

[REDACTED]
[REDACTED]
Laguna Niguel, CA [REDACTED]

CL - 10190038-4967

March 3, 2007

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

RE: Intermediate Steering Column Rattle
Yukon VIN #1GKEC13V74R [REDACTED]

Dear GMC Customer Assistance,

I purchased my vehicle 2004 Yukon new from Simpson GMC in October 2004. In December 2005 with I began experiencing a rattle that became louder over a period of a couple of weeks. You can also feel it in the steering wheel. I took the vehicle to my local dealer, Allen Cadillac GMC with 26099 miles on the vehicle. They serviced it as "lubricated body mount cushions" under warranty.

Now it is January 2007 and the problem is back at 43084 miles. This time I did an internet search and found many owners of Yukon, Tahoe and truck models of many years have this problem; intermediate steering column rattle. The website, www.topix.net GMC Yukon Suspension Rattle, is loaded with complaints from vehicle owners across the US complaining about this issue. GM has even created a "lubrication kit for the intermediate steering column" rattle. However, this kit does nothing to FIX the problem, only silence it for a short time. Several customers have had the steering columns replaced up to 3 times! Customers have to continue, at their own expense, to have a service done to silence the rattle or sell the vehicle.

I understand there is no plan for a recall. In all the years of vehicle ownership, never have I had to service a steering column. No one I know has had to service a steering column. This is a defect that GM knows full well about and is ignoring at the expense of their customers. In addition, I believe GM advises their dealers to hide it from customers. Obviously, Allen GMC did not lubricate my body mount cushions; they lubricated the intermediate steering column and lied on the service statement. Ironically, when I went to the Allen Parts Dept. in January 2007 and described my issue, the parts guy knew exactly what the problem was and sold me the lube kit. Why didn't the Allen service guy know in January 2006?

So, I have filed complaints with the Better Business Bureau and National Highway Traffic Safety Administration and any one else I can find until I get this resolved. I want the problem fixed at GM's expense.

Sincerely, [REDACTED]

Attachments

CC:

David Simpson
Simpson GMC
6600 Auto Center Dr.
Buena Park, CA 90621

Scott and Mitch Allen
Allen Cadillac GMC
28332 Camino Capistrano
Laguna Niguel, CA 92677

National Highway Traffic Safety Administration
NHTSA Headquarters
400 Seventh Street, SW
Washington, DC 20590

California Better Business Bureau - Placentia
550 W. Orangethorpe Ave.
Placentia, CA 92870-6837

NM
4/26/07
CC



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Claim Information

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Personal Information

Name	██████████	Street	██████████
Primary Phone	██████████	City	Laguna Niguel
Evening Phone	██████████	State	California
Cell Phone	██████████	Zip	██████
Email			

Previously Filed Complaint No

Vehicle Information

Make	Pontiac/GMC	Original Miles	16
Model	Yukon	Owned or Leased	Purchased
Year	2004	First Repair Date	01/26/06
VIN	1GKEC13V74R██████████	Mileage at first repair	26099
Purchase / Lease date	10/16/2004	Are you the titled owner?	Yes
In your possession?	Yes	Titled owner?	██████████
Miles or Kilos	46222	Number of vehicles owned/leased	██████████
Titled to a Business?	No	Purchased as	New
% Used for Business	0		
Titled to	Individual		

Dealer Information

Last servicing dealership	Allen Cadillac GMC	Selling dealership	Simpson GMC
Serving dealership address		Dealership address	
Servicing dealership city	Laguna Niguel	Dealership city	Buena Park
Servicing dealership state	California	Dealership state	California

Vehicle Issues

# Issue	Still Exist?	Repair Attempts	# Issue	Still Exist?	Repair Attempt
1 Intermediate steering column rattle	Yes	1	6		
2			7		
3			8		
4			9		
5			10		

Arbitration Preferences

Desired outcome

Ideally GMC should issue a recall to this problem affecting many years of Yukons and several truck models. Need the lower steering column bearing kit at the end of the steering shaft replaced for FREE. Hundreds of people across the US experiencing same issue. It's



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Help

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VOQ Confirmation

ERROR:

Your complaint information already saved into the system.

Consumer Information

Name : [REDACTED]

Org. Name :

Address : [REDACTED]

City, State, Zip : Laguna Niguel, CA [REDACTED]
USA

Daytime Phone : [REDACTED]

Ext :

Evening Phone : [REDACTED]

Fax : [REDACTED]

Email : [REDACTED]

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Complaint Information

Description : In December of 2005, starting hearing a loud rattle coming from the left front side of my 2004 GMC Yukon with 26,099 miles. A couple of weeks later

TTY

- 1-800-424-9153 or
- 1-202-484-5238

I took it to my local dealer under warranty. They wrote "lubricated body mount cushions". Now in February 2007 with 46222 miles the rattle is back. Searching the internet, I found www.topix.net GMC Yukon Suspension Rattle with complaints from dozens of people experiencing the same problem. GM has even created a lubrication kit for it's service department to use, however it does not FIX the problem which is in the intermediate steering column. The dealer lied about the service performed on my vehicle and GM knows there is a problem. Many people have had the entire intermediate steering columns replaced, but the rattle continues. Apparently there is actually the lower steering column bearing that needs replaced. I don't know what happens if the steering bearing wears out. Does my steering go out? Will I have an accident? I have contacted GM regarding a recall and nothing.

Incident Date : 1/26/2006 **Fire :** No
Num. Failures : 0 **Property Damage :** No
Num. Deaths : 0 **Crash :** No
Num. Injured : 0 **Police Report :** No
Referral Source : CONSUMER PROT. ACY

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Vehicle Information

VIN : 1GKEC13V74F	Purchase Date : 10/16/2004
Manufacturer : GENERAL MOTORS CORP.	
Year, Make and Model : 2004/GMC/YUKON XL	Original Owner : Yes
# of Cylinders : 8	Trans. Type : AUTOMATIC
Engine Size :	VehicleDetails Usage : LIGHT TRUCK
Cruise Control : Yes	Antilock Brakes : Yes
Current Mileage : 46222	Speed : 30
Failure Mileage : 26099	Powertrain : FRONT WHEEL DRIVE
Body Style : SUV	Fuel System : FUEL INJECTION
Fuel Type : GAS	Vehicle Type :

Vehicle Component Information

Component 1: STEERING:COLUMN

OEM: No

Vehicle Dealer Information

Dealer : 1

Name : Allen Cadillac GMC

Dealer Type : SERVICE DEALER

Address : 28332 Camino Capistrano

Laguna Niguel
CA 92677

Dealer Phone: 949-582-5250

Dealer Fax:

Email:

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GMC Yukon XL Suspension rattle

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Danny

Houston, TX

Apr 17, 2006

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My 2003 Yukon makes a low rattle in the front suspension area when driven over slight bump or when making a wide sweeping right turn. Seems to be coming from the lower end of the steering column or that gear box that attaches to front suspension. Aynone ever heard of such a problem? Any help would be greatly appreciated.

Eddie

El Paso, TX

May 11, 2006

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Its the steering column, if your warranty is still good gmc will replace it

Alex

Castro Valley, CA

Jun 14, 2006

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Hey,
Danny I have exactly same problem with my Yukon 2003 and thanks Eddie for you advise I will take down to the Dealer before my warranty expired.
Alex

Max

Bow, NH

Jul 31, 2006

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I'm having the same symptoms with my 2004 Sierra Crew cab. I do not see a recall for this. Is this just a common problem, not a recall?

chiefpenguin

Longwood, FL

Sep 4, 2006

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I have a 2004 GMC Yukon XL. I feel a loose rattle vibration in the steering wheen when for instance I ride at about 25 mph over a slightly bumpy road making a slight left turn. The steering wheel doesn't seem to have any play however.

This is what I believe it is - and am taking to the dealer to fix since I have an extended warranty.

Good Luck!

Clunking Noise Under Hood and Can Be Felt in the Steering Wheel (Lubricate Intermediate Steering Shaft Assembly)#00-02-35-003C -(10/20/2003)
Clunking Noise Under Hood and can be felt in the Steering Wheel (Lubricate

Intermediate Steering Shaft Assembly)
 2002-2004 Cadillac Escalade, Escalade EXT
 2003-2004 Cadillac Escalade ESV
 1999-2004 Chevrolet Silverado
 2000-2004 Chevrolet Suburban, Tahoe
 2002-2004 Chevrolet Avalanche
 1999-2004 GMC Sierra
 2000-2004 GMC Yukon, Yukon XL
 2003-2004 HUMMER H2

With Recirculating Ball-Type Steering

This bulletin is being revised to add additional procedures and time for vehicles equipped with adjustable foot pedals and to add additional models and years. Please discard Corporate Bulletin Number 00-02-35-003B (Section 02 -- Steering).

Condition

Some customers may comment on a clunk-type noise coming from under the hood that also can be felt in the steering wheel. These conditions may be more noticeable when turning at low speeds on rough road surfaces.

Correction

Important

DO NOT REPLACE THE FOLLOWING INTERMEDIATE STEERING SHAFT P/Ns:

- a.. 26085548
- b.. 26049343
- c.. 26083324
- d.. 26088325
- e.. 15772436
- f.. 26078079

Remove the intermediate shaft from the vehicle and lubricate the intermediate shaft with a Steering Column Intermediate Shaft Lubrication Kit, P/N 26098419.

The grease works if do it right...If you follow the directions in the package you should be ok....But you need to make sure the grease get all the way down into the shaft...Or the noise will be back soon..

Videopro
 Stanley, NC

Oct 10, 2006

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chief penguin wrote:

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2003-2004 Cadillac Escalade ESV

1999-2004 Chevrolet Silverado

2000-2004 Chevrolet Suburban, Tahoe

2002-2004 Chevrolet Avalanche

1999-2004 GMC Sierra

2000-2004 GMC Yukon, Yukon XL

2003-2004 HUMMER H2

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I've been having the same trouble with my '05 Yukon XL. It seems GM hasn't fixed the issue. Their band-aid is the lube kit. They've stopped replacing the part, even under warranty. Obviously this issue goes way back to 2000, and affects all heavy vehicles. I just went through GMC's customer "relations" dept. and got the, "We're working on it" line. I'm considering "lemon law" action, as I've now had it in for "lubing" 3 times in a year. Unnecessary if you ask me.

LEE

Wolf Point, MT

Oct 13, 2006

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Along with the little clunking noise-does anyone else have trouble with swaying when going down the road? Almost feels like I'm in a boat.

Matt

Irving, TX

Oct 14, 2006

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LEE wrote:

Along with the little clunking noise-does anyone else have trouble with swaying when going down the road? Almost feels like I'm in a boat.

I've had both the intermediate shaft problem and the swaying problem in my 2004 GMC Sierra. At this very moment, the truck is at the mechanic to have the left tie rods replaced. I replaced both inner and outer tie rods in May and the inner has worn out again. There's a good chance that when I replaced the tie rods I didn't do it right, which caused the premature failure. The swaying is caused by the inner tie rod specifically. If you try to get an alignment, the shop (if it is reputable) will tell you that the tie rod is out. An easy way to tell if the tie rod is worn on each side of the truck is to raise the front of the truck on a jack, and if you can shake the wheel side to side and it moves more than 1/8 of an inch, the rod is worn and should be replaced. Both tie rods are about \$50 at the auto parts store. You'll need a massive wrench, a floor jack, and a grease gun to do it, but it's not very hard once you actually get the old ones off. The outer tie rods do not come pre-greased, as I found out today (which is why I'm replacing both). Hope this helps.

DMH 2005 HD2500

Los Angeles, CA

Oct 14, 2006

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My 2003 HD 2500 DuraMax has had the steering colum replaced once and had been packed with grease by the dealer two other times. The problem always returns after @ 10 to 15k more miles. It is just starting to knock or clunk on right sweeping turns again now. The dealer stated on the last visit that GM should have built in a grease fitting on the colum. They charged me for the last service and said the factory considers this maintenance. Other than this, I have been very happy with the truck.

Danny wrote:

My 2003 Yukon makes a low rattle in the front suspension area when driven over slight bump or when making a wide sweeping right turn. Seems to be coming from the lower end of the steering column or that gear box that attaches to front suspension. Aynone ever heard of such a problem? Any help would be greatly appreciated.

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Los Angeles, CA

Oct 14, 2006

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03 yukon
Northbrook, IL

Nov 8, 2006

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My is in the shop rght now for the same problem once again on the Intermediate steering shaft. You would think they would have a recall on this problem. Jax Fl

Upland CA
Ontario, CA

Nov 14, 2006

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Same type of problems with my 2002 sierra. The dealer replaced the shaft at 18,609 miles, was O.K. for two years. I now have 34,000 miles (bough it new, don't drive if much) the problem has recently returned! I will try to argue with my local dealer to see if the will do something about it. If not i'm moving on to foreign cars, sad because i have always bought GM products.

2003 Suburban Z71
AOL

Nov 21, 2006

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I have got the same problems as you guys had.I don't drive much but it happened after 36 months when the warranty has expired.I guess i would have to pay to get that problem fixed.

Jen
Naples, FL

Dec 11, 2006

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Same problem here dealer says we are sorry but hopefully w/ the new lub it will last longer than the 10-15k miles well its been in 3 times and I have to pay \$100.00 each time I bring it in we do have the extended warrenty I am going to look into the lemon law also to bad I really love my yukon otherwise but \$100.00 every 6 months is crazy

wes
Fort Worth, TX

Dec 11, 2006

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i work on gm vehicle's i see this steering shaft "rattle,clunking,vibratio n in the steering wheel assembly have your local grease monkey fill the shaft with grease it will come back every 5 to 15 miles

VeryUpset
AOL

Tuesday Dec 19

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Let's boycott GM

upset
United States

Saturday Dec 23

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I just took my 2004 yukon in to dealer still under warinty and dealer said they would not replace or grease,so what do we do now?

happy
United States

Saturday Dec 23

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Marc

Jan 3, 2007

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Stearns, KY

Darn- wish I had seen this before yesterday. I have the same exact rattle in my '05 Yukon at 15k miles. The dealer said they could not duplicate (of course) and said no issue found, although I have a hunch they greased it up as I did not hear it on the way home. My front tires are feathering/scalloping on the inside and outside as well which is not normal to me. The dealer's answer was that these trucks eat front tires and my tire pressures were off a lot. That is BS since I just checked and set them all a week ago to 34psi. They claim the tires should be rotated every 8k. Geesh, maybe I should just have them rotated evry time I get gas; and in this beast it that would be every other day.

03 Yukon

Jan 3, 2007

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Spinnerstown, PA

I've had the same problems with my steering shaft.
Greased at 15,000, replaced at 32,000, NEEDS greassing again 43,000 mi.
I also had my Yukon greased and oil changed by the dealer every 3 to 3500 miles and at 43,000 the top ball joints need to be replace. GM states this can be NORMAL wear. Yea right, my 86 GMC van has 230,000 miles and still have the factory top ball joints in it.
Also, chances are that your right rear brake pad will let loose and eat your rotor. Mine left loose at 38,000 with just under half pad left.
I've always been a GM man.
Maybe Gm deserves to be bought up by Toyota!
What a shame.

james

Jan 5, 2007

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Rougon, LA

i have a 2006 gmc2500 hd so for the transmittion had to be replaced,stering shaft rewplaced,and it stills raddles bad,the power stering pump wines bad in morning.Isee the gm rep this month i hope gm buyes this junk back.

MattB

Jan 10, 2007

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Fayetteville, NC

I have a 2005 Silverado 1500. SAME ISSUE. Back for the 2nd time now. What is the rule on the lemon law thing? Class Action anyone?

MattB

Jan 10, 2007

Flag for Review | Reply »

Fayetteville, NC

Sorry, my above post refers to the intermediate steering shaft clunking issue.

Mike
Bethlehem, PA

Jan 10, 2007

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I have an 04' Silverado with 28,000 and have had my truck in 4 times for the steering "clunk". I found an aftermarket replacemnet shaft from BORGESON & MULLINS that is suposed to take care of the problem once and for all. I'll install it this weekend and let you guys know what happens.

duter
Tampa, FL

Jan 10, 2007

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Marc wrote:

Dam- wish I had seen this before yesterday. I have the same exact rattle in my '05 Yukon at 15k miles. The dealer said they could not duplicate (of course) and said no issue found, although I have a hunch they greased it up as I did not hear it on the way home. My front tires are feathering/scalloping on the inside and outside as well which is not normal to me. The dealer's answer was that these trucks eat front tires and my tire pressures were off a lot. That is BS since I just checked and set them all a week ago to 34psi. They claim the tires should be rotated every 6k. Geesh, maybe I should just have them rotated evry time I get gas; and in this beast it that would be every other day.

Well let's just see what happens tomorrow. I have a 05 yukon, 15K and it feels like the bottom is going to fall out every time I go over a slight bump. It feels like the steering wheel is gonna come off. These guy's have always made everything else right for me so I'll update you tomorrow. I just happened to find this forum while looking for recalls to back myself tomorrow.
Tampa, FL

MattB
Fayetteville, NC

Jan 12, 2007

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Well, luckily I have a decent group of guys that work at the local dealership. Yesterday, I took my truck in to have the intermediate steering shaft "fixed" AGAIN, and they took care of it at no charge. To make up for some of the inconvenience, they replaced a broken air vent for free too. Oh, my truck is off warranty. It has 41K miles. Plus they gave me a loaner to putt around in for the day. And when I say put, I mean PUTT. Those HHR's are like driving a toaster. Anyways, they got everything done in about 6 hours. I'm very pleased with my dealership, but still very disappointed in GM. On another note, in response to the above post about Borgeson replacement shaft. They have really nice parts most of the time, so that could be a good find. Could be worth the 200+ dollars for the part if you are going to keep your truck for a while longer.

Jeff
Dauphin Island, AL

Jan 16, 2007

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My 2004 Yulon XL has the same steering column rattle. My local dealer in St. Augustiner said that GM is going to issue a recall in February 2007. Let's hope this fixes it.

MattB
Fayetteville, NC

Jan 17, 2007

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OK, so I spoke to someone at GM. This is what they told me. Pretty much, they didn't say anything about a fix (no surprise there), but hopefully you are right Jeff, and there will be a recall. I did seem to get something accomplished, however. They documented my complaint (for what that's worth), and told me that next time it needed repaired to call them. In their words, they will "take care of it." I assume that GM will start to cover some, if not all, of the annual expense of fixing my steering shaft. So, maybe, if enough of us call and get these complaints documented with them, then we can see a recall in our future.

Brack Home

Jan 18, 2007

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Darien, GA

I have had the same clunking noise on my 2004 Tahoe since about 15k miles. I took it in twice under warranty and they said they replaced a washer and could not duplicate. Finally it went out of warranty and I have just accepted the rattle. yesterday I received an offer from my local Chevy dealer that said they would give me full MSRP base model price that I paid for a trade on a 2007. I went in knowing this was a scam with my extra clean 2004 Tahoe and after 2 hours and They checked my Tahoe and asked me if I had noticed the problem with the steering. I said yes and that they could not fix it under warranty. Long story short they offered me \$16k for my xtra clean trade because of the "reconditioning" and Mileage (46K). I told them to shove it and I will be back to have the service dept fix the steering!! Lets get GM to do the right thing if they want us to ever buy another GM vehicle

happy

United States

Jan 20, 2007

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how dumb gm must be, thinking all of the money they are spending on 2007 truck comercials when everyone knows the current problem with the steering shaft. looks like they would just fix the problems they have now, and I might consider buying another one some day.

Cyndi

Laguna Niguel, CA

Jan 21, 2007

[Flag for Review](#) | [Reply »](#)**Jeff wrote:**

My 2004 Yulon XL has the same steering column rattle. My local dealer in St. Augustiner said that GM is going to issue a recall in February 2007. Let's hope this fixes it.

Jeff, who is your dealer? Have the same rattle in my 2004 Yukon in California

John

Chatham, LA

Jan 23, 2007

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I've had a 2002 Chevy Silverado 1500, a 2003 Chevy Suburban, and my current 2005 Chevy Suburban in to my dealer several times each for this "bumping in the steering. It seems most pronounced when in a slow continuous turn to the left. They've lubricated the intermediate steering shaft as they did today on my Suburban - this is the second time @ 29K miles. I'd like to see a permanent fix!

Marc

Stearns, KY

Jan 28, 2007

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Glad to see it was not just my imagination as the dealer made out for me to believe. I believe they must have greased everything on mine even though they said they knew of no issues. I imagine I will be back in soon

Matt

North Salt Lake, UT

Jan 31, 2007

[Flag for Review](#) | [Reply »](#)**Danny wrote:**

My 2003 Yukon makes a low rattle in the front suspension area when driven over slight bump or when making a wide sweeping right turn. Seems to be coming from the lower end of the steering column or that gear box that attaches to front suspension. Aynone ever heard of such a problem? Any help would be greatly appreciated.

I had this problem on my 04 Duramax, and my 05 Yukon XL is starting to do the same thing. I Took it to three different dealerships, one dealership basically told me I would have to live with it. \$50,000 truck and I have listen to a rattle like that!!!? Two of the dealerships performed the intermediate shaft replacement,....still didn't fix it. Having worked in a GM dealership myself prior to joining the Armed Forces, I was bound and determined to find this rattle myself. To make a long story short, it turned out to be the lower steering column bearing(GM part# 26001827-Bearing kit) Just above the joint on the inside of the truck. If you lie on your back and reach up and grab the steering shaft at the highest point before it goes into the column, and give a good shack.. you found your problem. When you look at

this part, you will soon figure out why you have a rattle. A plastic bearing race and steel ball bearings. Hope this helps out.

bowtieguy
Regina, Canada

Monday Feb 12

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<http://www.borgeson.com/TruckProductChevy.htm>

Look under 1999-05 trucks. If your truck is off warranty, might want to look at this as replacement. All Borgeson truck Shafts are backed by a 5 Year, unlimited milage warranty.

Joe
San Leandro, CA

Monday Feb 12

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My back seat is locked in the back and I do not know how to get it out of the car. Can anyone help? one side of the seat is in and the other side is out thus locking the seat and making it unable to fold down. Joe

Daryl
Troy, MI

Wednesday Feb 14

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Yep, My 2003 2500HD 4X4 has had the shaft replaced twice and packed at least half a dozen times, and the problem comes back every 3 months. I think the real fix is to put your favorite CD in and blast it so you cant hear the clunk OR force the Chevy Truck design engineers to drive one of these for about 12 months, That might also work.

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WORK ASN	OE DATE	SEQ	SCH CD
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CUST	CNTL NO/PO	OE	
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