



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

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

1200 New Jersey Avenue SE.  
Washington, DC 20590

October 13, 2011

[REDACTED]  
[REDACTED]  
Detroit, MI [REDACTED]

NVS-216 et  
Ref. No. 10394950

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2005 Chevrolet Cobalt vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

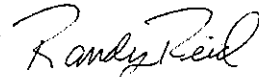
You indicate that while your daughter drove your MY 2005 Chevrolet Cobalt, she hit a pot hole and the steering column failed. You believe this is similar to the electric power steering problem you experienced earlier this year and should have been addressed when NHTSA Safety Recall Campaign No. 10V-073 was performed on your vehicle.

While we cannot guarantee the success of the remedy (NHTSA Safety Recall Campaign No. 10V-073) as installed in your vehicle by your dealer, we do not have any reason to believe that the corrective action submitted by the manufacturer will not work. We recommend that you make an appointment with the dealer that completed the recall to determine if the remedy was applied properly. You may also consider contacting Chevrolet Customer Service at, 1-800-222-1020.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems).



Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, stylized "R" and "D".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement