y @ RES.TEL.#

TOTALS-----

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO SERVICE YOUR
 VEHICLE. WE REALIZE THAT CONSUMERS HAVE MANY CHOICES WHEN IT
 COMES TO SERVICE OR REPAIR OF THEIR VEHICLES. OUR GOAL AT
 HUBER CHEVROLET-CADILLAC-HUMMER IS TO HAVE 100% COMPLETELY
 SATISFIED CUSTOMERS. IF FOR ANY REASON WE HAVE FAILED TO
 MAKE YOU COMPLETELY SATISFIED ON THIS SERVICE VISIT, PLEASE
 LET YOUR SERVICE ADVISOR KNOW IMMEDIATELY OR ASK TO SPEAK TO
 A MANAGER.

SINCERELY,
 HUBER CHEVROLET-CADILLAC-HUMMER

*** AN ASTERISK NEXT TO A PART DENOTES GM GOODWRENCH PLUS
 LIFETIME WARRANTY ELIGIBILITY. ASK FOR DETAILS! "NPN" IS AN
 INDICATION THAT A NON-GM PART WAS USED IN A REPAIR.

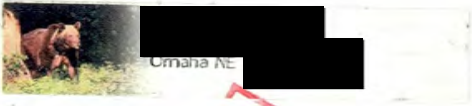
CUSTOMER SIGNATURE _____

TOTAL LABOR.... **53.45**
 TOTAL PARTS.... **0.00**
 TOTAL SUBLET... **0.00**
 TOTAL G.O.G.... **0.00**
 TOTAL MISC CHG. **5.33**
 TOTAL MISC DISC **0.00**
 TOTAL TAX..... **0.37**
TOTAL INVOICE \$ 59.15

"Any warranties on the products sold hereby
 are those made by the manufacturer. The
 seller (above named dealership) 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 said
 products."

PAID
 AUG 02 2010
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Reynolds and Reynolds ERMNTS114E C02627181 Q (12/03)



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National Highway Traffic Safety Administration
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