

THOMAS J. MILLER
ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION



2005 JAN 51

51

Address Reply To:
HOOVER BLDG 1305 E WALNUT
DES MOINES, IOWA 50319

TELEPHONE: 515-281-5926
TELEFAX: 515-281-6771
2005 JAN 5 5:11 PM (IOWA)

Department of Justice

December 22, 2004

Knoxville, IA

RE: General Motors Corporate

File # 200120385

(Please refer to the above file number when communicating with our office.)

Dear Ms. Cleveland:

We have received and reviewed your letter about the above referenced matter. From the information you provided, it appears your inquiry may be more appropriately reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was forwarded to that agency for review. We anticipate the agency may respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit without the assistance of a private attorney if your claim is within the monetary limit for small claims court jurisdiction. In Iowa that limit is \$5,000.00. If your small claims lawsuit is to be filed in another state, you may wish to consult the appropriate clerk of court in that state.

If your search for an attorney is difficult, you may wish to ask friends for recommendations. In addition, the Iowa State Bar Association operates a Lawyer Referral Service. You may call that service at 800-532-1108 (Iowa only) or 515-280-7429 for more information. As another option, telephone directories typically have listings for lawyers in the yellow pages section under "Attorneys."

Thank you for contacting us regarding this matter.

Sincerely,

Stephen Switzer

STEPHEN SWITZER
Investigator

cc: National Highway Safety Administration
400 7th Street, S.W.
Washington, DC 20590

Maria
1/12/05

Consumer Protection Complaint Form

Tom Miller
Attorney General of Iowa
515-281-5928
515-281-6771 fax

RECEIVED
04 DEC 16 AM 9:30
CONSUMER PROTECTION DIV.
Consumer Protection Division
Hoover State Office Building
E. Walnut, Des Moines, Iowa 50319
e-mail: consumer@ag.state.ia.us
www.IowaAttorneyGeneral.org

Instructions. To help us handle your complaint —

1. Please print or type. Answer all questions fully and correctly.
2. Please mail in photocopies of all documents that may relate to your complaint claim (contracts, advertisements, correspondence, proof of payment, etc.).
3. Return the information to the Consumer Protection Division (address above).
4. You may also file a complaint online. Be sure to also mail in all relevant documents.

PLEASE NOTE IMPORTANT "OPEN RECORDS" INFORMATION ON THE BACK OF THIS FORM.

Your name and address: Mr. Mrs. Ms. (Please circle one) Name of business or person the complaint is against:

NAME	NAME
ADDRESS	ADDRESS
CITY	CITY
STATE	STATE
ZIP	ZIP
WORK PHONE NUMBER	PHONE
CELL PHONE #	CELL PHONE #
E-MAIL ADDRESS	E-MAIL ADDRESS

FOR MOTOR VEHICLE COMPLAINTS, LIST VEHICLE IDENTIFICATION # (VIN) 2G1WH55K4P4

Product or service involved: See Attached Product New or used? Used New Toyota

Date of purchase or contract: 28 July 2003 Amount of purchase or contract: 15,200.00

Actual amount paid: 15,200.00 How paid (check, credit card, etc.): Large W/Personal Fed Card

Have you contacted the business or person? No Yes ☒ Please explain in the summary. See Attached

Have you contacted an attorney? No ☒ Yes When: Name:

What do you think should be done to resolve your complaint fairly?

Summary of your complaint — Please print or type. Use back or additional paper if necessary.

Rack and pinion noise and has been serviced before, resolved problem by putting a Tie-Rap around it and called it good. Still has problems; hence.
(Recalled) that was never fixed properly.

I understand that the Attorney General's Office is not my private attorney but represents the public in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice. Please sign here.

Signature

Date 16 Dec 04

Over, please.

CPK-010408

Rock and pinion is leaking and has been serviced
before -



AUTO SYSTEMS EXPERTS, INC.
An Employee Owned Company

1111 S.E. ARMY POST ROAD
DES MOINES, IA 50315-5842

JODY HEGWOOD
TECHNICIAN / OWNER

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Service Bulletins Issues

Subject:
Clicking/creaking Noise from Front of Vehicle
(Apply Penetrating Threadlocker)

Models:
2000-2002 Chevrolet Impala, Monte Carlo

Condition

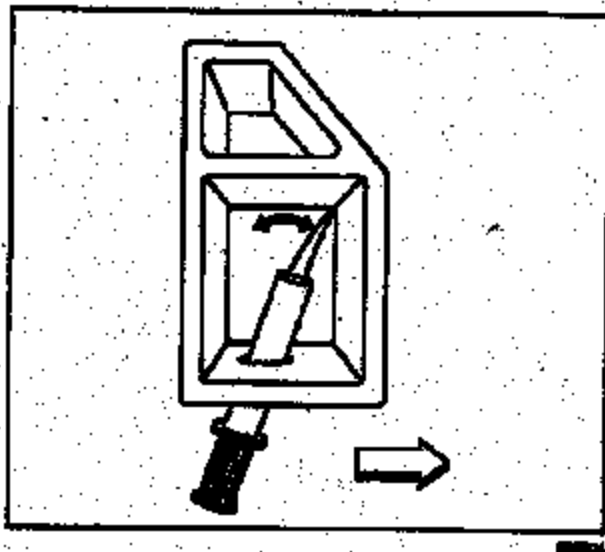
Some owners may comment about a clicking/creaking type noise coming from the front of the vehicle. This noise condition is most apparent during stationary or low speed turning maneuvers and may be audible from outside the vehicle and/or in the vehicle passenger compartment.

Cause

This condition maybe the result of small relative movement between the contacting surfaces of various brackets, crossmembers and side rails that are welded together to form the frame/cradle assembly. This slight movement occurs when the assembly is subjected to certain types of load conditions and in some instances may cause a clicking/creaking type noise. The specific areas/contact points on the frame assembly that may cause this condition are indicated below:

- ^ Steering gear brackets to rear crossmember
- ^ Right/left rear body mount bracket to rear crossmember and right/left side rails

Correction



Apply penetrating grade threadlocker using the 12 ml syringe applicator as shown provided in J45960, Frame Noise Service Kit, to the locations on the frame assembly and in the manner indicated in the service procedure below. When applying material, it should be flowed onto the designated surfaces or into the designated points in such a manner to ensure adequate and complete coverage. On both horizontal and vertical welds, the threadlocker material should be applied in such a manner that the material flows down over the welds. Care must be taken to ensure that material has been applied to the ends of each of the welds. The technician must ensure that the areas/surfaces indicated are properly covered. To minimize material waste, utilize a small clean container/pan to catch dripping material for reuse. During application

Steering and Suspension: All Technical Service Bulletins Subframe/Frame - Clicking/Creaking Noises

File In Section: 08 - Body and Accessories

Bulletin No.: 02-08-61-001

Date: April, 2002

INFORMATION

Subject:
Clicking/creaking Noise from Front of Vehicle
(Apply Penetrating Threadlocker)

Models:
2000-2002 Chevrolet Impala, Monte Carlo

Condition

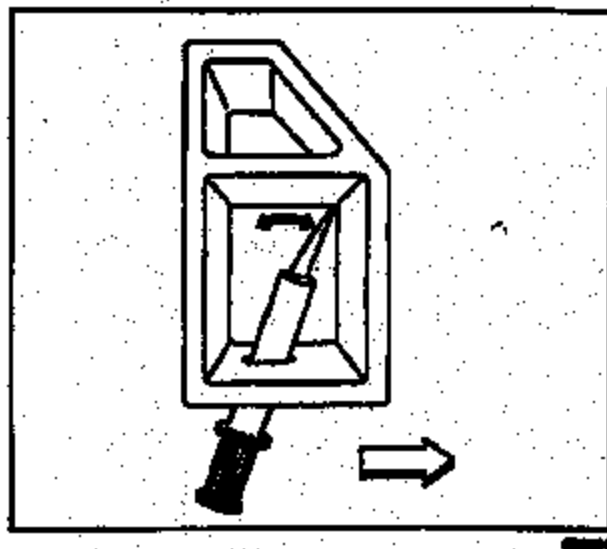
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Cause

This condition maybe the result of small relative movement between the contacting surfaces of various brackets, crossmembers and side rails that are welded together to form the frame/cradle assembly. This slight movement occurs when the assembly is subjected in certain types of load conditions and in some instances may cause a clicking/creaking type noise. The specific areas/contact points on the frame assembly that may cause this condition are indicated below:

- ^ Steering gear brackets to rear crossmember
- ^ Right/left rear body mount bracket to rear crossmember and right/left side rails

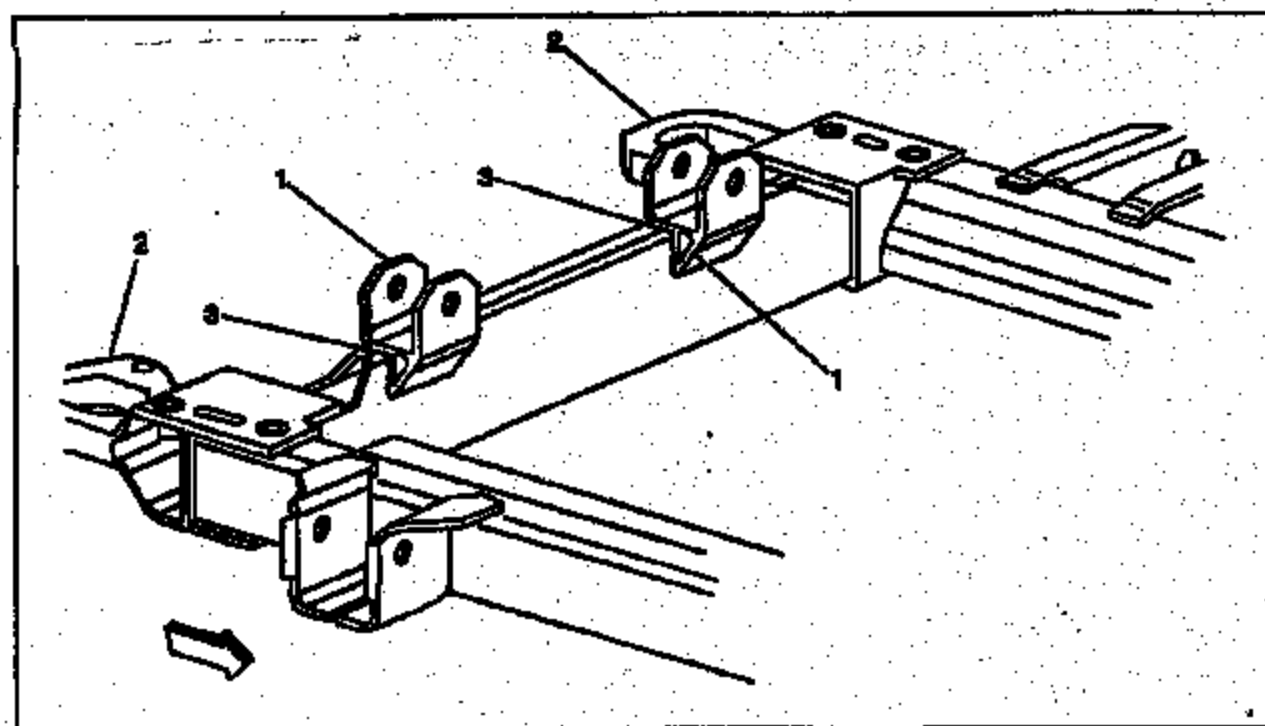
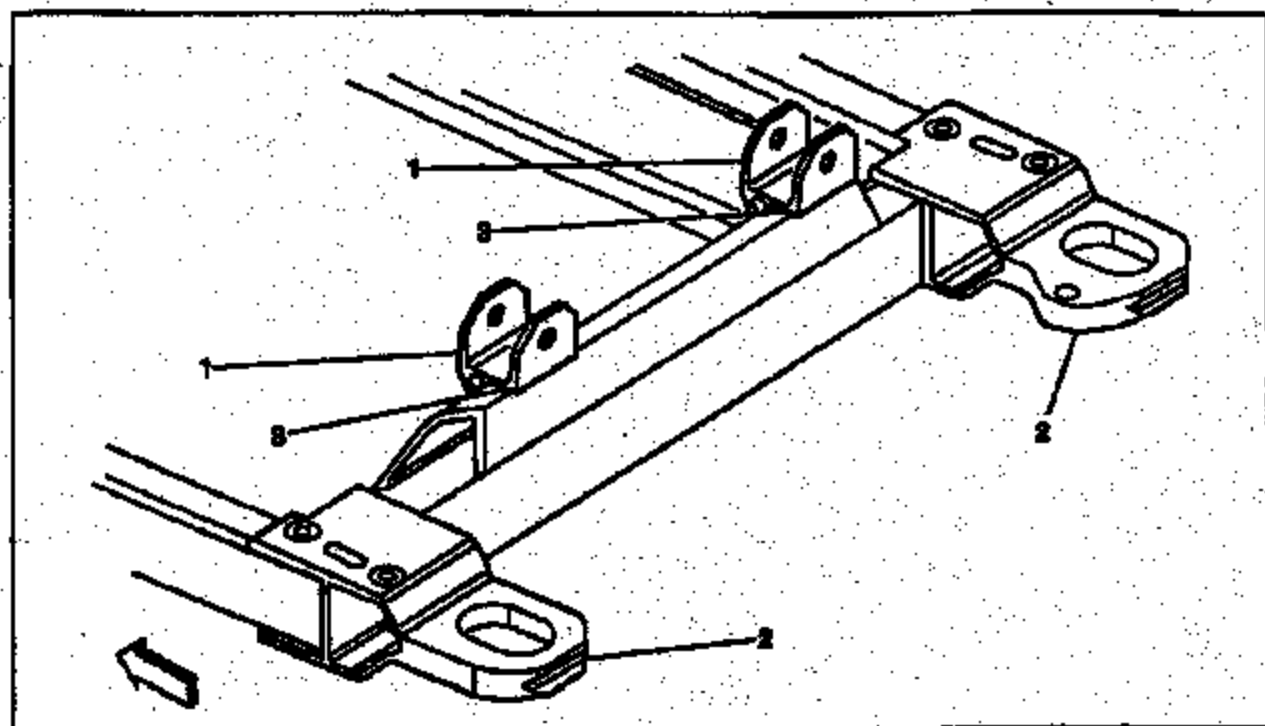
Correction



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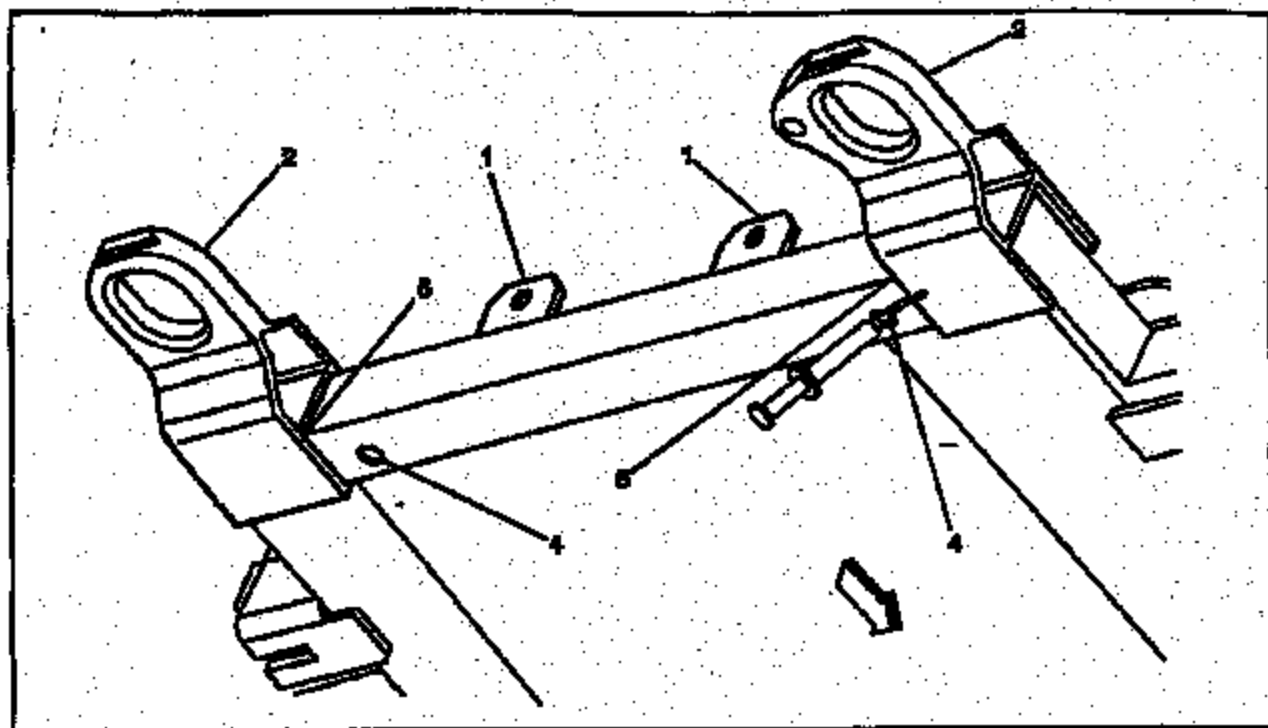
of material, technicians should wear appropriate eye and hand protection.

1. Raise the vehicle and suitably support the vehicle. Refer to Vehicle Lifting and Jacking in the General Information sub-section of the Service Manual.



Important:

Do not spray the Brake Parts Cleaner between the steering gear mounting brackets (1) and the frame (3). The Brake Parts Cleaner may dilute the threadlocker.



2. Using Brake Parts Cleaner, P/N 12346139 (in Canada, use P/N 10933463) or equivalent, thoroughly clean the exterior surfaces of the frame in the area of the steering gear mounting brackets (1) and both the rear body mount brackets (2) ensuring all dust, dirt and oil are removed.
3. Utilizing a heat gun and clean rags, completely dry off the areas of the frame that were cleaned.
4. On the top surface of the frame rear crossmember at location (3), pool approximately 1/4 ml of threadlocker material on each side of both the steering gear brackets (1).

Important:

Some early built vehicles may not have vertical welds on the steering gear attaching brackets. On these vehicles, the technician must flow material down the bracket on each side where the bracket contacts the rear crossmember.

5. Slowly, apply the threadlocker material to each of the four welds on both of the steering gear attaching brackets (1).
6. Locate the two holes (4) in the lower surface of the rear crossmember.
7. With syringe positioned through each hole (4) and aimed at the upper outboard corners, pivot the syringe while rapidly depressing the plunger and apply approximately 6 ml of threadlocker material per hole.
8. At the location (5) where there is a gap between the rear body mount brackets and the frame rear crossmember, insert the syringe tip and inject approximately 10 ml of threadlocker material into each gap.
9. Slowly, apply material to each of the ten welds that secure the rear right and left side body mount brackets (2) to the frame side rails and rear crossmember.
10. Lower the vehicle.

Important:

Do not perform the following step on abrasive/aggressive type surfaces such as rough concrete. Tire flat spotting/scuffing could occur.

11. Start the vehicle and turn the steering wheel "lock to lock" 25 times.
12. Turn the vehicle off and let it remain stationary in a warm/dry environment for 24 hours prior to returning vehicle to the owner.

Part Number	Description
J45300	Frame Nuts Service Kit

Parts Information

Kits are available from Kent Moore and can be ordered by calling 1-800-345-2233. The cost of the kit should be submitted as a net item on warranty claims.

Warranty Information

Labor Operation	Description	Labor Time
B1990	Frame Assembly-Repair	0.8 hr

For vehicles repaired under warranty, use the table shown.

All laborers are required to use by professional technicians, NOT a "do-it-yourselfer". They are trained to follow these instructions of completion that may require some vehicles, or to provide instructions that would assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instruction, and know-how to do a job properly and safely. If a condition is described, we very strongly advise that the technician apply to your vehicle, or that your vehicle will have the condition. Use your own skills for diagnosis on vehicles your vehicle only brought from the information.



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DISCLAIMER

Steering and Suspension: All Technical Service Bulletins

Steering - Clunk Noise From Front Of Vehicle On Turns

File In Section: 02 - Steering

Bulletin No.: 01-02-32-001B

Date: July, 2002

TECHNICAL

Subject:
Clunk Noise From Front Of Vehicle During Turning Maneuvers/Steering Wheel Rotation (Lubricate Intermediate Shaft)

Models:
2001-2002 Buick Regal
2000-2002 Cadillac DeVille DTS, Seville STS
1997-2002 Chevrolet Cavalier
2000-2002 Chevrolet Impala, Monte Carlo
2001-2002 Oldsmobile Aurora
1998-2002 Oldsmobile Intrigue
1997-2002 Pontiac Sunfire
2000-2002 Pontiac Bonneville

This bulletin is being revised to add models. Please discard Corporate Bulletin Number 01-02-32-001A (Section 02 - Steering).

Condition

Some customers may comment on a clunk type noise coming from the front of the vehicle during a turning maneuver. This condition may also be felt through the steering wheel when the vehicle is stationary and the wheel is rotated from steering stop to steering stop.

Typically, the clunk noise will be heard once for every 180° of steering wheel rotation in either direction for J-cars (Cavalier and Sunfire). However, some vehicles may only exhibit the noise once for every 360° of wheel rotation. On all other vehicles, this clunk noise will be noticed during low speed acceleration or deceleration, typically in light turns of the steering wheel.

- GM P/N 26063582
- GM P/N 26056808
- GM P/N 26031078
- GM P/N 26079915
- GM P/N 26065468
- GM P/N 26079917
- GM P/N 26079929
- GM P/N 26081813
- GM P/N 26060057
- GM P/N 26068612
- GM P/N 26066001
- GM P/N 26068334
- GM P/N 26068539
- GM P/N 26066684
- GM P/N 26068881
- GM P/N 26068987
- GM P/N 26068608
- GM P/N 26067451
- GM P/N 26067241
- GM P/N 26067410
- Do not replace the following intermediate shafts:
 - GM P/N 26050282
 - GM P/N 26078902
 - GM P/N 26079240
 - GM P/N 26073020
 - GM P/N 22680764

Important:

Do not replace the following steering gear part numbers as shown.

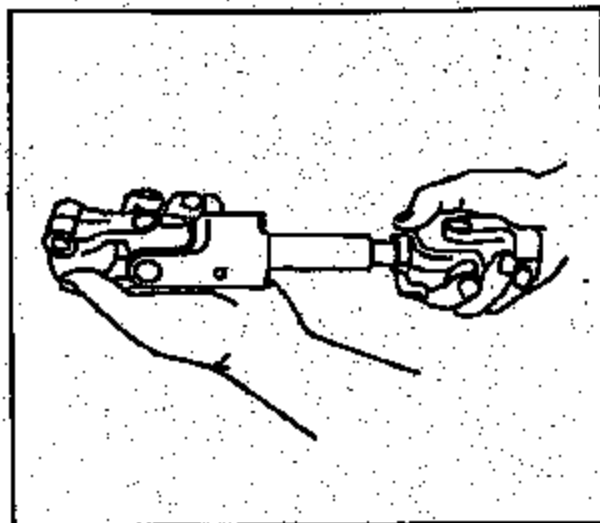
This condition is commonly misdiagnosed as originating in the steering gear and has resulted in the replacement of numerous steering gears without correcting the concern.

Cause

This condition may be caused by inadequate lubrication of the steering intermediate shaft which results in a "slip stick" condition possibly resulting in the clunk noise.

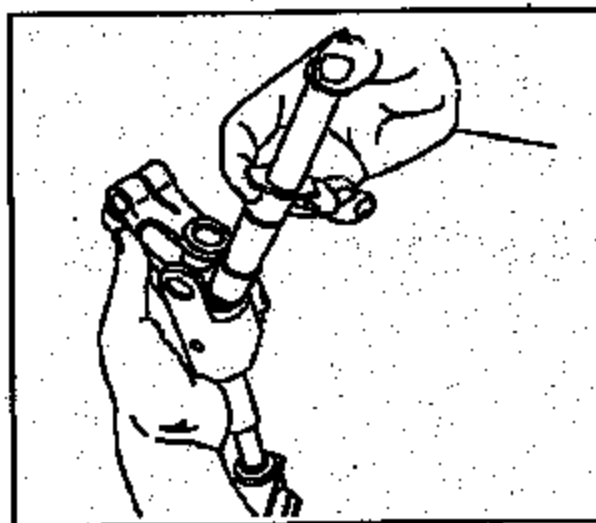
Correction

Remove the intermediate steering shaft from the vehicle and lubricate the shaft with a Steering Column Shaft Lubrication Kit, P/N 26098237. Follow the service procedure listed below.



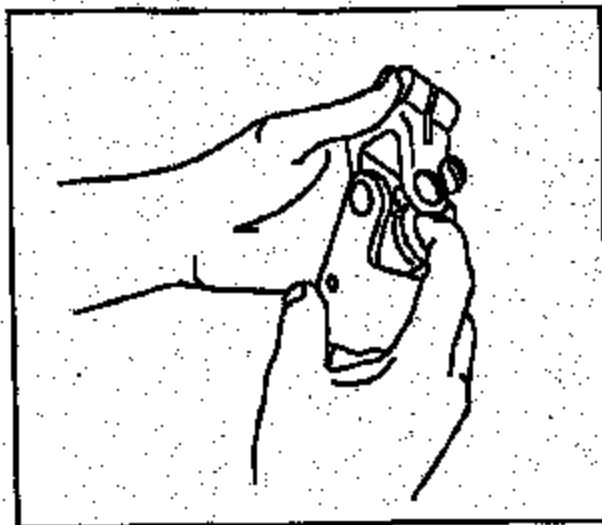
011007

1. Remove the steering intermediate shaft from the vehicle. Refer to Intermediate Steering Shaft Replacement in the appropriate Service Manual.
2. Fully extend the intermediate shaft by pulling the two shafts apart.



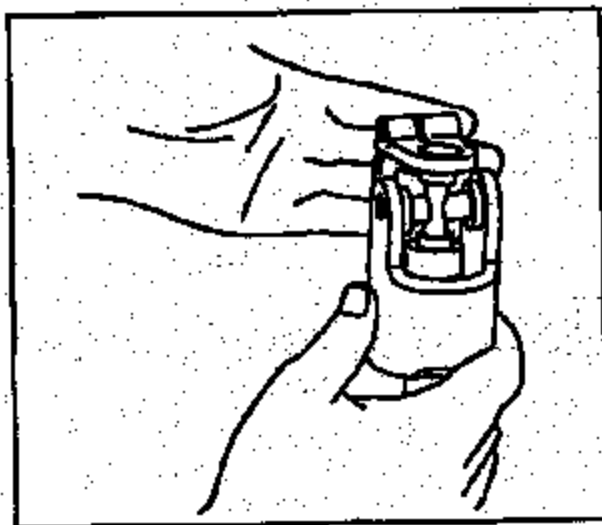
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3. Apply the grease supplied in the Steering Column Shaft Lubrication Kit in the aluminum end of the yoke opening. Direct the syringe tip as deep as possible into the yoke and dispense the full content of the syringe.



011001

4. Install the rubber stop plug from the Steering Column Shaft Lubrication kit into the yoke opening.

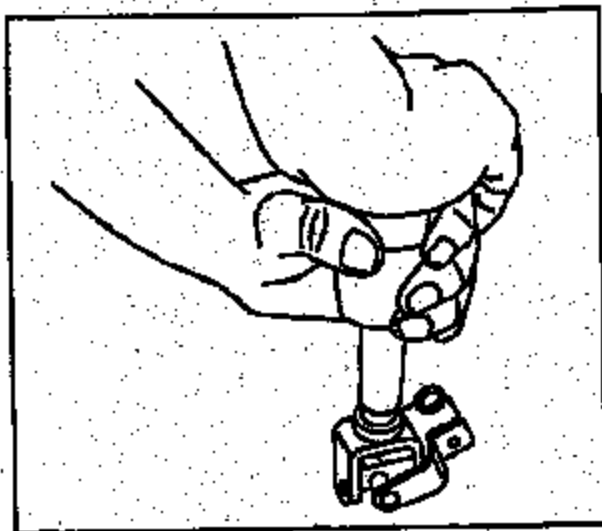


011001

5. Secure the rubber plug by swinging the upper yoke 90°. One ear of the yoke should press the rubber plug in.

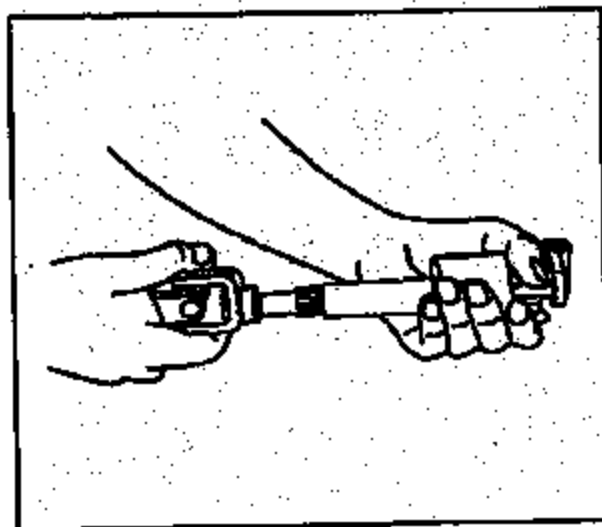
Important:

Make sure the intermediate shaft is being pressed over the ears of the solid shaft.



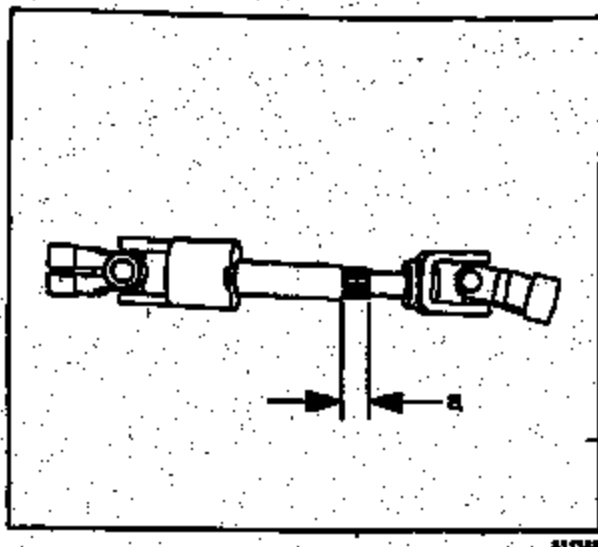
871000

6. Use a hard surface to ease the collapse of the intermediate shaft. It is best to use a pumping action when collapsing the shaft. Collapse the shaft as far as possible.
7. Remove the rubber stopper plug from the yoke end of the shaft.



870004

8. Slowly extend the intermediate shaft apart.



810388

9. Inspect the intermediate shaft for a minimum of 5 mm (0.2 in) (a) of grease on the shaft splines.
10. Repeat steps 4-9 if less than 5 mm (0.2 in) of grease is on the shaft splines.

Important:

Before installing the intermediate shaft in the vehicle, make sure to stroke and extend the intermediate shaft at least 15 TIMES to completely lubricate the internal surface of the slip joint.

11. Reinstall the intermediate shaft into the vehicle. Refer to Intermediate Steering Shaft Replacement in the appropriate Service Manual.

Part Number	Description
28099237	Steering Column Shaft Lube Kit

Parts Information

Parts are currently available from GMSPQ.

Warranty Information

Labor Operation	Description	Labor Time
87700	R & R Shaft Steering Intermediate	Use Published Time
Add:	Lubricate Steering Shaft	0.1 hr

For vehicles repaired under warranty, use the table as shown.

ALL labor time was prepared for use by professional technicians, NOT a "do-it-yourselfer". We do not intend to allow these technicians of equipment that may cause an injury, death, or property damage. We do not intend to allow these technicians to use this information to provide service to a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, we do not assume that the laborer applies to your vehicle, or that your vehicle will have that condition. Use your own common sense for decisions on whether your vehicle may benefit from the information.



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TECHNICIAN
CERTIFICATION

DISCLAIMER

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**