

10113538

2005 MAR -2 AM 3:56

Greenville, SC
November 29, 2004

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street, SW
Washington, DC 20590

Dear Sir or Madam:

In June, 2003, my wife and I bought a new 2003 GMC Yukon, V.I.N. 1GKEC13Z13R. We purchased it from Easley Pontiac Buick GMC in Easley, South Carolina. Soon thereafter, we began to notice a rattle or looseness that seemed to emanate from the left front suspension. The problem has grown progressively worse with time. This past summer, the Easley dealership said the problem was a difficulty with what was referred to as the "intermediate steering column." We were advised that a replacement intermediate steering column should be installed, and one was ordered for that purpose but it has never arrived. The Easley dealership continues to advise that the part is on "national back order." I wrote to GMC two weeks ago, but GMC has not bothered to respond.

Over two months have now elapsed, but this problem has not been remedied and instead continues to worsen. In recent days, the problem has deteriorated to the point that the front suspension also now creaks and groans when stopping and when accelerating from a stop, with a "metal on metal" type of sound.

Please advise me whether this problem is a safety concern; I do not want a failure that might cause injuries. Clearly, something in this vehicle was assembled with parts that do not fit together. Will they fail? Will the problem continue to worsen until failure?

Also, I have been told by the Easley dealership that this problem is endemic to this model, and that in fact this very dealership alone has had to order sixty such replacement parts (of course, not a one of them has found its way to my car). Can you confirm that representation through the records of your office?

Finally, please file this letter as my complaint, so that others searching your records can learn of this problem and perhaps thereby avoid falling into it themselves.

Thank you for your help.

Jan
3/3/05

National Highway Traffic Safety Administration
November 29, 2004
Page 2

Yours very truly,

cc: GMC
Easley Pontiac Buick GMC