

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
NAME [REDACTED]		DATE RECEIVED 20-MAR-2017		Repository ☐	
ADDRESS [REDACTED]		DAYTIME TELEPHONE NUMBER [REDACTED]		REFERENCE NO. 10967174	
CITY GLEN BURNIE		STATE MD		ZIP CODE [REDACTED]	
Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]			
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: 1G1AZ54F257 [REDACTED]		Make CHEVROLET		Model COBALT	
Date Purchased 10 OCT. 2008		Dealer's Name and Telephone Number ANTWERPEN TOYOTA		Engine: No: Cylinders 4	
Original Owner ☐		Dealer's City		Fuel Type: GAS	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Incident Date(s) 01-APR-2015 Thru PRESENT	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 026000 TRACTION CONTROL SYSTEM, 010000 STEERING, 110000 ELECTRICAL SYSTEM, 250000 ELECTRONIC STABILITY CONTROL				Failure Mileage 87,203	
Failure Speed PARKING STOP 50 MILE PER HOUR 10 MILE PER HOUR					
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: DOTM9ABC036)		☐ Original Equipment ☐ 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 ☐ 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 COBALT. THE CONTACT STATED THAT THE TRACTION CONTROL AND STEERING WARNING INDICATORS RANDOMLY ILLUMINATED SEVERAL TIMES, AND THEN THE ENGINE STALLED. THE POWER STEERING ALSO RANDOMLY SHORTED OUT EACH TIME THE FAILURE OCCURRED. THE FAILURE INTERMITTENTLY PROGRESSED FOR OVER TWO YEARS. THE DEALER WAS NOTIFIED OF THE FAILURE SEVERAL TIMES, BUT THE CONTACT HAD NOT YET APPROVED WHAT THE DEALER MENTIONED WOULD BE AN EXTENSIVE DIAGNOSIS AND REPAIR. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBERS: 10V073000 (STEERING), 14V047000 (ELECTRICAL SYSTEM), AND 14E021000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE.					
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)

THIS CAR NOW HAS 103586 MILES ON THE ODOMETER YOU CAN START THE ENGINE AND THE TRACTION CONTROL STAYS ^{ON} AND YOU PLACE IT IN GEAR AND THE TRANSMISSION LOCKS THE ENGINE UP AND THE ENGINE STALLS. OR YOU CAN BE TRAVELING AT 20 MPH TO 50 MPH ON THE HIGHWAY AND THE TRACTION CONTROL LIGHTS UP AND IT STALLS THE ENGINE AND A FAST STOP YOU LOSE POWER STEERING AND IT IS HARD TO GET OUT TRAFFIC MY NEPHEW IS A MECHANIC AND HAS THE TEST EQUIP. TO CHECK IT OUT BUT SAYS IT MAY BE ANY OF THE COMPUTERS NOT TALKING TO ONE OR THE OTHER I HAD IT TOWED TO A REPAIR SHOP AND FOUND A RUBBED WIRE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

POSTNET

MD 212

08 MAY '17

PM 9 L

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



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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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

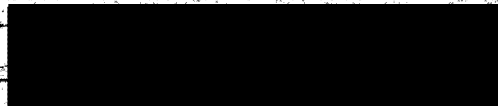
or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

THE CAR HAS BEEN DRIVEN
APP 600 MILES WITH MORE FAILURES
I RETURN THE CAR TO THE
REPAIR SHOP AND THEY HAD THE
CAR FOR 2 DAYS AND DID NOT
FIND ANY CODES AT THIS TIME
THE CAR IS PARKED IN MY YARD
AN HAS NOT MOVED FOR 2 WEEKS
THE ^{ONLY} WAY I CAN DRIVE THE CAR
IS TO REMOVE THE POS & NEG
BATTERY CABLES AND HOLD THEM
TOGETHER TO DRAIN THE COMPUTERS
I MAY BE ABLE TO DRIVE FROM
10 MINS TO THREE DAYS
AS MY WIFE DRIVES THE CAR
MORE THAN I DO THIS IS VERY
DANGEROUS FOR US
I HAVE NEVER ~~ALLOWED~~
A CAR I WAS AFFAIED TO
DRIVE UNTIL NOW





Alpine Auto Service, Inc.

7120 E. Furnace Branch Road

Glen Burnie, MD. 21060

Phone - 410-787-0550

www.AlpineAutoService.com

INVOICE

Date: 03/27/2017

2005 Chevrolet - Cobalt LT

Odometer..... 102,927

License.....

VIN..... 1G1AZ54F257

Engine..... 2.2L, In-Line4, VIN (F)

Glen Burnie, MD

Phone: Home

Description Of Services Written by: 9, Tony

Check engine and traction lamps come on. Drives for about 2-3 mph and stalls and dies.

Scan computer for codes. Found multiple communication codes from the ABS, TCM and Power steering modules. No codes found stored in the PCM. Check powers and grounds. Found wiring harness for the PCM rubbing a A/C tube at the rear of the engine. Wiring harness insulation is damaged due to contact with the A/C tube. Repair damaged wiring. Test drive vehicle. Vehicle was driven for over one hour and the technician was unable to reproduce the customers concern and no codes returned.

Labor: \$192.00

Parts: \$0.00

Sublet: \$0.00

Job Total: \$192.00

PAID
MAR 27 2017

BY:

Cash

I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control, or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on said vehicle to secure the amount of repairs herein.

Customer's Rights

1. Do you want a written estimate if it exceeds \$500? Yes ☐ No ☐
2. Customer agrees that he/she may be charged not more than 10% of the written estimate without consent. Yes ☐ No ☐
3. Customer wants replaced parts returned if not returnable as warranty or cores. Yes ☐ No ☐
4. Customer consent for additional repairs? Yes ☐ No ☐

If received estimate is greater than original estimate, I acknowledge notice of oral approval of increase in the original price.

Signature:

Labor:	\$192.00
Parts:	\$0.00
Sublet:	\$0.00
Shop Sup.:	\$19.73

Subtotal:	\$211.73
Tax:	\$1.18
Total:	\$212.91