

Jimenez, Alberto

10127935

From: Jimenez, Alberto
Sent: Friday, June 17, 2005 2:42 PM
To: [REDACTED]
Subject: GMC 2003 Yukon

Handwritten signature/initials

Dear Consumer

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. The information you provided will be added to our database. However, in order for the agency to efficiently evaluate your complaint please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivog <<http://www.nhtsa.dot.gov/ivog>>. By filling out this questionnaire, the agency will have the minimum necessary description of the vehicle or equipment about which you are complaining and a more complete picture of the problem you are experiencing. Each report can then be analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention. Please fill this questionnaire out as completely as possible. A fully filled-out report will better enable us to identify similar reports in our system.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at www.nhtsa.dot.gov/cars/problems <<http://www.nhtsa.dot.gov/cars/problems>>. For other safety information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Type:	Customer E-mail
From:	[REDACTED]
To:	webmaster@nhtsa.dot.gov

Subject: GMC 2003 Yukon

From: [REDACTED]

Comments:

I bought a 2003 Yukon in September 2003. We had it about six months when we noticed that it was making a popping noise when you turn and slow down. We contacted our local dealership and was told that it had to do with the steering shaft but that GM had so many with this problem that the part was on backorder. They said that it was not a driving hazard so therefore GM had not may a recall on the vehicle. They told us to bring it in and they could grease it to fix it temporarily. It started having the same problem not long after we took it in. We talked with the dealership again and they said that they still had not got the part. If the problem has to do with the steering I don't understand how it could not be some kind of driving hazard. I would appreciate if you could look into this problem. Thank You, [REDACTED]
From NHTSA Web Site.