

CL-10215013-9424

Traverse City, MI
December 28, 2007

2008 JAN -9 AM 9:42

GM Quality Control and
GM Customer Service
Chevrolet Motor Division
Chevrolet Customer Assistance Ctr.
P.O. Box 33170
Detroit, MI 48232-5170



VIN#: 2CNDL23F456
2005 Chevrolet Equinox
GX1982171

RE: 2005 Chevrolet Equinox Steering Safety Issue

Dear GM Personnel:

Let me start with a little of my car history. I have been buying a new car almost every two years for the past 30 years, most of them GM. Currently, my husband, and three grown children and their spouses have GM cars – which amount to 7 GM cars in the immediate family. My husband and I are former GM employees.

This Equinox that I purchased is my most favorite car yet and is a car that I had planned on keeping for a long time, selling it outright, and then purchasing another fancier Equinox. Well, all that has come to a halt due to the inability to get the steering problem correctly fixed.

On 12/6/05 the problem started when the steering failed completely. In order to get it to move, I finally shut off the car and started it up again and then it worked. I drove it immediately into the dealer and they blamed it on ice in the wheel wells, although one of the mechanics mentioned that this was happening with the Malibu.

After that the trouble light kept coming on, but the car seemed to steer.

Back to the big problem: on 2/3/06 (I believe that this was towed in to Williams Chevrolet from our garage, but I don't see that history). The car would not even start. They cleaned the connector. Ironically the computer did not pick up any diagnostic history, even though the trouble light had been coming on quite consistently.

On 2/25/06 once again I lost the steering, but regained it and drove it in. At that time they changed the ignition switch. Of course, it was almost out of warranty.

The trouble light continued to come on and on 5/17/07 once again would not budge. I decided to have someone independent take a look at it; it was towed in, and what they found is that by pushing on the fuse box the car once again would start and steer.

Then on 12/21/07 I became stranded with my grandchildren; the door lock wouldn't work, (I used the manual unlock) and the car would not start, but the horn worked. So I let it set overnight and went back the next day (still would not automatically unlock), got in, pounded the fuse box and it started up.

ET
01/09/08
KB

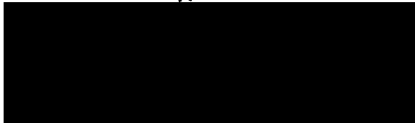
Two days later I once again was stranded. I went to the car the next day to try the same thing, but this time nothing worked. The car would not start, even though the battery was fine. I had it towed to the independent garage once again. After sitting for another day, it once again started and they suggested I take it into the dealer which I did. They once again replaced the ignition switch and gave me a new key (never heard of that one.)

As soon as I left the dealer the trouble came on again; I called but did not hear back from the dealer. The trouble light comes on quite often and, even though the car is starting fine again, the steering a couple of times has completely gone for a few seconds. I refuse to spend more money on something that is not my fault.

I do not think I should be paying for a factory defect and certainly an ignition switch and key wearing out is not normal wear and tear. And if this is happening to your prized Malibu, how long before a recall on this and my Equinox? I eventually wanted to sell it outright, but refuse to allow another person to get stuck with a defect. I also planned on buying another Equinox, but will not unless I know this has been resolved.

What can be done?


With Sincerity,



(Please note on the car history of 12/6/05 there are two other complaints. One was that the bright lights would not stay on; you will note the history mention "Operates as designed". It would have been nice to have someone show me how the lights had to be turned on, as I assumed that they automatically came on.

Also note there was a complaint about the cruise. It still holds true, but I just let that go as I this is something I work around my not usually using my resume but resetting with the set button. I have had years of cruise buttons and handles and this is the first car that I cannot trust that the resume will work properly all the time.)

 **Protection Plan.**


VIN#: 2CNDL23F456
2005 Chevrolet Equinox
GX1982171