

4/11/14

APR 17 2014

CL-10584858-4892

General Motors
PO Box 33170
Detroit, MI 48232
Attn: General Manager

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

NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

To whom it may concern:

I am requesting reimbursement of the cost of a power steering motor on my 2005 Chevrolet Cobalt, installed July 30, 2013. This is the course of the events:

In 2010 there was a recall of my vehicle, VIN 1G1AK52F657 [REDACTED] regarding the Power Steering. I took the car locally to dealership Stead Chevrolet in Walnut Creek CA. for this repair. I have enclosed a copy of the recall notice from the internet for this event.

In July 2013, the power steering on my vehicle went out. I was 60 miles from home. If I turned off the car and turned it back on, the steering came back on momentarily. The indicator did light up stating "power steering" and there was an alert sound. I managed to get the car home. The next day, as I was no longer under a warranty on the vehicle. I took the car to my mechanic, Gilmore Auto Service, and they diagnosed the problem as the electronic power steering motor. I have also enclosed a copy of the receipt. This service company has been in business for many years and a totally qualified and respected company in our area and not some mechanic in a garage. After the diagnosis, I contacted the service manager at Stead Chevrolet where I took the car in 2010 for the original recall of the steering motor. Typical for this dealership, they rudely told me they were not required to replace another power steering motor as my car was in there for the recall in 2010. So there was no reason for me to take the car to them, was there!!! Why would I take my car to them for the repair when I already had it diagnosed. I had the steering motor replace by Gilmore Auto Service at the amount of \$633.11.

After this event, I did contact Chevrolet and I believe General Motors about this. All everyone kept saying was I should have taken the car back to the dealership. Why would I do that after I was told they wouldn't replace the part again!!!! This was just an excuse I am sure as to why my request for reimbursement was denied. It seems to me that either in 2010 Stead Chevrolet didn't actually replace the part or they put in a faulty part or it wouldn't have gone out again in just 3 years.

And now I saw on TV that there was another recall for the power steering motor so went to the GM website and found the attached article dated 3/31/14 regarding this recall. Eventhough the 2005 Cobalt isn't noted specifically in this recall, it states that recall covers "service parts

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42314
SMD

installed into certain vehicles before May 31, 2010 under a previous safety recall” That would include my vehicle, if you read the above events. News article also states “customers who previously paid for repairs of these parts would be eligible for reimbursement”. That would also include me I believe.

But once again, I am being told that I don’t qualify for reimbursement because I didn’t go back to the dealership last year 7/13 for the additional replacement of the part. The Customer Care reference number I am speaking of is #71-1292090018. **ONCE AGAIN, WHY WOULD I HAVE GONE BACK TO THE DEALERSHIP WHEN I WAS TOLD THEY WOULDN’T REPLACE THE POWER STEERING MOTOR AS THEY HAD ALREADY DONE IT IN 2010 RECALL.** Whether you are aware or not, the general public and consumers don’t want to go to dealerships if they don’t have to because they are twice as expensive as other service shops and the service is awful typically. Obviously, if there is yet another recall of this part, there were problems with it back in 2010 when it was supposedly replaced by the dealership. That’s why the news article mentions parts installed before May 31, 2010 under a previous safety recall.

I know I am not anyone important to you so this will probably go in the trash or you will give it once again to a customer care clerk who will just reject my request as it’s the easiest thing to do. I will never purchase another GM product and am totally disappointed by all of this. Once again it is just an excuse that is being used stating that I should have gone to the dealership last year instead of getting the repair elsewhere. And the additional current recall tells me that this electronic power steering part was faulty when my car was originally sold to me in 2005 and faulty when Stead Chevrolet replaced it under the recall in 2010. It shouldn’t matter where the part was replaced in 2013 but I should be reimbursed for this cost of \$633.11.

[REDACTED]
Pittsburg, CA [REDACTED]

GILMORE'S AUTO SERVICE INC.
2151 N.BROADWAY, WALNUT CREEK, CA
94596. 925.939.9430
GILMORESAUTO.COM
\$25.00 SURVEY COUPON
http://goo.gl/6JS170

*I N V O I C E

07/30/13 41233 Pg. 1

C O P Y

Sold To:

Unit Information

PITTSBURG, CA.

Make.....CHEVY
Model/Year..COBALT 03/05
Unit/Id.....5NFR843 / 1G1AK52F657
Mileage/Hrs 115497 / 0
Phone.....
Promised...

Terms.[CASH] Written by.[PHILLIP] P.O #.[] Date Opened...[07/30/13]

L/C...	Item Number.....	Description.....	Ordered....	List.....	Unitprice....	Amount
LO	19257875	ELECTRONIC MOTOR	1.0000	196.55	157.24	157.24

[... WORK COMPLETED...]

CUSTOMER'S COMPLAINT;
THE POWER STEERING HAS A TIME WHERE IT WAS NOT WORKING, HARD TO
STEER & THE LIGHT CAME ON, ON THE DASH.

CHECK FOR CODES. FOUND CODE C0475, ELECTRONIC POWER STEERING
CIRCUIT PROBLEM. CHECK HARNESS FROM THE P/S MODULE TO THE P/S MOTOR.
THE HARNESS IS OKAY. RECOMMEND THE ELECTRONIC POWER STEERING MOTOR
BE REPLACED & THE CODE CLEARED.
INSTALL ELECTRONIC POWER STEERING MOTOR, CLEAR CODE & TEST DRIVE
TO CHECK OPERATION.

150.00
312.50

Estimate..	150.00	Tax.....	13.37
Additions.	483.00	Discount.....	0.00
Rev. Est..	633.00	Sublet.....	0.00
Rev. Date.	07/29/13	Parts.....	157.24
Rev. Note.	16:12	Labor.....	462.50
		TOTAL.....	633.11

AUTHORIZED BY

I hereby authorize the above named business to preform the repair work listed along with necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs. Thereto it is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, sale, repair, or while raod testing. All repairs are warrantied for 12 months/12,000 miles unless otherwire stated. Warranty repairs must be preformed by us.

This warranty is non-ransferable. Towing is not covered.



2005 CHEVROLET COBALT

Recalls	Investigations	Complaints	Service Bulletins
4	1	1292	109

RECALLS: Displaying 1 - 4 out of 4

— RECALL Subject : Ignition Switch may Turn Off

Report Receipt Date: FEB 10, 2014
 NHTSA Campaign Number: 14V047000
 Component(s): AIR BAGS, ELECTRICAL SYSTEM

All Products Associated with this Recall ▼

Details ▲

15 Associated Documents ▼

Manufacturer: General Motors LLC

SUMMARY:

This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. General Motors LLC (GM) notified the agency on February 10, 2014 that they are recalling 619,122 model year 2005-2007 Chevrolet Cobalt, and 2007 Pontiac G5 vehicles. On February 25, 2014, GM increased the recall to include an additional 748,024 model year 2006-2007 Chevrolet HHR and Pontiac Solstice vehicles and 2003-2007 Saturn Ion vehicles and 2007 Saturn Sky vehicles. In these models, the weight on the key ring and/or road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine. On March 27, 2014, GM notified the agency that the defective ignition switches may have been used as service replacement parts on other vehicles, and as a result GM will be recalling certain model year 2008-2010 Chevrolet Cobalt, Saturn Sky, and Pontiac G5 and Solstice, and 2008-2011 Chevrolet HHR vehicles. The part numbers for the service parts are 10392423 (a/k/a ACDelco D1461F), 10392737, 15857948, 15854953, 15896640, and 25846762. This expansion represents an additional 823,788 vehicles.

CONSEQUENCE:

If the key is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury.

REMEDY:

GM will notify owners, and dealers will replace the ignition switch, free of charge. An interim notification was issued to owners of 2007 and earlier models on March 10, 2014, informing them of the safety defect. Owners of 2008 and later vehicles will be mailed an interim letter on April 21, 2014. All affected owners will receive another letter once parts are available. Owners may contact Chevrolet at 1-800-222-1020, Pontiac at 1-800-762-2737 or Saturn at 1-800-553-6000. GM's number for the initial recall is 13454 and 14063 for the expansion. GM's recall number for the vehicles that may have received the replacement parts is 14092. Note: Until the recall repairs have been performed, it is very important that customers remove all items from their key rings, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring. Always wear your seatbelt.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

— RECALL Subject : ELECTRIC POWER STEERING, 1 INVESTIGATION(S)

Report Receipt Date: MAR 03, 2010
 NHTSA Campaign Number: 10V073000
 Component(s): STEERING

All Products Associated with this Recall ▼

Details ▲

Manufacturer: GENERAL MOTORS CORP.

SUMMARY:

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.

Recall 2010
see next page

27 Associated Documents ▼

CONSEQUENCE:

IF POWER STEERING ASSIST IS LOST, IT WOULD REQUIRE GREATER DRIVER EFFORT AT LOW VEHICLE SPEEDS, INCREASING THE RISK OF A CRASH.

REMEDY:

DEALERS WILL REPLACE THE ELECTRIC POWER STEERING MOTOR FREE OF CHARGE. OWNERS ARE BEING NOTIFIED ON A ROLLING BASIS BETWEEN MARCH 29 THROUGH NOVEMBER 2010. A COPY OF THE MAILING SCHEDULE IS LOCATED IN THE RECALL FILE. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438 AND PONTIAC AT 1-800-620-7668 OR AT THE OWNER CENTER AT [WWW.GMOWNERCENTER.COM](http://www.gmownercenter.com).

NOTES:

GM'S RECALL NO. N100023. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

1 Associated Investigation(s) ▼

— RECALL Subject : FMVSS 201/HEADLINER TRIM

Report Receipt Date: JAN 18, 2007

NHTSA Campaign Number: 07V014000

Component(s): STRUCTURE

All Products Associated with this Recall ▼

Details ▲

14 Associated Documents ▼

Manufacturer: GENERAL MOTORS CORP.

SUMMARY:

CERTAIN PASSENGER VEHICLES NOT EQUIPPED WITH OPTIONAL ROOF-MOUNTED SIDE IMPACT AIR BAGS FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 201, 'OCCUPANT PROTECTION IN INTERIOR IMPACT.'

CONSEQUENCE:

IN A CRASH, HEAD IMPACT PROTECTION MAY BE INADEQUATE.

REMEDY:

DEALERS WILL INSTALL ENERGY ABSORBING PLASTIC TO THE HEADLINER TRIM TO REDUCE THE SEVERITY OF HEAD IMPACTS IN A CRASH. THE RECALL BEGAN ON MARCH 21, 2007. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438.

NOTES:

GM RECALL NO. 06217. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

— RECALL Subject : GM/CHEVROLET/FMVSS 108/HEADLAMP BULB

Report Receipt Date: NOV 22, 2004

NHTSA Campaign Number: 04V560000

Component(s): EXTERIOR LIGHTING

All Products Associated with this Recall ▼

Details ▲

10 Associated Documents ▼

Manufacturer: GENERAL MOTORS CORP.

SUMMARY:

CERTAIN PASSENGER VEHICLES FAIL TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 108, "LAMPS, REFLECTIVE DEVICES, AND ASSOCIATED EQUIPMENT." THE BULB SHIELDS INSIDE OF THE HEADLAMPS CAN LOOSEN DUE TO VIBRATION.

CONSEQUENCE:

THE BULB SHIELD CAN LOOSEN OR BREAK BECAUSE OF VIBRATION. IF THIS OCCURRED ON A HEADLAMP INSTALLED IN A VEHICLE, ONCOMING DRIVERS MAY NOTICE ADDITIONAL GLARE, INCREASING THE RISK OF A CRASH.

REMEDY:

DEALERS WILL INSTALL TWO NEW HEADLAMP ASSEMBLIES. THE RECALL BEGAN ON NOVEMBER 17, 2004. OWNERS SHOULD CONTACT CHEVROLET AT 1-800-630-2438.

NOTES:

GM RECALL NO. 04100. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).



866-636-2273

GM Recalls Older Model Vehicles to Fix Power Steering

2014-03-31

DETROIT – General Motors informed the National Highway Traffic Safety Administration today that it would recall more than 1.3 million vehicles in the U.S. that may experience a sudden loss of electric power steering assist.

If power steering assist is lost, a message displays on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained because the vehicle will revert to manual steering, but greater driver effort would be required at low vehicle speeds, which could increase the risk of a crash.

Models subject to safety recall are the:

- Chevrolet Malibu: All model year 2004 and 2005, and some model year 2006 and model year 2008 and 2009 vehicles
- Chevrolet Malibu Maxx: All model year 2004 and 2005, and some 2006 model year
- Chevrolet HHR (Non-Turbo): Some model year 2009 and 2010 vehicles
- Chevrolet Cobalt: Some model year 2010 vehicles
- Saturn Aura: Some model year 2008 and 2009 vehicles
- Saturn ION: All model year 2004 to 2007 vehicles
- Pontiac G6: All model year 2005, and some model year 2006 and model year 2008 and 2009 vehicles
- Service parts installed into certain vehicles before May 31, 2010 under a previous safety recall

Depending on the vehicle, GM will replace free of charge either the power steering motor, the steering column, the power steering motor control unit or a combination of the steering column and the power steering motor control unit. Customers who previously paid for repairs of these parts would be eligible for reimbursement.

In addition, 309,160 non-turbocharged Chevrolet HHRs from the 2006-2008 model years (and several hundred 2009 models) and 96,324 Saturn IONs from the 2003 model year that are not subject to these recalls will be given lifetime warranties for replacement of the electronic power steering motor.

"With these safety recalls and lifetime warranties, we are going after every car that might have this problem, and we are going to make it right," said Jeff Boyer, vice president, GM Global Vehicle Safety. "We have recalled some of these vehicles before for the same issue and offered extended warranties on others, but we did not do enough."

The 2004-2007 Saturn ION, the 2009-2010 Chevrolet HHR and the 2010 Chevrolet Cobalt are included in previously announced recalls for ignition switches that may not meet GM specification for torque performance. Repairs for the ignition switch and power steering assist may require separate dealership visits depending on parts availability.

GM expects to take a charge of up to approximately \$750 million in the first quarter, primarily for the cost of recall-related repairs announced in the quarter. This amount includes a previously disclosed \$300 million charge for three safety actions announced on March 17 and the ignition switch recall announced Feb. 25.

GM RECALLS OLDER MODELS TO FIX POWER STEERING

Model	# U.S. Vehicles
 2004-06 Chevrolet Malibu/Malibu Maxx, Pontiac G6	612,203
 2004-07 Saturn ION	334,728
 2008-09 Chevrolet Malibu, Pontiac G6, Saturn Aura	162,283
 2009-10 Chevrolet HHR	127,038
 2010 Chevrolet Cobalt	43,194
Previously Recalled Vehicles	61,001
TOTAL U.S. VEHICLES: 1,340,447	

[REDACTED]
Pittsburg, Ca [REDACTED]



NHTSA
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

