



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

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

FOR AGENCY USE ONLY 241

Date Received

2005 JAN 14

21-DEC-2004

Repository ☐

112-23

Reference No.
10105148

OWNER INFORMATION (Type or Print)

Name

Address

City CAMBRIDGE

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/14/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GTEC19T13

Make
GMC

Model
SIERRA

Model Year
2003

Date Purchased
15-MAR-03

Dealer's Name and Telephone Number
PRESTON BUICK PONTIAC GMC (410) 228-0660

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner
☒

Dealer's City
CAMBRIDGE

State
MD

Zip Code
21613

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
012000 STEERING: COLUMN

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-APR-2004

Failure Mileage
11000

Failure Speed
17025

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/B5R15)

DOT No. (Example: DOTM18ABC038)

☐ 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

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).

THE STEERING COLUMN EXPERIENCED A CRACKING NOISE WHILE DRIVING 25-30MPH AND WHILE MAKING TURNS. VEHICLE WAS TAKEN TO THE DEALER, WHO REPACKED THE STEERING COLUMN WITH GREASE. AFTER 23,000 MILES THE PROBLEM RECURRED. VEHICLE WAS TAKEN BACK TO THE DEALER. THE DEALER INFORMED CONSUMER THAT THE STEERING SHAFT WAS TOO SHORT, AND THEY NEEDED TO ORDER A NEW SHAFT. CONSUMER WAS WAITING FOR THE PART. ¹⁵⁰⁰
IF the short shaft is working up & down, connects to steering box, then to Tie Rods, means everything is moving.
See enclosure

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 to 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Cambridge, Maryland
December 7, 2004

Office of the Attorney General
Consumer Protection Division
200 Saint Paul Place
Baltimore, Maryland 21202

Dear Sir:

I have a 2003 GMC pickup that at eleven thousand miles started rattling in the steering column or tie rods. The dealer (Preston Buick) put grease in the steering column and said, "If you have any more trouble we will replace the part." At twenty-two thousand miles the same problem persists. The dealer told me that they would put my name on the list and it would be two or three months before the part was available.

I contacted Rachel Fisher, GM Customer Assistance, on November 8, 2004. She gave me a case number of 1275581003, phone number 866-942-4368 ext. 47366. She has called back twice and said that it was not a safety problem, that the steering column shaft was short and they were working 24/7 to make the new shaft. She has not been able to expedite the process.

It seems to me that if something is moving the gear box/steering column back and forth, something is wearing in more than one place. I am concerned that there may indeed be a safety issue in a vehicle that I use daily. Having to wait two or three months to get it fixed is unacceptable.

I am asking your office to intervene with the goal of a more timely resolution to this problem. Thank you for any assistance you may be able to provide.

Sincerely,

Cambridge, Maryland
December 9, 2004

Richard Wagoner, Jr., Chief Executive Officer
General Motors Corporation
100 Renaissance Center
Detroit, Michigan 48243

Dear

In March or April of 2003 I purchased a GMC pickup, 1500 series from Preston Buick in Cambridge, Maryland. At eleven thousand miles it went to the dealer for repair to the front end. Grease was put in the steering column to take care of the problem and I was told that if the problem returns a new part would be put in. The problem returned at twenty-two thousand miles. I was told that the problem was a short steering shaft and it would take two or three months to get the part. This may be acceptable to GM but not to me.

I contacted Rachel Fisher, GM Customer Relationship Manager on November 8, 2004. She gave me a case number of 1275581003, phone number 866-942-4368, ext. 47366. She has called me twice and could not resolve the problem. I was told by her and by Preston Buick that the problem was not dangerous and that the manufacturer was working 24/7 to make new shafts. Preston Buick also stated that they would put my name on the list for a new part.

I contend that if the steering column is moving in the gear box, then there is wear in more than one place and there could indeed be a safety problem in a vehicle that I use daily. I want the problem fixed immediately or a vehicle to use until mine is fixed.

At the age of fourteen I bought my first Chevrolet and have been buying GM products for fifty-two years. At that time GM had about 55-57% of the market. Today GM has about 35% of the market. You have lost another customer. I just bought a Mercury.

Another customer has a 1997 GMC pickup. At eighty thousand he put a new fuel pump in at a cost of nine hundred plus dollars. One year later he had to put in another fuel pump. Wouldn't it be easier to put a removable plate in the bed with two screws so anybody could change the fuel pump? He is now looking at Fords; no more GM product.

Isn't it time to find out why GM has gone from 57% to 35% of the market?

Sincerely,

Cambridge, Maryland
December 27, 2004

Case # 1275581003
Ref. 2003 GMC 1/2 ton pickup
VIN # 1GTEC19T13

Rachel Fisher
Customer Assistance
P.O. Box 33172
Detroit, Michigan 48232-5172

Dear Ms. Fisher:

As stated in our telephone conversations the problem of the steering shaft has not been resolved. The question is: Does GM have any intention of honoring the 36,000 mile or 3-year warranty?

I am requesting from GMC a statement that the problem does not constitute a safety hazard and a date on which the steering shaft will be repaired.

Thank you for your assistance.

Yours truly,

Cc: Kathryn Bliven
Consumer Protection Division



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Select A Company

Select A State

Automobile Details

Dealer Details

Complaint Details

Desired Outcome

Personal
Information

Submit Complaint

Please allow seven to ten business days to process your complaint

Please check the information below and if correct, submit the complaint by clicking the submit button

Company Details :

Company : GMCTruck

State Details :

State : Maryland

Automobile Details :

Model : 1/2ton Pickup

Year : 2003

Transmission : Automatic

Mileage : 24000

First Repair Date :

Owner Possession : True

Lease Company Name : Citizens Bank

Phone :

Accident Date :

Damage Description :

Dealer Details :

Servicing Dealer : Preston Buick

City : Cambridge

State : MD (Maryland)US

Country : USA

Selling Dealer : Preston Buick

State : MD (Maryland)US

City : Cambridge

Country : USA

Name On Vehicle Title :

Leased As : New

Vehicle Titled To : Individual

Lease Date : February,14,2003

Number of Vehicles Owned : 0

VehicleTitledto: Individual

Complaint Details :

Current vehicle problems are preceded by an *.

Noise caused by defect in steering column shaft

Outcome Details :

Desired Outcome : Have been trying for several months to get it fixed. GM Customer Assistance tells me they re waiting for a part. I want it fixed or I want a new truck. It is under warranty.

Personal Information Details :

Title : Mr
First Name :
Last Name :
Middle Name :
Suffix :
Address1 :
Address2 :
City : Cambridge
State : MD
Zip1 :
Zip2 :
Country : USA
DayPhone :
DayPhoneExtension :
EveningPhone :
EveningPhoneExtension :
Fax :
Email :

The bureau that will handle your complaint is:

BBB AutoLine Complaints
4200 Wilson Blvd., Suite 800
Arlington, VA 22203 -
Email : gtello@cbbb.bbb.org

