

NHTSA Consumer Complaints as of February 13, 2016

15 10788861 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT THE LIFTGATE FAILED TO REMAIN UP AND STRUCK THE CONTACT IN THE BACK OF THE HEAD. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE) AND STATED THAT THE PART NEEDED FOR THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 39,375. HEMPHILL TX Failure Date: 11/06/2015

15 10787005 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. WHEN THE REAR LIFTGATE WAS OPENED, IT CLOSED INDEPENDENTLY AND STRUCK THE CONTACT IN THE BACK. NO MEDICAL ATTENTION WAS REQUIRED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. UPDATED 1/15/16 *CN PLAIN VIEW TX Failure Date: 10/10/2015

15 10767532 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. WHILE OPENING THE LIFTGATE, IT INADVERTENTLY CAME DOWN ON TOP OF THE CONTACT. THERE WERE NO INJURIES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 70,000. RICHMOND HILL NY Failure Date: 09/21/2015

15 10760324 BUICK ENCLAVE 2008 Structure I HAVE BEEN ALMOST SQUISHED SEVERAL TIMES BY MY DYSFUNCTIONAL LIFT GATE. IT DOES NOT STAY OPEN ON IT'S OWN ANYMORE. IT WILL COME SLAMMING DOWN WHETHER THERE IS SOMETHING IN IT'S WAY OR NOT. I FIND THIS VERY

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DANGEROUS AND WOULD LIKE IT FIXED ASAP. THANK YOU. [XXX]
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT
(FOIA), 5 U.S.C. 552(B)(6). *TR FRANKSVILLE WI Failure Date:
08/30/2015

15 10783746 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A
2008 BUICK ENCLAVE. WHILE PARKED, THE VEHICLE'S LIFTGATE WAS OPEN.
THE CONTACT PLACED SOMETHING IN THE BACK OF THE VEHICLE AND THE
LIFTGATE COLLAPSED AND STRUCK HIS BACK. THERE WERE NO INJURIES.
THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER:
15V415000 (STRUCTURE); HOWEVER, THE PART TO DO THE RECALL REPAIR
WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER
EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE
MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS
74,965. UPDATED 1/12/16 * CN APACHE JUNCTION AZ
Failure Date: 08/15/2015

15 10786792 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A
2008 BUICK ENCLAVE. THE CONTACT STATED THAT THE LIFTGATE HAD
DIFFICULTY OPENING AND OPENED INDEPENDENTLY ON SEVERAL
OCCASIONS. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN
NUMBER: 15V415000 (STRUCTURE) HOWEVER, THE PART TO DO THE REPAIR
WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER
EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE
MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE
WAS APPROXIMATELY 97,000. VIN TOOL CONFIRMS PARTS NOT
AVAILABLE. RUSSIA OH Failure Date: 08/15/2015

15 10780708 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A
2008 BUICK ENCLAVE. THE CONTACT STATED THAT THE LIFTGATE FAILED TO
REMAIN OPEN AND FORCIBLY CLOSED INDEPENDENTLY. THE CONTACT
RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000
(STRUCTURE); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE.
THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE

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AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND TOLD THE CONTACT THAT THERE WAS NO SCHEDULE FOR THE RELEASE OF THESE PARTS. THE FAILURE MILEAGE WAS 76,127.UPDATED 02/10/16 *BF DECATUR GA Failure Date: 08/06/2015

15 10735789 BUICK ENCLAVE 2008 Structure ON 7/11/2015 WHEN I OPENED THE LIFT GATE OF MY VEHICLE, THE GATE WOULD NOT STAY OPEN. IT SLOWLY STARTED TO CLOSE. THIS PROBLEM PERSISTED FOR ABOUT 4-5 DAYS. ABOUT 6 DAYS LATER, THE GATE WAS WORKING FINE. ON 7/19/15 I OPENED THE LIFT GATE AND WAS STANDING UNDERNEATH IT GETTING MY CHILD'S STROLLER OUT OF THE BACK OF MY SUV. I HEARD A LOUD POP AND THE LIFT GATE CAME CRASHING DOWN ON THE TOP OF MY HEAD. I WAS THEN TRAPPED UNDER THE LIFT GATE AND STRUGGLED TO GET FREE (I HAD THE STROLLER IN MY ARMS). I WAS ABLE TO FREE MYSELF AND LOCATE MY SUNGLASSES (WHICH WERE ON TOP OF MY HEAD WHEN THE GATE CRASHED DOWN) ABOUT FIVE FEET AWAY. AT THIS POINT, THE LIFT GATE WAS COMPLETELY CLOSED. I TRIED OPENING IT AGAIN AND IT CAME CRASHING DOWN. CURRENTLY, THE LIFT GATE WILL NOT STAY OPEN AND I AM UNABLE TO USE THE GATE, AND THEREFORE UNABLE TO USE THE INTERIOR BACK AREA OF MY CAR. IN TERMS OF INJURY, I HAD A BUMP ON MY HEAD, FREQUENT HEADACHES, AND PERSISTENT NECK PAIN. HENDERSON

NV Failure Date: 07/11/2015

15 10780166 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. WAUSAU WI

Failure Date: 06/30/2015

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15 10781564 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE), BUT THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. INVERNESS FL

Failure Date: 06/30/2015

15 10780572 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT THE LIFTGATE ON THE VEHICLE WAS CONSTANTLY COLLAPSING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE). THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 113,000. BELLAIRE OH Failure Date:

06/23/2015

15 10782165 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. WHEN THE VEHICLE WAS PARKED AND THE LIFTGATE WAS OPENED, THE LIFTGATE INDEPENDENTLY FELL DOWN AND STRUCK THE CONTACT ON THE HEAD. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE), HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 100,000.

RAY OH Failure Date: 06/23/2015

15 10779340 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER:

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15V415000 (STRUCTURE) EXCEEDED A REASONABLE AMOUNT OF TIME FOR REPAIR. THE DEALER STATED THAT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. ON SEVERAL OCCASIONS, THE LIFTGATE FELL ON THE CONTACT'S HEAD. THERE WERE NO INJURIES. THE FAILURE MILEAGE WAS 60,000. ABBEVILLE AL

Failure Date: 06/01/2015

15 10780530 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. UPON OPENING THE LIFTGATE, IT INTERMITTENTLY CLOSED AUTOMATICALLY. THE FAILURE OCCURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 149,000.

PHILDELPHIA PA Failure Date: 05/13/2015

15 10670832 BUICK ENCLAVE 2008 Structure WHILE BRAKING AGGRESSIVELY DURING HEAVY RAIN, RAINWATER Poured FROM THE PASSENGER SIDE HEADLINER ONTO THE DASH. RAINWATER HAS BEEN LEAKING INTO THE CAR FOR THE PAST SEVERAL WEEKS. THIS ISSUE WAS APPARENTLY REPAIRED THREE (3) PRIOR TIMES IN 2008, BUT HAS RECURRED. GENERAL MOTORS HAS ONLY OFFERED ME ONE FREE HOUR OF DIAGNOSIS TIME. THIS IS A MAJOR SAFETY ISSUE REGARDING DRIVER VISIBILITY, DISTRACTING THE DRIVER AND COULD EFFECT MULTIPLE ELECTRICAL SYSTEMS IN THE VEHICLES DASH DUE TO THE INTRODUCTION OF RAINWATER. THE SECOND ISSUE IS THE VEHICLE'S TRANSMISSION IS FAILING. TRANSMISSION LOSES POWER WHILE SHIFTING FROM 3RD TO 4TH GEAR, THEN ABRUPTLY JERKS INTO GEAR. THE CAR HAS LESS THAN 64,000 MILES.

*TR SACRAMENTO CA Failure Date: 12/19/2014

15 10667553 BUICK ENCLAVE 2008 Structure THE TAILGATE/LIFTGATE IS BROKEN FOR THE SECOND TIME. THE FIRST TIME IT WAS REPLACED WAS WHEN IT HAD ONLY 40,403 MILES. NOW, IT IS BROKEN AGAIN AT 77,000. THE HATCH WILL GO UP AUTOMATICALLY, BUT DOESN'T HOLD SO IT COMES CRASHING DOWN. THIS IS VERY DANGEROUS! AM I TO EXPECT THAT EVERY

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30,000-40,000 IT NEEDS TO BE REPLACED? *TR STOCKTN CA

Failure Date: 12/17/2014

15 10789347 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT FOR MONTHS THE REAR LIFTGATE RANDOMLY FELL DOWN WITHOUT WARNING. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE:BODY) AND STATED THAT THE PART WAS NOT AVAILABLE WITHIN A REASONABLE TIME FRAME TO SCHEDULE THE RECALL REPAIR. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. THE VEHICLE WAS ALSO INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V118000 (AIR BAGS) AND THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. PARTS DISTRIBUTION DISCONNECT. THE MANUFACTURER WAS CONTACTED AND COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE RECALL REPAIRS. THE CONTACT CONTINUED TO EXPERIENCE THE REAR LIFTGATE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. SEVEN VALLEYS PA Failure Date: 12/15/2014

15 10664167 BUICK ENCLAVE 2008 Structure JUST BOUGHT THE CAR ON THURSDAY. TODAY IS SUNDAY AND WE HAD A LIGHT RAIN. I HAD TO RUN TO THE STORE AND NOTICED WATER RUNNING ALL OVER THE SEATS AND THE DASH. THE CAR IS LEAKING ALL OVER. CALLED THE DEALER AND THEY SAID TO BRING IT IN TOMORROW MORNING. *TR QUINTER KS

Failure Date: 12/14/2014

15 10749095 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT THE STABILITY TRACTION CONTROL WARNING LIGHT CONTINUOUSLY ILLUMINATED. THE CONTACT MENTIONED THAT EVERY TIME THE FAILURE RECURRED, THE VEHICLE WOULD DRASTICALLY DECELERATE MAKING IT EXTREMELY DIFFICULT TO OPERATE. THE CONTACT HAD TO TURN THE VEHICLE OFF AND ON IN ORDER TO RESET THE COMPUTER. THE VEHICLE WAS ABLE TO RESTART EACH TIME BUT THE FAILURE WAS GETTING PROGRESSIVELY WORSE. THE VEHICLE WAS TO BE TAKEN TO A DEALER TO INSPECT AND DIAGNOSE THE FAILURE. ALSO, THE

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CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE) AND WAS WAITING ON THE PERMANENT REMEDY AND PART TO REPAIR THE VEHICLE. THE MANUFACTURER WAS CONTACTED AND COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE APPROXIMATE FAILURE MILEAGE WAS 150,000. BLYTHEVILLE AR Failure Date: 10/06/2014

15 10599065 BUICK ENCLAVE 2008 Structure A SMALL GROMMET FAILED ALLOWING THE SUNROOF DRAIN LOCATED INSIDE THE ROOF TO DRAIN WATER TO THE INTERIOR FRONT DRIVERS SIDE. THE LEAK WAS NOT EASILY DETECTED UNTIL A MOLDY SMELL DEVELOPED INSIDE THE CAR, HUMIDITY ISSUES, AND THE RADIO STOPPED WORKING. THE AMPLIFIER LOCATED NEAR THE LEAK SHORTED OUT AND FAILED. (NO FIRE LUCKILY) AFTER \$1700 WORTH OF DAMAGES AND REPAIRS WERE MADE BY BUICK, THIS DESIGN DEFECT WAS CORRECTED AT FULL COST TO THE OWNER. THIS WATER LEAK COULD HAVE EASILY CAUSED MORE PROBLEMS AND POSSIBLY EVEN A ELECTRICAL FIRE. OTHER ENCLAVE OWNERS WITH SIMILAR PROBLEMS SHOULD FORM A CLASS ACTION SUIT. GM DOES NOT TAKE RESPONSIBILITY FOR THIS OBVIOUS DESIGN FLAW EVEN THOUGH THE BUICK ENCLAVE FORUMS HAVE NUMEROUS SIMILAR COMPLAINTS. GM'S RESPONSE WAS TO OFFER A \$2500 CREDIT ON A NEW VEHICLE PURCHASE. I CERTAINLY HAVE NO NEED TO EVER PURCHASE ANOTHER PROBLEM. *TR BRICK NJ Failure Date: 06/02/2014

15 10655334 BUICK ENCLAVE 2008 Structure PURCHASED VEHICLE END OF FEB 2014. PROBLEMS STARTED RIGHT AWAY. 3-13-14 REPLACED FRONT STRUTS, COMPLAINED ABOUT TRANS SHIFTS AND HEATER MOTOR WORKING PART TIME. DEALER SAID THEY COULD NOT DUPLICATE. 4-8-14 REPLACED BLOWER MOTOR AND PIGTAIL. 6-5-14 REPLACED AC EVAPORATOR OLD ONE WAS SHOT. 7-5-14 REPLACED TRANSMISSION,& WATER PUMP, & STEERING GEAR PINION SHAFT SEAL. NOW WE CURRENTLY HAVE CLEAR COAT PEALING AND WATER COMING IN ON THE DRIVERS SIDE FLOOR. *TR
 ARLINGTON OH Failure Date: 03/10/2014

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15 10551881 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THE SUNROOF TUBE FAILED CAUSING WATER TO PENETRATE INTO THE VEHICLE FROM THE SUNROOF, THE SUN VISOR AND THE WINDSHIELD. THE DRIVERS SIDE CARPET AND FLOOR HAD WATER DAMAGE. THE MANUFACTURER STATED THE VEHICLE WAS NOT INCLUDED IN THE MANUFACTURERS SPECIAL WARRANTY FOR THE SUNROOF TUBE DRAINING. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 77,000.

MARTENSDALE IA Failure Date: 11/04/2013

15 10577495 BUICK ENCLAVE 2008 Structure I HAVE A 2008 BUICK ENCLAVE, THE SUNROOF IS LEAKING WHICH IS CAUSING DAMAGE TO OTHER PARTS OF THE VEHICLE. THIS SHOULD BE A RECALL! ROCKWV

Failure Date: 09/03/2013

15 10787667 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. WHILE THE VEHICLE WAS PARKED, THE CONTACT ATTEMPTED TO OPEN THE REAR HATCH DOOR BY PRESSING THE OPEN BUTTON ON THE FOB; HOWEVER, THE LIFTGATE FAILED TO OPEN. ON SEVERAL OCCASIONS, THE LIFTGATE FAILED TO CLOSE WHEN THE CLOSE BUTTON WAS PRESSED ON THE FOB. THE CONTACT HAD TO MANUALLY OPEN AND CLOSE THE LIFTGATE ON SEVERAL OCCASIONS. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE), BUT THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 95,000. PLEASANT GROVE AL Failure Date: 07/01/2013

15 10515856 BUICK ENCLAVE 2008 Structure DURING WET WEATHER, THE POWER STEERING SEEMS TO SHUT DOWN AND MAKING IT VERY HARD TO STEER THE CAR. THIS HAS HAPPENED MANY TIMES OVER THE PAST TWO YEARS. IT SEEMS TO HAPPEN AFTER JUST STARTING OUT AND DRIVING THRU A SMALL PUDDLE OF WATER AND AFTER A FEW MILES SEEMS TO OPERATE

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NORMALLY. THIS IS THE SAME COMPLAINT I HAVE SEEN FROM OTHER OWNERS AND NEEDS TO BE CONSIDERED FOR A RECALL BECAUSE THIS IS AN ACCIDENT WAITING TO HAPPEN. WE HAD ONE CLOSE CALL, HOW EVER DO TO THE LOW SPEED WAS ABLE TO STOP THE CAR IN TIME. SOMEHOW WATER MUST BE GETTING INTO THE STEERING COMPONENTS. *TR

MAITLAND FL Failure Date: 06/08/2013

15 10783354 BUICK ENCLAVE 2008 Structure THE LIFTGATE IS BROKEN. THE HYDRAULICS SUPPORTING IT WILL NOT KEEP IT IN AN OPEN POSITION AND IT FALLS IF NOT HELD UP MANUALLY. IT ALSO ELECTRONICALLY MISFIRES AND WILL SHUT WITH THE LIFTGATE MOTOR AND CANNOT BE STOPPED. IT HAS CLOSED ON BOTH ME AND MY CHILD. IT IS EXTREMELY DANGEROUS AND I AM FRUSTRATED THAT IT HAS BEEN RECALLED WITH NO REPAIR DATE FORTHCOMING. BRISTOW OK Failure Date: 06/01/2013

15 10615732 BUICK ENCLAVE 2008 Structure VEHICLE WAS ALREADY ONCE SERVICED FOR A WATER LEAK. WATER COMING FROM INTERIOR REAR BACK UP SENSOR NOTIFICATION. ALSO WATER LEAKING INTO THE A PILLAR. ALSO WATER COMING OUT OF THE VISOR ATTACHMENT TO THE HEAD LINER. AGAIN, WATER IS COMING INTO THE INTERIOR. PASSENGER CARPET IS ALWAYS SOAKED. *TR GRANDVILLE MI Failure Date: 05/24/2013

15 10578019 BUICK ENCLAVE 2008 Structure THE MOONROOF IS LEAKING WATER INTO THE INTERIOR. THE WATER IS SOAKING THE INSIDE OF THE VEHICLE POTENTIALLY CAUSING PROBLEMS WITH OTHER SYSTEMS.

*TR SPRINGFIELD OR Failure Date: 04/17/2013

15 10695429 BUICK ENCLAVE 2008 Structure IT WAS A RAINY DAY AND MY PASSENGER SIDE FLOOR WAS SOAKING WET AND THERE WAS WATER MARKS ON THE ABOVE UPHOLSTERY. IT TOOK DAYS TO GET IT OUT AND THE DEALERSHIP SAYS IT WAS BOUGHT AS IS. I HAVE BEEN RESEARCHING ONLINE AND THERE SHOULD BE A RECALL FOR THIS BECAUSE SEVERAL PEOPLE HAVE COMPLAINTS ON THIS SAME ISSUE. LEESVILLE SC Failure Date:

03/24/2013

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15 10587958 BUICK ENCLAVE 2008 Structure AFTER A STEADY RAIN I NOTICED THE PASSENGER FLOOR BOARD WAS SOAKED. I THOUGHT A WINDOW WAS ACCIDENTALLY LEFT CRACKED AFTER CHECKING WINDOW AND REALIZING WINDOW WAS NOT CRACKED. WATER IS GETTING INTO CAR THROUGH SUN ROOF DRAINING INTO THE CAR. SEVERAL RAINS LATER IT IS CONSTANTLY WATER INSIDE THE CAR. *TR CORINTH TX

Failure Date: 02/21/2013

15 10564486 BUICK ENCLAVE 2008 Structure THIS IS THE 8TH TIME+ WE'VE HAD WATER ENTER THE CAR THROUGH THE CLOSED MOON ROOF. WATER DRIPS DOWN THROUGH THE LEFT AND RIGHT WINDSHIELD PILLARS, FLOWS OUT OF THE SEATBELT TENSIONERS IN THE 3RD ROW AND THROUGH THE HEADLINER ONTO THE INSIDE OF THE WINDSHIELD. YOU CAN HEAR A WAVE OF WATER FLOWING ABOVE THE HEADLINER, AND WHEN WOOSH IT FLOWS WHEN THE CAR DIPS TO ONE SIDE OR THE OTHER. THERE'S HAS TO BE ELECTRICAL ISSUES AND RUST THAT'S BEING CREATED BY THIS PROBLEM. THE DEALERSHIP SAYS THE DRAIN IS CLOGGED WITH LEAFS, FROM A MOON ROOM THAT'S NEVER BEEN OPENED. THIS PROBLEM IS PERVASIVE FOR THIS PLATFORM (2007-2012/TRVERSE/ACADIA/OUTLOOK/ENCLAVE) BUT I DON'T SEE ANY ACTIVITY FROM THIS ORGANIZATION TO ADDRESS THIS. THE LAST 2 TIMES THIS HAPPENED BRAKING SYSTEM FAILED. WARNING ON THE DIC: BREAK ASSIST OFF AND THEN THE RED CRITICAL FAILURE WARNING AND TONES CAME ON WHILE DRIVING. SO NOW I HAVE WATER ON THE INSIDE OF THE WINDSHIELD AND FAILURE OF THE BRAKING SYSTEM, WHILE I'M DRIVING. THE DEALERSHIP WAS UNABLE TO PULL ANY ERROR CODES, BUT I RECORDED THE EVENT ON MY CELL PHONE. NOW THIS IS A NTSB ISSUE. FAILED BRAKES AND NOT BEING ABLE TO SEE OUT THE WINDSHIELD IS A REAL ACCIDENT WAITING TO HAPPEN. (NOTE, ONCE THE VEHICLE DRIED OUT, THE BRAKE FAILURE WARNING AND TONES WENT AWAY.) GOOD THING WE LIVE IN DROUGHT STRICKEN CALIFORNIA OR WE'D PROBABLY BE DEAD A LONG TIME AGO. *TR ALAMO CA Failure Date: 02/04/2013

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15 10577471 BUICK ENCLAVE 2008 Structure A WATER LEAK CAUSED BY A BACKUP IN THE DRAIN TUBES OF MY WIFE'S 2008 ENCLAVE EVIDENTLY CAUSED AN APPARENT COMPUTER SYSTEM INCIDENT WHEREBY I WAS LOCKED IN THE VEHICLE AND COULD NOT GET OUT. THE KEY WAS STUCK IN IGNITION (AND COULD NOT BE REMOVED) AND MANUAL DOOR LOCKS WOULD NOT UNLOCK VEHICLE BECAUSE THERE WAS SOME KIND OF SAFETY INTERLOCK. EVIDENTLY THERE WAS A SHORT IN THE ELECTRICAL SYSTEM WHICH DISABLED ALL METHODS OF EXITING OR STARTING VEHICLE. FOR SOME REASON THE ONSTAR SYSTEM WORKED, BUT ONSTAR HAD NO CLUE AS TO HOW TO ASSIST OR OVERRIDE THE INTERLOCK FEATURE. IT WAS WINTER TIME, AND MY WIFE AND OUR DOG WERE ALSO STRANDED IN VERY COLD WEATHER OUTSIDE THE VEHICLE. LUCKILY WE WERE ASSISTED BY A STRANGER THAT USED HIS JUMPER CABLES TO GET THE CAR STARTED. I AM CONCERNED THAT THIS COULD HAPPEN IF THE CAR WERE SUBMERGED OR THE COMPUTER SYSTEM WAS SOMEHOW COMPROMISED IT COULD CAUSE A SIMILAR PROBLEM. FILED PROBLEM WITH BUICK CUSTOMER RELATIONSHIP VIA EMAIL BUT ALL THEY WANTED TO DO WAS TO REPLACE THE BATTERY. AS OF THIS DATE (4/4/14) WE STILL HAVE THE ORIGINAL BATTERY, BUT THEY DENY ANY KNOWLEDGE OF THE PROBLEM. I HAVE EMAILS FROM BUICK AND THEIR SERVICE REQUEST NUMBER IF YOU WOULD LIKE TO VERIFY MY CLAIM. I ONLY RECENTLY BECAME AWARE THAT I COULD FILE A COMPLAINT WITH NHTSA IN THIS MANNER. *TR CINCINNATI OH Failure Date: 12/18/2012

15 10473152 BUICK ENCLAVE 2008 Structure OUR 2008 BUICK ENCLAVE BEGAN LEAKING WATER ONTO AND UNDER THE DASHBOARD FROM THE SUNROOF. NOT ONLY HAS THIS BEEN A KNOWN PROBLEM SINCE 2008, BUT THERE WAS AN ACTUAL RECALL THAT YEAR TO FIX THIS LEAK. FOR SOME REASON OUR VIN NUMBER WAS EXCLUDED FROM THE ORIGINAL RECALL BUT IT IS EXPERIENCING THE EXACT SAME ISSUES THAT THE RECALL WAS TO ADDRESS. THIS LEAK CAN CAUSE SEVERAL SAFETY ISSUES INCLUDING CORROSION AND FAILURE OF AIRBAG SYSTEMS, THE FUSE PANEL, THE BLOWER MOTOR THAT OPERATES THE DEFROST/DEFOG FUNCTION, AND A BUILDUP OF MOLD AND MILDEW. THE DEALER TOLD ME THAT MY FUSE PANEL

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IS SHOT AND NEEDS TO BE REPLACED. I SUSPECT THAT I HAVE OTHER DAMAGED ELECTRICAL COMPONENTS AS WELL. I HAVE ATTACHED THE URL'S OF SEVERAL SITES WHICH REFERENCE THE EXTENT TO WHICH THIS PROBLEM IS OCCURRING WITH THESE VEHICLES. IT IS OBVIOUS THAT THE INITIAL RECALL DID NOT COVER ALL OF THE VEHICLES WITH THE UNDERLYING PROBLEM AND NOW WE ARE STUCK WITH A DEALER QUOTE FOR \$1900 REPAIR THAT DOES NOT INCLUDE THE BLOWER MOTOR AND AIR BAGS. I WOULD APPRECIATE A PROMPT RESPONSE AS I CAN'T DRIVE IN THE RAIN AND AM CONCERNED ABOUT HIDDEN DAMAGE THAT COULD AFFECT THE CAR'S SAFETY. THANKS. [HTTP://WWW.YOUTUBE.COM/WATCH?V=FNYKJLHUSXI](http://www.youtube.com/watch?v=FNYKJLHUSXI) VIDEO OF WATER-DAMAGED BLOWER MOTOR DUE TO THIS KNOWN PROBLEM WITH THE LEAKING SUNROOFS. [HTTP://WWW.ENCLAVEFORUM.NET/INDEX.PHP?TOPIC=3411.0](http://www.enclaveforum.net/index.php?topic=3411.0) CONTAINS THE 2008 ENCLAVE RECALL NOTICE [HTTP://WWW.FAQS.ORG/CAR/BUICK-ENCLAVE-2008/VISIBILITY/](http://www.faqs.org/car/buick-enclave-2008/visibility/) LISTS THE GM TECHNICAL BULLETINS FOR THIS ENCLAVE LEAK ISSUE [HTTP://WWW.ENCLAVEFORUM.NET/INDEX.PHP?TOPIC=2039.0](http://www.enclaveforum.net/index.php?topic=2039.0) 34 PAGES OF POSTS REGARDING THE LEAKING SUNROOF ISSUE [HTTP://TOWNHALL-TALK.EDMUNDS.COM/WEBX?14@189.V7QQAXGAHVH@.F17FC13/53#MSG53](http://townhall-talk.edmunds.com/webx?14@189.v7qqaxgahvh@.f17fc13/53#msg53) SEVERAL PAGES OF COMPLAINTS ON AN EDMUNDS FORUM [HTTP://WWW.EDMUNDS.COM/SEARCH/RESULTS.HTML?Q=ENCLAVE+SUNROOF+LEAKS&SRC=USERGEN&AC=&X=29&Y=11](http://www.edmunds.com/search/results.html?q=enclave+sunroof+leaks&src=usergen&ac=&x=29&y=11) ETC. *TR ROSWELL GA

Failure Date: 02/01/2012

15 10441420 BUICK ENCLAVE 2008 Structure WITHOUT INCIDENT OR CAUSE, OUR 2008 ENCLAVE BEGAN LEAKING AN EXCESSIVE AMOUNT OF WATER ONTO THE PASSENGER AND DRIVER'S SIDE FLOOR BOARDS. ONLY BY ONLINE SEARCHING HAVE I FOUND THAT THESE LEAKS ARE MOST LIKELY COMING FROM INADEQUATE DRAIN TUBES OR OTHER COMPONENT OF THE SUNROOF. OUR LOCAL GMC / CHEVROLET DEALERSHIP HAS COMPLETELY BRUSHED US OFF AND REFUSED TO HONOR EXTENDED WARRANTY OR EVEN LOOK AT THE VEHICLE IN THEIR SERVICE DEPARTMENT. THEY HAVE SENT US TO LOCAL AUTOGLASS COMPANIES AND A LOCAL BODY SHOP, NEITHER OF

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WHICH EVEN SLOWED DOWN THE LEAKING. AT THIS POINT, I JUST WANT TO GET RID OF THIS VEHICLE. I HAVE TWO YOUNG DAUGHTERS, AGE 3 AND 4, WHO WILL UNDOUBTEDLY BE EXPOSED TO MOLD AND MILDEW IN THE VENTILATION SYSTEM OF THIS CAR. ASIDE FROM THIS, THERE IS NO DOUBT THAT ELECTRICAL PROBLEMS AND RUST ARE BOUND TO OCCUR IN THE FUTURE. BUICK HAS COMPLETELY FAILED THIS CONSUMER. *TR

CAMPBELLSVILLE KY Failure Date: 11/16/2011

15 10432228 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT WHENEVER OPENING THE REAR POWER LIFTGATE, IT WOULD CLOSE UNEXPECTEDLY WITH GREAT FORCE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 41,000. HOUSTON TX

Failure Date: 10/15/2011

15 10424670 BUICK ENCLAVE 2008 Structure MY 2008 BUICK ENCLAVE LEAKS AND NOW HAS A MOLD SMELL INSIDE OF THE VEHICLE. ALSO, THE BLOWER MOTOR HAS FAILED TWICE AND THE CAR OVERHEATS WITHOUT ANY WARNING. I HAVE TAKEN THE CAR TO THE DEALER AND THE PROBLEM CONTINUES TO HAPPEN. *TR MADISON NJ Failure Date: 07/27/2011

15 10502114 BUICK ENCLAVE 2008 Structure THE VEHICLE HAS HAD A RE-OCCURRING ROOF LEAK FOR ~2 YEARS. THE VEHICLE HAS BEEN TO TWO DIFFERENT DEALERS FOR A TOTAL OF 5 TIMES FOR REPAIR. WATER LEAKS DOWN THE PILLARS BETWEEN THE WINDSHIELD AND FRONT DOOR, THE PILLARS BETWEEN THE FRONT AND BACK DOORS, AND FROM THE LIGHTS IN THE BACK. THE WATER COLLECTS IN AND UNDER THE CARPET AND HAS AN ODOR. THERE IS A MOLD CONCERN. *TR VENETIA PA Failure Date: 05/31/2011

15 10381208 BUICK ENCLAVE 2008 Structure I OWN A 2008 BUICK ENCLAVE WITH A FACTORY INSTALLED SUNROOF. I HAVE HAD THE VEHICLE BACK TO THE DEALER ON SEVERAL OCCASIONS FOR EXCESSIVE LEAKS IN FROM THE

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SUNROOF. THE WATER COLLECTS ABOVE THE HEADLINER AND WHEN THE VEHICLE IS MOVED, CAN DRAIN DOWN ONTO THE DRIVER CAUSING A REACTION TO THE UNEXPECTED EVENT. IN ADDITION, I HAVE HAD WATER LEAKING FROM THE LIGHT FIXTURES BOTH OVER THE CENTER CONSOLE AND FROM THE REAR SEAT ROOF LIGHT. IN LOOKING AT THE ENCLAVE OWNERS WEBSITE, THIS APPEARS TO BE A HIGHLY COMMON ISSUE WITH THE 2008 ENCLAVE. I WAS ADVISED THE LAST TIME BY THE DEALER THEIR IS A DESIGN FLAW WITH THE A PILLAR THAT CAUSES IT TO CLOG AND NOT DRAIN PROPERLY. THIS IS NOT ONLY AN INCONVENIENCE, BUT ALSO A POTENTIAL FIRE HAZARD WITH WATER LEAKING INTO ELECTRICAL COMPONENTS IN THE ROOF, CONSOLE, AND DASHBOARD. BUICK HAS NOT ACCEPTED RESPONSIBILITY OR ACKNOWLEDGED THERE IS AN ISSUE WITH THE DRAIN CONDITION. VEHICLE HAS BEEN BACK TO THE DEALER AT LEAST 3 TIMES WITHOUT RESOLUTION. *TR NEW KENSINGTON PA Failure Date: 02/06/2011

15 10440429 BUICK ENCLAVE 2008 Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT THERE WAS A WATER LEAK IN THE FRONT AND REAR ENDS OF THE VEHICLE. AS A RESULT, THE ELECTRICAL SYSTEM WAS DAMAGED. BOTH THE DEALER AND MANUFACTURER WERE NOTIFIED, BUT DENIED ASSISTANCE WITH REPAIRS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNAVAILABLE AND THE CURRENT MILEAGE WAS 12,770. SEETER PARK TX
Failure Date: 12/20/2010

15 10370323 BUICK ENCLAVE 2008 Structure MY VEHICLE HAS BEEN IN THE SHOP X 1 FOR A LEAK IN THE SUNROOF. I AM NOW ON MY SECOND ATTEMPT TO GET THE VEHICLE REPAIRED. ON THE PREVIOUS LEAK WATER COULD BE HEARD IN THE DASH WHILE TURNING OUT OF MY DRIVEWAY, THE LOCATION OF THE LEAK AT THAT TIME WAS NEAR THE PASSENGER SIDE A POST. THIS CURRENT LEAK IS ALSO ON THE SAME POST BUT ON THE DRIVERS SIDE. THIS TIME I HAD MY BRAKE LIGHT FLASHING ON AND OFF WITH MY PARKING ASSIST LAMPS. AN AUDIBLE CHIME COULD ALSO BE HEARD. THEIR IS AN OBVIOUS

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HISTORY OF PROBLEMS WITH THIS SPECIFIC BODY FROM ALL OF THE RESEARCH I HAVE FOUND ONLINE. I AM CONCERNED FOR THE HEALTH AND SAFETY OF MY FAMILY AS WE DRIVE IN A CAR THAT MAY HAVE MOLD AND THE POSSIBILITY OF ELECTRICAL PROBLEMS CAUSING THE VEHICLE TO STALL OUT OR CATCH FIRE. I HOPE THE MATTER IS TAKEN SERIOUSLY AND A FOLLOW UP IS DONE. THANK YOU. *TR LAKE IN THE HILLS

IL Failure Date: 12/11/2010

15 10361341 BUICK ENCLAVE 2008 Structure FIXED REAR GLASS SKYLIGHT ON A 2008 BUICK ENCLAVE LEAKED WATER CAUSING MANY ELECTRONIC COMPONENTS TO SHORT OUT AND FAIL. *TR YORKTOWN

HEIGHTS` NY Failure Date: 09/30/2010

15 10351925 BUICK ENCLAVE 2008 Structure 2008 BUICK ENCLAVE WITH WATER LEAKS FRONT, MID AND REAR OF VEHICLE. SERVICE DEPT HAS ADMITTED GM DESIGN FLAW IN SUNROOF WHICH IS DESIGNED TO LEAK. WATER IS SUPPOSED TO DRAIN THRU TINY DRAIN TUBES WHICH BECOME CLOGGED WITH DEBRIS. ENCLAVE BACK IN SHOP FOR 5TH TIME; 3RD TIME IN 1 MTH. *TR CLAY NY Failure Date: 08/23/2010

15 10433120 BUICK ENCLAVE 2008 Structure OUR 2008 BUICK ENCLAVE HAS LEAKED WATER ON THE PASSENGER FLOOR SO MANY TIMES I HAVE LOST COUNT. I COULD RAISE FISH IN THE VEHICLE. THE FIRST DEALER COULD NOT FIND ANYTHING SO WE WENT TO THE NEXT DEALER WITH THE PASSENGER SIDE SOAKED. THEY STATED IT WAS THE WINDSHIELD SO WE PAID \$300. TO HAVE IT RESEATED. NOPE THAT DIDN'T WORK. NEXT THEY HAD THE VEHICLE FOR 10 DAYS STATING THE CARPET WAS SOAKED, THE PADDING UNDERNEATH WAS SOAKED AND THEY WERE BRINGING IN A LEAK SPECIALIST. JUST 2 DAYS AFTER IT LEFT THE SERVICE DEPARTMENT AND THE FIRST RAIN I AM RAISING FISH AGAIN AND IT SMELLS. *TR BELLE ISLE FL

Failure Date: 04/08/2009

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15 10259662 BUICK ENCLAVE 2008 Structure WHEN REPLACING WINDSHIELD NOTICED THAT PAINT WAS COMING OFF PINCHWELD WITH OLD URETHANE ADHESIVE. *TR DUNN NC Failure Date: 02/23/2009

15 10266373 BUICK ENCLAVE 2008 Structure MY 2008 BUICK ENCLAVE CONSISTENTLY HAS WATER LEAKS AFTER IT RAINS. THERE IS A LOT OF CONDENSATION BUILD UP IN THE VEHICLE AND WATER IN THE CARGO AREA. THE VEHICLE HAS BEEN BROUGHT TO THE DEALERSHIP 3 TIMES FOR THIS ISSUE, BUT IT HAS YET TO BE REPAIRED AFTER 3 UNSUCCESSFUL ATTEMPTS (EVEN THOUGH THE DEALERSHIP SAYS THE PROBLEM HAS BEEN FIXED). *TR VIRGINIA BEACH VA Failure Date: 01/03/2009

15 10241675 BUICK ENCLAVE 2008 Structure SAFETY PROBLEM WITH THE POWER LIFTGATE ON 2008 BUICK ENCLAVE. WHEN CLOSING, IT DOES NOT REVERSE AT MY SHOULDER HEIGHT. A FEW DAYS AGO, IT PUSHED ME DOWN TO ABOUT TO HALFWAY POINT BEFORE IT STOPPED (OUCH!!!) LATER TRIED THIS A FEW TIMES... IN THE FIRST 6-12" OF CLOSING, THE GATE DOES NOT REVERSE, EVEN WITH VERY FIRM HAND PRESSURE. FURTHER TESTS SHOWED THAT IT FAILS TO REVERSE AT EVEN MORE THAN THE 12" MARK (I DIDN'T MEASURE). AT ABOUT MIDWAY TO CLOSED, IT REVERSES WITH JUST A LIGHT TOUCH. ACCORDING TO OWNERS MANUAL: * "IF THE LIFTGATE ENCOUNTERS AN OBSTACLE DURING A POWER OPEN OR CLOSE CYCLE, A WARNING CHIME WILL SOUND AND THE LIFTGATE WILL AUTOMATICALLY REVERSE DIRECTION TO THE FULL CLOSED OR OPEN POSITION." *TR LIVINGSTON TX Failure Date: 09/03/2008