

4/6/06

2006 MAY -9 AM 11:55

1015738

Sirs,

I called GMC at phone # 866-790-5600 extension # 10613, I was assigned case # [REDACTED]

I took my GMC 2003 Sierra to Douglas GMC in Clinton, IL to be repaired of a noise in the steering mechanism. This is the same problem I had while the GMC 2003 Sierra was still under warranty.

I was not charged for this but I am sure that my problem was not corrected. The mechanic had much difficulty getting the shaft on proper alignment as he had to hammer on it for approximately 30 minutes.

He stopped while he was still hammering and pulled my file. He then stated, "when this part was replaced (while still under warranty) it was tightened much too tight, so it is now out of shape."

I had an appointment at 9:45AM Thursday March 30th 2006. I was there until 1PM. I did take my vehicle for a very short test drive with the mechanic as my wife was waiting at another business. We still had to drive to Lincoln, IL, a distance of about 24 miles.

The mechanic also explained that this would have to be lubricated often and does not have grease fitting on it. It will have to be removed to be greased.

I cannot understand why, if this has been a problem since the year 2000 it has not been corrected? Why wasn't the damaged part replaced while it was under warranty?

I have been a General Motors customer for many years and now I need assistance with a very expensive problem.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Lincoln, IL

Phone # [REDACTED]

*Anamari
5/10/06*

P.S. Also, This mechanic said this has been a problem on GMC vehicles since about the 2000 models.

Is so why hasn't it been corrected?

Why hasn't there been a recall to correct this?

A defect in the steering is definitely

A SA safety problem.

I HAVE NOT HEARD A THING SINCE THIS LETTER WAS MAILED.
AS TO WHAT WILL BE DONE.