

NHTSA Consumer Complaints as of July 21, 2016

10 10863734 2011 CHEVROLET IMPALA Electrical ON MY WAY TO WORK, I WAS MAKING A NEXT TURN AT A LIGHT WHEN MY CAR ALL OF A SUDDEN SHUT OFF AND THEN TURNED BACK ON TWICE IN A MATTER OF 15 SECONDS. THIS IS VERY DANGEROUS, IF IT WASN'T FOR THE VERY ATTENTIVE DRIVERS, I COULD'VE BEEN RAMMED!!! THE SECOND INCIDENT WAS AFTER I GOT OFF OF WORK. MY CAR WAS IN A PARKING GARAGE WHEN THIS HAPPENED. I TRIED STARTING MY CAR AND IT WOULDN'T START. I TRIED A SECOND TIME AND IT STARTED BUT THE ENGINE WAS REVVING REALLY HARD, LIKE I WAS ABOUT TO SPEED OFF OR SOMETHING. I TURNED THE CAR OFF AGAIN AND STARTED IT AGAIN FOR THE THIRD TIME AND "SERVICE STABILITRAK, SERVICE TRACTION CONTROL, AND REDUCED ENGINE POWER" ALL COME UP ON THE SERVICE SCREEN. AFTER READING MULTIPLE FORUMS ONLINE WITH HUNDREDS OF COMPLAINTS ABOUT THIS. I WAS SCARED TO DRIVE HOME. I DROVE AT ABOUT 40 MPH ALL THE WAY HOME (MY JOB IS A 25-30 MIN COMMUTE) AND FORTUNATELY I DIDN'T GET STRANDED AND MY CAR DIDN'T TURN OFF IN THE MIDDLE OF DRIVING LIKE SOME FOLK HAVE EXPERIENCED. GM NEEDS TO ADDRESS THIS PROBLEM. WHY ISNT THERE A RECALL YET?! ALEXANDRIA VA Failure Date: 05/06/2016

10 10862078 2011 CHEVROLET IMPALA Electrical WHILE DRIVING THE TRACTION CONTROL,STABILIZER,ENGINE POWER WARNING ALL COME ON AND THE CHECK ENGINE LIGHT COMES ON AND SOMETIMES THE ENGINE TURNS OFF. PULL OFF ROAD, WILL NOT START THEN MINUTES LATER IT STARTS. CHECK ENGINE LIGHT STAYS ON. AFTER MULTIPLE STARTS THE CHECK ENGINE LIGHT GOES OUT . I HAVE READ MULTIPLE COMPLAINTS ABOUT THIS ,YET THE NOTHING IS BEING DONE. TO REPAIR THIS PROBLEM. THE EFFECTS OF THIS IS THE SAME AS THE IGNITION TURNING OFF. PENDING ON TRAFFIC. THIS COULD BE DEADLY. THIS HAS HAPPENED ALOT.
PINCONNING MI Failure Date: 04/28/2016

10 10840205 2011 CHEVROLET IMPALA Electrical I BEGIN NOTICING ISSUES WHEN TAKING OFF FROM A COMPLETE STOP WHERE THE VEHICLE WOULD LUNGE FORWARD LIKE IT COULDN'T SHIFT INTO FIRST GEAR.

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I HAD THAT CHECKED AND NOTHING SHOWED AS AN ISSUE, SO THE MECHANIC SAID IT HAD TO BE ELECTRICAL. THIS WEEKEND I AM DRIVING IT AND AFTER 25 MINUTES IN THE CAR THE CHECK ENGINE LIGHT COMES ON, AS DOES THE NOTICE THAT MY ENGINE POWER HAS BEEN REDUCED, AND TO SERVICE THE STABILITY TRACTION CONTROL SYSTEM. I WAS COMING TO A STOP LIGHT WHEN IT CAME ON AND I PULLED OFF TO TURN OFF THE CAR AND RESTART IT AS THAT WOULD WORK WHEN IT FAILED BEFORE TO RESET THE SYSTEM. IT DIDN'T RESET AND I HAD TO DRIVE IT WITH REDUCED POWER THE REST OF THE WAY TO MY DESTINATION. I HAD THIS FIXED A COUPLE YEARS AGO. I DID GET A NOTICE FROM GM ABOUT THE ISSUE AND THE ABILITY TO BE REIMBURSED OR GETTING IT FIXED IF THERE WAS A CURRENT ISSUE AND I WAS ABLE TO GET REIMBURSED FOR IT. NOW IT IS HAPPENING AGAIN, BUT MY MILEAGE IS TOO HIGH TO GET IT FIXED UNDER THIS REPAIR NOTICE BECAUSE THE LETTER SAYS THAT THE MILEAGE COVERAGE IS ONLY UP TO 120,000. IF THIS IS A KNOWN ISSUE AND I HAVE ALREADY DEALT WITH IT BEFORE, WHY SHOULD I HAVE TO PAY FOR IT TO CONTINUALLY FAIL WHEN IT HAS NOTHING TO DO WITH NORMAL WEAR AND TEAR, WHICH I WOULD HAVE NO ISSUE FIXING AS A PART OF MAINTAINING THE VEHICLE?! THIS SHOULD BE SOMETHING THAT GM WOULD FIX EVERY TIME IT GOES OUT BECAUSE IT IS CLEAR THE ISSUE IS A MALFUNCTION OF THE OVERALL SYSTEM AND NOT LINKED TO ANYTHING THAT THE DRIVER DOES OR DOESN'T DO TO MAINTAIN THE VEHICLE PROPERLY. IN ADDITION WHAT IF IT HAS TO BE REPLACED MULTIPLE TIMES AS IS THE CASE WITH MINE. I HAVE ALWAYS BEEN A DEVOTED GM CUSTOMER, BUT HONESTLY I AM NOT SURE I WILL EVER BUY ANOTHER GM AFTER THIS ISSUE. IT IS UNSAFE AND PROVIDES ANXIETY WHEN DRIVING, BECAUSE IT MIGHT FAIL AT THE WORST TIME AND COULD NEED FIXED AGAIN EVEN IF I FIX IT THIS TIME. OXFORD IN Failure Date: 03/06/2016

10 10820086 2011 CHEVROLET IMPALA Electrical REAR DEFROSTER NOT WORKING. DISCOVERED BURNED-UP CONNECTOR IN A PLUG UNDER PASSENGER FOOTWELL FUSE BOX. INTERNET RESEARCH INDICATES THIS IS A COMMON PROBLEM AFFECTING IMPALAS AND OTHER MODELS OVER SEVERAL YEARS. THIS WOULD THEREFORE APPEAR TO BE A

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DESIGN DEFECT. OUTCOMES INCLUDE REDUCED VISIBILITY DUE TO INABILITY TO DEFROST/DEMIST REAR WINDOW AND FIRE HAZARD DUE TO OVERHEATED CONNECTOR WALKER LA Failure Date: 01/13/2016

10 10778805 2011 CHEVROLET IMPALA Electrical I TURN ON THE VEHICLE AND THEN IT SHUT OFF...LIKE THE IGNITION SWITCH IS FAULTY...THEN THE STABILITRAK COMES ON..I HAVE TO TURN THE KEY OVER SLOWLY SO IT WON'T HESITATE TO TURN ON OR SHIRT OFF BAKERSFIELD CA Failure Date: 09/04/2015

10 10706702 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. WHILE DRIVING 70 MPH, THE TRACTION CONTROL LIGHT ILLUMINATED AS THE VEHICLE STALLED. AS A RESULT, THE VEHICLE CRASHED AND THE AIR BAGS FAILED TO DEPLOY. A POLICE REPORT WAS FILED. THE DRIVER AND PASSENGER SUSTAINED MINOR INJURIES TO THEIR HANDS AND LEGS, BUT DID RECEIVE MEDICAL ATTENTION. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN STATED THAT THE IMPACT WAS NOT HARD ENOUGH FOR THE AIR BAGS TO DEPLOY. THE FAILURE MILEAGE WAS 56,000. UPDATED 6/8/15*CN UPDATED 11/6/15 *JS CUSTER WI Failure Date: 04/19/2015

10 10693950 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A NOTICE FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM) AND FELT THE REPAIR WAS INACCURATE. THE DEALER STABILIZED THE KEY, BUT THE IGNITION FAILURE STILL OCCURRED. THE MANUFACTURER STATED THAT THE VEHICLE WOULD NOT BE REPAIRED AGAIN. THE FAILURE MILEAGE WAS UNKNOWN. PONTE VEDRA BEACH GA Failure Date: 03/02/2015

10 10694831 2011 CHEVROLET IMPALA Electrical I WAS DRIVING TO A JOB INTERVIEW ON A BARELY MOISTENED ROAD. SERVICE CONTROL THEN PROCEEDED TO POP UP ON MY DASH BOARD ALONG WITH

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THE CHECK ENGINE LIGHT AND REDUCING ENGINE POWER. MY CAR THEN SHUT OFF AND I WASN'T ABLE TO CRANK IT FOR ABOUT 5 MINUTES. *TR
GAINESVILLE FL Failure Date: 02/18/2015

10 10684221 2011 CHEVROLET IMPALA Electrical I MADE AN APPOINTMENT WITH THE CHEVY DEALER AFTER RECEIVING THE RECALL NOTICE. WHEN WE TOOK THE CAR IN AS INSTRUCTED, WE WERE TOLD THEY DID NOT HAVE TIME. BUT THEY DID HAVE TIME TO TRY TO SELL US SOME SERVICES FROM THEM. WHAT IS THE COMPANIES RESPONSIBILITY TO FIX OUR CAR? *TR FARGO ND Failure Date: 02/17/2015

10 10682785 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. WHILE DRIVING AT 55 MPH, THE ENGINE WARNING LIGHT ILLUMINATED AND THE VEHICLE STALLED. THE VEHICLE WAS ABLE TO RESTART AND WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 72,000. STOCKBRIDGE GA Failure Date: 02/10/2015

10 10663888 2011 CHEVROLET IMPALA Electrical 2011 CHEVROLET IMPALA. CUSTOMER UNSATISFIED WITH GM RESPONSE TO FIXING LIFE SAFETY ISSUE. *TA CONSUMER SENT ADDITIONAL CORRESPONDENCE. *SMD THE CONSUMER STATED THE VEHICLE CONTINUES TO HAVE AN ENGINEERING DEFECT IN THE IGNITION SWITCH, THAT COULD LEAD TO THE SWITCH COMING OUT OF THE RUN POSITION. THE CONSUMER STATED GM'S FIX WAS TO MODIFY THE KEY AND USE SMALLER KEY RINGS. THE CONSUMER STATED THAT WAS JUST A PATCH, THAT DOES NOT RESOLVE THE UNDERLYING ENGINEERING DESIGN MANUFACTURING DEFECT IN THE IGNITION. *JB STATUS UPDATE 02/10/15*JB UPDATED 06/22/15.*JB PONTE VEDRA BEACH FL Failure Date: 02/02/2015

10 10668001 2011 CHEVROLET IMPALA Electrical 2011 CHEVROLET IMPALA. CONSUMER WRITES IN REGARDS TO NOT RECEIVING A

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RECALL LETTER REGARDING THE IGNITION. *SMD NORFOLK
NE Failure Date: 02/02/2015

10 10679402 2011 CHEVROLET IMPALA Electrical TL*THE
CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED
NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL
SYSTEM) HOWEVER, THE PART NEEDED 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. ENID MS Failure Date: 01/28/2015

10 10692249 2011 CHEVROLET IMPALA Electrical TL*THE
CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED THAT
WHILE APPROACHING A STOP SIGN, THE BRAKE PEDAL WAS DEPRESSED BUT
THE VEHICLE FAILED TO STOP. AS A RESULT THE CONTACT CRASHED INTO A
CURB AND AN EMBANKMENT. THE AIR BAGS FAILED TO DEPLOY. THE CONTACT
SUSTAINED SHOULDER AND RIGHT HIP INJURIES BUT DID NOT REQUIRE
MEDICAL ATTENTION. THE FRONT PASSENGER SUSTAINED ANKLE INJURIES
THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE
VEHICLE WAS NOT DIAGNOSED OR REPAIRED AND THE CONTACT WAS
UNSURE IF THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS NOT
NOTIFIED OF THE FAILURE. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN
NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE FAILURE MILEAGE WAS
UNKNOWN. UPDATED 7/23/15*CN UPDATED 11/9/2015 *JS
CHICAGO IL Failure Date: 01/24/2015

10 10764133 2011 CHEVROLET IMPALA Electrical TL* THE
CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED THAT THE
VEHICLE LOST POWER WHILE DRIVING VARIOUS SPEEDS. THE CONTACT
STATED THAT ALL THE WARNING INDICATORS ILLUMINATED AT THE TIME OF
THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE
MANUFACTURER WAS NOT AWARE OF THE FAILURE. THE FAILURE MILEAGE

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WAS APPROXIMATELY 100,000. LAKE WOOD NJ Failure Date:
01/15/2015

10 10662810 2011 CHEVROLET IMPALA Electrical 2011
CHEVROLET IMPALA. CONSUMER WRITES IN REGARDS TO GM RECALL 14299
AND 12104. *LD THE CONSUMER LEARNED OF THE IGNITION SWITCH AND
LOWER CONTROL ARM RECALL. HOWEVER, THE DEALER STATED THEY WOULD
ONLY ADDRESS THE IGNITION SWITCH RECALL, BECAUSE THEY HAD NOT
BEEN NOTIFIED OF ANY OTHER RECALLS OR PROBLEMS WITH THE
SUSPENSION. THE CONSUMER STATED FROM TIME TO TIME, WHEN SHE
TURNED THE STEERING WHEEL TO THE LEFT OR RIGHT, THERE WAS A NOISE
SIMILAR TO THE TIRE RUBBING THE FENDER. *JB UNION
KY Failure Date: 01/01/2015

10 10672826 2011 CHEVROLET IMPALA Electrical ODOMETER
AND TRANSMISSION POSITION WENT BLANK. *TR MAITLAND
FL Failure Date: 12/10/2014

10 10658451 2011 CHEVROLET IMPALA Electrical 2011
CHEVROLET IMPALA CONSUMER NOT SATISFIED WITH IGNITION RECALL
*CN BROOKLYN MI Failure Date: 12/01/2014

10 10660602 2011 CHEVROLET IMPALA Electrical 2011
CHEVROLET IMPALA. PROBLEMS WITH THE IGNITION SWITCH. *TA THE
CONSUMER STATED THE FIX GM PROPOSED WAS NOT ACCEPTABLE AND THE
IGNITION SWITCH SHOULD BE REPLACED, INSTEAD OF ADDING RINGS AND
ALTERING THE KEY SLOT. *JB HORTON KS Failure Date: 12/01/2014

10 10662816 2011 CHEVROLET IMPALA Electrical 2011
CHEVROLET IMPALA. CONSUMER WRITES IN REGARDS TO GM RECALL 14299.*
LD THE CONSUMER STATED THERE WERE THREE SETS OF KEYS TO THE
VEHICLE. HOWEVER, GM STATED THEY WOULD ONLY CORRECT TWO KEYS
UNDER THE RECALL. *JB CANTON MA Failure Date: 11/22/2014

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10 10679945 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED THAT THE AIR CONDITIONING SYSTEM MADE AN ABNORMAL NOISE. THE FAILURE CAUSED THE INTERIOR OF THE VEHICLE TO BECOME EXTREMELY HOT AND OCCURRED WHETHER THE VEHICLE WAS ON OR OFF. THE FAILURE RECURRED MULTIPLE TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE AUXILIARY MOTOR POWER NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 58,000.

FORT MYERS FL Failure Date: 11/01/2014

10 10648869 2011 CHEVROLET IMPALA Electrical THE GM RECALL TO REPAIR FAULTY IGNITION SWITCHES IS A SHAM. THE PROBLEM WAS ANNOUNCED LAST WINTER; IN AUGUST 2014 I RECEIVED A LETTER TELLING ME ABOUT THE RECALL AND THAT I WOULD RECEIVE A FURTHER LETTER WHEN THE PARTS TO REPAIR THE PROBLEM BECAME AVAILABLE. FRIDAY, OCTOBER 17, 2014, I RECEIVED A LETTER FROM GM'S CHEVROLET DIVISION, WHICH THEY DATED "SEPTEMBER 2014" INFORMING ME THAT MY "2011 MODEL YEAR CHEVROLET IMPALA WAS INVOLVED IN GM RECALL 14299. THIS LETTER IS TO INFORM YOU THAT PARTS ARE NOW AVAILABLE TO REPAIR YOUR VEHICLE." A CALL THIS MORNING, MONDAY, OCTOBER 20, 2014, TO MY CHEVROLET DEALER, JOHNSON MOTORS, BRIGHTON, COLORADO, THAT SERVICES MY VEHICLE INFORMED ME THAT THEY DID NOT HAVE THE PARTS, AND DID NOT KNOW WHEN THEY WOULD BE AVAILABLE. "I SHOULD KEEP CALLING BACK." I ASKED IF I COULD BE PUT ON A LIST TO CALL WHEN THE PART(S) BECAME AVAILABLE, AND WAS TOLD A BLUNT "NO." THEY DO NOT KEEP A LIST OF CUSTOMERS TO CALL. A CALL TO GM'S CUSTOMER SERVICE INFORMED ME THAT THE 'PARTS' CONSISTED OF A DEVICE, LIKELY PLASTIC, MAYBE METAL, THAT FITS ON THE IGNITION KEY ITSELF, DOING NOTHING FOR THE DEFECTIVE IGNITION SWITCH, WHICH IS THE MAJOR PROBLEM TO BEGIN WITH. I WAS FURTHER TOLD THAT THERE WAS NO WAY TO BE INFORMED WHEN THE PART(S) WOULD BE AVAILABLE. AT THAT POINT I LOST MY TEMPER. THIS IS A PATENTLY ABSURD RESPONSE ON THE PART OF GM TO A SERIOUS

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IGNITION SWITCH PROBLEM THAT HAS CAUSED AT LEAST 25 DEATHS SO FAR AND UNTOLD NUMBERS OF NON-FATAL ACCIDENTS. THEIR "FIX" HAS NOTHING TO DO WITH THE IGNITION SWITCH, BUT INSTEAD A SHAM PIECE OF PLASTIC WILL BE ADDED TO THE OWNER'S KEY, IF SHE/HE IS PERSISTENT ENOUGH TO FIND ONE AVAILABLE. YOU, THE NHTSA, SHOULD BE LEVYING HEAVY FINES AGAINST GM FOR EVERY DAY THIS SHAM RESPONSE OF THEIRS IS PERPETRATED. I WILL BE COPYING THIS TO BOTH MY U.S. SENATORS AND TO MY CONGRESSMAN. *TR BRIGHTON CO Failure Date: 10/20/2014

10 10648253 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM) 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 NOTIFIED OF THE ISSUE. THE CONTACT DID NOT EXPERIENCE A FAILURE. GARDENIA CA Failure Date: 10/13/2014

10 10643341 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM) AND STATED THAT THE PART WAS UNAVAILABLE. THE DEALER STATED THAT THEY WERE RECEIVING LIMITED PARTS AND THAT THE CONTACT MAY BE PLACED ON A WAITING LIST. THE MANUFACTURER WAS NOT NOTIFIED OF THE DELAY. THE CONTACT HAD NOT EXPERIENCED A FAILURE. NEW HAVEN WV Failure Date: 10/08/2014

10 10641143 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED TO REPAIR THE VEHICLE WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT HAD

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NOT EXPERIENCED A FAILURE. UPDATED 12/09/14*LJ UPDATED 06/1/2015

*JS WRIGHTS TOWN NJ Failure Date: 10/03/2014

10 10640389 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM); HOWEVER, THE PARTS NEEDED TO REPAIR THE VEHICLE WERE UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. ORLANDO FL
Failure Date: 09/30/2014

10 10632286 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE CONTACT STATED THAT 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 NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. WASHINGTON DC Failure Date: 09/10/2014

10 10633140 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED THAT THE VEHICLE MADE AN ABNORMAL NOISE UPON TURNING THE KEY IN THE IGNITION ON SEVERAL OCCASIONS. THE CONTACT TURNED OFF THE VEHICLE AND WHEN ATTEMPTING TO RESTART IT, THE VEHICLE STALLED. THE VEHICLE WAS TOWED TO THE AUTHORIZED DEALER. THE CONTACT WAS WAITING FOR THE DIAGNOSIS. THE CONTACT WAS MADE AWARE THAT THE VEHICLE WAS INCLUDED IN RECALL NHTSA CAMPAIGN ID NUMBER: 14V355000 (ELECTRICAL SYSTEM). HOWEVER, THE PART NEEDED WAS NOT AVAILABLE. THE DEALER WAS UNABLE TO PROVIDE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS ALSO CONTACTED AND COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE

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FAILURE MILEAGE WAS 91,000. PETERSBURG VA Failure Date:
09/09/2014

10 10632280 2011 CHEVROLET IMPALA Electrical I WAS
GOING DOWN INTERSTATE 86 AT 65 MILES AN HOUR WHEN IGNITION JUST
SHUT OFF, HAD MY 4 YEAR OLD GRANDDAUGHTER IN CAR. I NOTIFIED MY
DEALER WHO THEN TOLD ME TO CONTACT ELM CHEVROLET IN ELMIRA. I DID
TALKED TO "[XXX]" WHO NOTIFIED ME THAT PARTS WERE NOT AVAILABLE YET.
I THEN CALLED THE 800 NUMBER AND WAS TREATED THE MOST RUDELY I
HAVE EVER BEEN TREATED. I HAVE ONLY BEEN USING THE KEY ALONE. THEN
TODAY I WAS PULLING OUT OF WAL-MART PARKING LOT INTO TRAFFIC, WHEN
THE SAME THING HAPPENED. 'THE REP ON THE 800 NUMBER TOLD ME "DON'T
USE THE KEY" TO WHICH I RESPONDED THAT I DIDN'T KNOW HOW TO HOT
WIRE A CAR. THIS CAR IS DANGEROUS, NOT ONLY WILL I HAVE TO DRIVE 20
MILES ON A HIGHWAY TO HAVE IT FIXED, BUT DO NOT KNOW WHEN IT CAN BE
FIXED. I PLAN ON LEAVING NY FOR FLORIDA IN 3 WEEKS FOR THE WINTER
AND AM SCARED TO DEATH TO DRIVE THIS CAR. INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).
*TR WAVERLY NY Failure Date: 09/05/2014

10 10630744 2011 CHEVROLET IMPALA Electrical TL* THE
CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A
NOTIFICATION FOR RECALL NHTSA CAMPAIGN 14V355000 (ELECTRICAL
SYSTEM). HOWEVER, THE PARTS NEEDED WERE NOT AVAILABLE. THE DEALER
WAS CONTACTED AND STATED THAT IT WAS UNCERTAIN WHEN THE PARTS
WOULD BECOME AVAILABLE TO SERVICE THE VEHICLE UNDER THE RECALL.
THE MANUFACTURER WAS NOTIFIED OF THE DELAY WHO WAS UNABLE TO
SPECIFY WHEN THE PARTS WOULD BECOME AVAILABLE. THE CONTACT HAD
NOT EXPERIENCED A FAILURE. UPDATED 10/22/2014*LJ
CUMBERLAND KY Failure Date: 09/04/2014

10 10630014 2011 CHEVROLET IMPALA Electrical TL* THE
CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A
RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000

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(ELECTRICAL SYSTEM) AND STATED THAT THE PART WAS NOT AVAILABLE. THE DEALER DID NOT KNOW WHEN THE PART WOULD BECOME AVAILABLE TO SERVICE THE VEHICLE FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. SHELTON CT Failure Date: 09/02/2014

10 10630097 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED FOR THE REPAIR WAS UNAVAILABLE. THE DEALER WAS UNCERTAIN OF WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED. THE VIN WAS UNAVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. INDIANAPOLIS IN Failure Date: 09/02/2014

10 10640725 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM) AND STATED THAT THE PART WAS NOT AVAILABLE FOR MONTHS. THE DEALER DID NOT PROVIDE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. SPARTA WI Failure Date: 08/25/2014

10 10627998 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. WHEN THE CONTACT TURNED OFF THE VEHICLE, THE KEY BECAME STUCK IN THE IGNITION AND THE INSTRUMENT PANEL REMAINED ILLUMINATED. THE ONLY WAY TO RESTART THE VEHICLE WAS TO UNHOOK THE TERMINAL BATTERY. THE CONTACT REMOVED ALL THE KEYS FROM THE KEY RING EXCEPT THE IGNITION KEY, AS INSTRUCTED. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14355000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED FOR THE REPAIR WAS UNAVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 64,000. HAMILTON NJ Failure Date: 08/24/2014

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10 10627461 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED FOR THE REPAIR WAS UNAVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. RADCLIFF KY
Failure Date: 08/22/2014

10 10625857 2011 CHEVROLET IMPALA Electrical THE MOTOR FOR THE AIR CONDITIONING SPROCKET BECAME WORN AND IT KEEPS ON SKIPPING ON THE TRACK.IT SENDS AMPERAGE BACK TO THE CONTROL CIRCUIT.IT THROWS OUT MY COMPUTER IN THE CAR.I GET ALL KINDS OF MALFUNCTIONS.THIS CAN BECOME VERY DANGEROUS. *TR
BALTIMORE MD Failure Date: 08/17/2014

10 10621203 2011 CHEVROLET IMPALA Electrical THE CAR KEEPS RUNNING AFTER IT IS TURNED OFF. THE FAN ALSO KEEPS RUNNING, THEN THE NEXT MORNING THE CAR WOULDN'T START. THE AIR WON'T TURN DOWN AND SOMETIMES IT DOESN'T WORK AT ALL. THERE DOESN'T SEEM TO BE A DIFFERENCE BETWEEN AIR AND DEFROST. WHILE I AM DRIVING, THE LIGHT KEEP GETTING DIM, THEN BRIGHTER, THEN DIM, THEN BRIGHT. IT WAS THE NEXT MORNING THEN WHEN IT WOULDN'T START! SOMETIMES WHEN WE PUT THE KEY IN, WE COULDN'T GET IT OUT. WE HAD TO KEEP TRYING TO TURN IT ON AND OFF, THEN IT FINALLY LET US TAKE THE KEY OUT. *TR
LOUISVILLE KY Failure Date: 08/08/2014

10 10633132 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN ID NUMBER: 14V355000 (ELECTRICAL SYSTEM). HOWEVER, THE PART NEEDED WAS NOT AVAILABLE FOR MONTHS. THE DEALER WAS UNABLE TO PROVIDE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS ALSO CONTACTED AND COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE CONTACT DID NOT

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EXPERIENCE A FAILURE. CANANDAIGUA NY Failure Date:
08/04/2014

10 10702423 2011 CHEVROLET IMPALA Electrical WHILE
DRIVING ON THE HIGHWAY THE "SERVICE TRACTION CONTROL" MESSAGE
COMES ON, THEN, THE MESSAGES "SERVICE STABILITY TRAK" THEN "ENGINE
POWER IS REDUCED". AND THEN THE CAR SHUTS DOWN I HAD TO QUICKLY
PULL OVER ON THE SIDE OF THE ROAD. AFTER A FEW MINUTES THE CAR
STARTS UP AND EVERYTHING IS FINE. THIS HAPPENED TWICE SINCE THEN.
EVERY COUPLE MONTHS THE SENSOR LIGHTS WOULD COME ON WITH THE
ABOVE MESSAGE-WITHOUT CAR SHUTTING DOWN. THE LIGHTS COME ON A
LOT MORE OFTEN NOW-ALTHOUGH THE CAR DOES NOT SHUT DOWN, IT'S THE
FEAR OF THE POSSIBILITY. WHEN GOOGLING THIS PROBLEM WITH THE CAR IT
SOUNDS LIKE THIS IS A COMMON PROBLEM. I'M NOT SURE WHY THERE
HASN'T BEEN A RECALL. I'M BRINGING IN MY CAR TOMORROW TO GET FIXED.
HOWEVER, ITS UPSETTING THAT THERE SEEMS TO BE A PROBLEM WITH THE
THROTTLE POSITION SENSOR, AND THERE WAS A RECALL ON A GMC TRUCK IN
2008 FOR THIS PROBLEM. THIS SEEMS TO BE A PROBLEM REGARDLESS OF
YEAR OF MILES OF THE IMPALA. *TR ST ANTHONY VILLAGE
MN Failure Date: 08/04/2014

10 10638396 2011 CHEVROLET IMPALA Electrical TL* THE
CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT RECEIVED A
RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000
(ELECTRICAL SYSTEM) AND STATED THAT THE PART NEEDED WAS
UNAVAILABLE TO PERFORM THE RECALL REPAIR. THE MANUFACTURER WAS
NOT NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.
BOYCE VA Failure Date: 08/01/2014

10 10763412 2011 CHEVROLET IMPALA Electrical MY SON
WHILE DRIVING HIGHWAY SPEEDS 60-70MPH, THE CAR DISPLAY WOULD SAY
"REDUCED POWER" FOLLOWED BY "SERVICE STABILITRAC", "SERVICE
TRACTION CONTROL". SHUTTING CAR DOWN AT HIGHWAY SPEEDS. SHUT
CAR OFF FOR 5-10 MINUTES AND WOULD B FINE FOR A WEEK, A MONTH, SIX

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MONTHS!!! THIS HAS BEEN GOING ON INTERMITTENTLY FOR OVER A YEAR!!
CAR NOT UNDER WARRANTY AND CANNOT AFFORD TO TAKE TO DEALER
EVERY TIME IT HAPPENS, NEEDLESS TO SAY NO ONE DRIVES IT BUT ME.
HAVE NOT TAKING TO DEALER BECAUSE RESEARCH ONLINE AND NOTHING
SEEMS TO BE A SURE FIX!! OTHER PEOPLE ARE REPLACING
THROTTLEBODY,S, GAS PEDALS, GAS CAPS, ABS SENSORS, VARIOUS WIRING
HARNESSES, BATTERIES, GROUNDS, COMPUTERS WITHOUT ANY OF THEM
BEING A SURE FIX. SOMEONE WILL OR MAY HAVE ALREADY BEEN KILLED BY
THIS MALFUNCTION AND UNFORTUNATELY DID NOT LIVE TO SAY THE CAR DID
THIS!!!! I KNOW FROM READING ONLINE FORUMS AND THE SUCH THAT THIS
SEEMS TO BE A VERY COMMON OCCURANCE ON MULTIPLE YEARS OF THIS
MODEL!! ALL OF THIS ON TOP OF A \$2 KEY SWITCH FIX THAT TOOK HOW
MANY TO DIE BEFORE ANYTHING WAS DONE!!! CANONSBURG PA

Failure Date: 08/01/2014

10 10629157 2011 CHEVROLET IMPALA Electrical TL* THE
CONTACT OWNS A 2011 CHEVROLET IMPALA. WHILE DRIVING 65 MPH, THE
ENTIRE INSTRUMENT PANEL ILLUMINATED AND THE VEHICLE STALLED. THE
FAILURE OCCURRED TWICE. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS
NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF
THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 42,000.

BATON ROUGE LA Failure Date: 07/04/2014

10 10641668 2011 CHEVROLET IMPALA Electrical TL* THE
CONTACT OWNS A 2011 CHEVROLET IMPALA. WHILE DRIVING 70 MPH, THE
TRACTION CONTROL AND REDUCE ENGINE POWER WARNING INDICATORS
ILLUMINATED AS THE VEHICLE DECELERATED TO 10 MPH. THE FAILURE
OCCURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR
REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE
APPROXIMATE FAILURE MILEAGE WAS 77,000. UPDATED 12/30/14*CN

UPDATED 05/28/2015 *JS LIVONIA MI Failure Date: 07/01/2014

10 10667048 2011 CHEVROLET IMPALA Electrical UPON
CRANKING THE CAR USING THE KEY, THE CAR STARTED TO MAKE A TICKING

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NOISE ON THE RIGHT SIDE APPEARING TO COME FROM THE ENGINE WHEN THE TEMPERATURE KNOB IS SET TO HEAT; HOWEVER, WHEN THE NOISE STOPS WHEN THE TEMPERATURE IS MOVED TO COLD AIR. THE CAR WAS SERVICE WHEN I PURCHASED IT IN JUNE 2014 BY WILLETT HONDA SOUTH. NOW, DECEMBER 2014, THE NOISE HAS STARTED AGAIN, AS WELL AS, THE TRANSMISSION HAS GONE IN THIS CAR!!! *TR ATLANTA GA

Failure Date: 06/14/2014

10 10609771 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED THAT THE HEADLIGHTS WOULD ACTIVATE AND DEACTIVATE INDEPENDENTLY. IN ADDITION, THE RADIO WOULD ACTIVATE INDEPENDENTLY AND THERE WAS AN ABNORMAL NOISE COMING FROM THE VEHICLE. THE CONTACT ALSO MENTIONED THAT THE VEHICLE FAILED TO START. THE VEHICLE WAS TAKEN TO THE DEALER, WHO RESET UNKNOWN CODES HOWEVER, THE REMEDY FAILED TO REPAIR THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 63,000.

PIKEVILLE MD Failure Date: 05/23/2014

10 10586464 2011 CHEVROLET IMPALA Electrical CRANKED UP THE CAR TO GO HOME. STABILITY LIGHT AND "ENGINE" LIGHT WAS ON. WHILE ON THE INTERSTATE PASSING A TRUCK THE ENGINE DIED. DISPLAY CENTER INDICATED SERVICE STABILITY TRACK AND REDUCED ENGINE POWER. COASTED OVER TO RT. SHOULDER. CAR WOULD NOT RESTART FOR ABOUT 30 SEC. CRANKED IT UP AND MADE IT HOME. TROUBLE CODE IS P2138 WHICH SEEMS TO INDICATE THE THROTTLE POSITION SENSOR D/E VOLTAGE. WILL TAKE TO DEALER IN AM. *TR MCCOMB MS Failure Date: 05/04/2014

10 10584892 2011 CHEVROLET IMPALA Electrical WHILE ON FREEWAY CHECK ENGINE LIGHT AND TRACTION CONTROL CAME ON AND DISPLAY READ "REDUCED ENGINE POWER" AND "SERVICE STABILITRAK" APPARENTLY A VERY COMMON AND DANGEROUS ISSUE THAT HAS NOT BEEN RECALLED. *TR LAKEWOOD WA Failure Date: 04/25/2014

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10 10627033 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. WHILE DRIVING 50 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS ABLE TO RESTART AFTER SEVERAL ATTEMPTS. THE FAILURE OCCURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 85,000. HOLMSTEAD FL Failure Date: 03/10/2014

10 10585933 2011 CHEVROLET IMPALA Electrical 2011 CHEVROLET IMPALA. CONSUMER WRITES IN REGARDS TO VEHICLE ENGINE PROBLEMS. *SMD THE CONSUMER STATED ON SEVERAL OCCASIONS, THE VEHICLE STALLED WITHOUT NO WARNING. WHEN THE ENGINE POWER REDUCED, A LIGHT APPEARED AND THE CONSUMER WAS UNABLE TO ACCELERATE. THE CONSUMER STATED HE WAITED SEVERAL MINUTES, BEFORE TRYING TO RE-START THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, FOR AN INSPECTION, BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM. HOWEVER. A COUPLE OF WEEKS LATER, THE ENGINE SERVICE LIGHT AND ENGINE POWER REDUCED LIGHT ILLUMINATED AGAIN. *JB NEW BUFFALO MI Failure Date: 02/01/2014

10 10716696 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED THAT THE HEAT FAILED. IN ORDER FOR THE HEAT TO FUNCTION, THE VEHICLE HAD TO BE IN MOTION. THE FAILURE RECURRED NUMEROUS TIME. THE VEHICLE WAS TAKEN TO A DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 65,000. THE VIN WAS NOT AVAILABLE. WINDSOR HEIGHTS IA Failure Date: 12/11/2013

10 10551671 2011 CHEVROLET IMPALA Electrical DRIVING AND THE CAR SHUT OFF COMPLETELY. *TR DENVER CO Failure Date: 11/09/2013

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10 10722114 2011 CHEVROLET IMPALA Electrical WE OWN BOTH A 2011 AND A 2013 CHEVY IMPALA. BOTH VEHICLES GRIND AND HESITATE. THEY BOTH ACT THIS WAY WHILE TAKING OFF FROM A LIGHT, BACKING OUT OF THE DRIVEWAY AND THEN PUTTING IT IN DRIVE AND ANY OTHER TIME IT FEELS NECESSARY TO DO SO. EXCEPT WHILE BEING CHECKED BY THE MECHANIC. WE OWNED A 2007 IMPALA THAT DID THE SAME THING. OUR REMEDY, PUSH THE TRACTION CONTROL BUTTON TO THE "OFF" POSITION. STOPPED MAKING THE NOISE AND NO LONGER HESITATES AFTER PUTTING IT IN DRIVE. OF COURSE, WE HAVE TO DO THIS EACH AND EVERY TIME WE GET IN THE CAR. NO MORE BUYING CHEVY'S FOR US.

CENTERVILLE, OH Failure Date: 09/02/2013

10 10641989 2011 CHEVROLET IMPALA Electrical I RECEIVED A RECALL NOTICE IN AUGUST, 2014 ON MY CAR. IT IS NOW OCT, AND WHEN I CALL ANYONE, I ONLY GET TOLD THAT THE PARTS ARE NOT YET AVAILABLE. THIS MEANS THAT IT HAS BEEN 2 MONTHS SINCE THE NOTICE, AND GM HAS KNOW FOR OVER A YEAR ABOUT THIS DEFECT. IT DOESN'T SEEM THAT THEY ARE VERY INTERESTED IN GETTING THIS DEFECT CORRECTED. THE PARTS NEEDED FOR THIS ARE NOT DIFFICULT TO MAKE OR INSTALL NOR ARE THEY EXPENSIVE. WHAT IS THE HOLD-UP? DO ADDITIONAL PEOPLE HAVE TO DIE WHILE THEY DAWDLE? DOESN'T THE HIGHWAY SAFETY COMMISSION HAVE THE RESPONSIBILITY TO GET THESE REPAIRS DONE IN A TIMELY MANNER, OR ARE THEY AS INEFFECTIVE AS OTHER GOVERNMENT AGENCIES? *TR

BRIGHAM CITY UT Failure Date: 08/05/2013

10 10648231 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED WHEN MAKING A TURN, THE ABS AND THE TRACTION WARNING LIGHTS ILLUMINATED. THE CONTACT ALSO STATED THAT THE VEHICLE HESITATED TO START. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT MENTIONED THAT THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOT MADE AWARE OF THE

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FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 46,000.

CHICAGO IL Failure Date: 08/01/2013

10 10531952 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED THAT THERE WAS A KNOCKING NOISE HEARD FROM UNDER THE HOOD. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHERE IT WAS DETERMINED THAT THE AIR CONDITIONING ORATOR HAD FAILED. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 50,000.

HOUSTON TX Failure Date: 07/23/2013

10 10576447 2011 CHEVROLET IMPALA Electrical THE MALFUNCTION INDICATOR (PAGE 5-17 IN MY MANUAL) CAME ON AND THE MESSAGE WAS TO PREVENT SERIOUS DAMAGES, GO TO YOUR SERVICE STATION IMMEDIATELY. I WAS IN THE PARKING LOT OF A GROCERY STORE, AND MADE MY WAY TO THE INTERSTATE HEADING TO OUR SERVICE STATION WHEN MY CAR STOPPED DEAD IN THE MIDDLE OF INTERSTATE 485 ABOUT 3 MILES AWAY MAYBE (ABOUT 7 MILES FROM HOME AND OUR SERVICE STATION). I WAS IN THE FAR LEFT LANE OF A MAJOR HWY THAT WAS/IS UNDER CONSTRUCTION WHEN I FELT SOMETHING UNUSUAL. I GRABBED THE STEERING WHEEL AS HARD AS I COULD BETWEEN THE CARS AND JUST MADE IT TO THE FAR RIGHT SIDE OF THIS MAJOR HIGHWAY. THE STEERING, A/C AND BRAKES WERE GONE AND THEN I REALIZED IF I DID NOTHING I WOULD HAVE BEEN RUN OVER BY THE TRUCKS ON THIS INTERSTATE. I GOT CLOSE TO THE GUARDRAIL AND COLLECTED MY WITS AND CALLED BOTH AAA AND THE CHARLOTTE NC POLICE. FORTUNATELY I DID NOT HAVE THE OPPORTUNITY TO SEE IF THE AIR BAGS WOULD HAVE GONE OFF! THE NC POLICE WERE TO COME IMMEDIATELY BUT NEVER SHOWED UP, BUT AN HOUR LATER THE AAA DRIVER CAME AND ASSISTED TO HELP ME OUT OF MY CAR INTO HIS TOW TRUCK. HE SAID TO SIT IN THE AC AND DRINK SOME WATER. IT WAS A HOT DAY IN THE CAROLINAS. NO AC, NOTHING TO DRINK AND COULD NOT OPEN MY WINDOWS. I COULD NOT OPEN MY DOOR AS CARS WHIZZED BY ME ON THE DRIVER'S SIDE. THE CAR JUST DIED. FINALLY GOT IT TOWED TO THE CHEVY

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SERVICE STATION AND THE REPAIRS COST (ENCLOSED) \$696.84. AFTER SEEING THE EVENT ON TV I REALIZED I COULD HAVE BEEN KILLED!!!! PLEASE DO SOMETHING ABOUT HIS ISSUE, AS I HEAR ALL THE HORROR STORIES OF THE INNOCENT KILLED UPSETS ME. I WAS FORTUNATELY TO BE ABLE TO GET ME AND MY CAR OFF THE HIGHWAY WHILE CARS WHIZZED BY ON A BUSY HIGHWAY BUT HOW MANY HAVEN'T. *TR CHARLOTTE NC Failure Date: 06/13/2013

10 10703869 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. WHILE DRIVING AT 40 MPH, THE INSTRUMENT PANEL FLICKERED AND THE STEERING WHEEL SEIZED. AS A RESULT, THE CONTACT CRASHED INTO THE REAR OF ANOTHER VEHICLE AND THE AIR BAGS FAILED TO DEPLOY. THE CONTACT SUSTAINED NOSE AND FACE INJURIES THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. THE TECHNICIAN DIAGNOSED THAT THE HOOD AND SIDING NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE FAILURE MILEAGE WAS 5,000. NEW YORK NY Failure Date: 05/26/2013

10 10573474 2011 CHEVROLET IMPALA Electrical WHEN MY IMPALA WAS 4 YEARS OLD AND 42000 MILES (APRIL OR MAY OF 2013), BOTH REAR DOOR LOCKS REFUSED TO LOCK OR UNLOCK. I CONTACTED MY DEALER AND HE STATED THAT IT WAS OUT OF WARRANTY. I THEN CONTACTED GMS CUSTOMER SERVICE WHICH REITERATED THE SAME THING. AFTER INVESTIGATING ONLINE, THERE ARE QUITE A FEW BLOGS WITH CUSTOMERS WHO HAVE THE SAME PROBLEM. TO REPLACE THESE LOCKS COSTS APPROXIMATELY \$800. I CONTACTED YOUR ORGANIZATION THIS MORNING AND THEY TOLD ME TO CONTACT CHEVROLET AT 1-800-222-1020. WHEN I CONTACTED THEM, I WAS INFORMED THAT THE SERIAL NUMBER DID NOT FALL UNDER ANY RECALLS. HOWEVER, CHEVROLET DOES HAVE A DOOR LOCK RECALL. *TR PHOENIX AZ Failure Date: 05/06/2013

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10 10648922 2011 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2011 CHEVROLET IMPALA. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 55 MPH, THE CHECK ENGINE AND STABILITY CONTROL WARNING LIGHTS ILLUMINATED. ALSO, THE VEHICLE'S SPEED REDUCED INDEPENDENTLY AS THE ENGINE REDUCED POWER LIGHT ILLUMINATED. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 33,000. DERIDDER LA Failure Date: 03/14/2013

10 10502651 2011 CHEVROLET IMPALA Electrical I OWN A 2011 CHEVY IMPALA AND FOR THE PAST COUPLE MONTHS ON 6 DIFFERENT OCCASIONS AS I AM DRIVING DOWN THE FREEWAY MY ENGINE POWER IS REDUCED AND "SERVICE STABILITRAK" LIGHT APPEARS. AS I HAVE RESEARCHED AND HAVE FOUND THAT THIS IS A COMMON AND VERY UNSAFE PROBLEM AMONG GM VEHICLES. I HAVE ALSO FOUND THAT THERE IS NO CLEAR SOLUTION TO WHY THIS IS HAPPENING WITH MANY MECHANICS STUMPED AND REPLACING PARTS IN WHICH THE PROBLEM RECURS ONLY A SHORT TIME LATER. I HAVE ALSO FOUND REPLACING WHAT THE DIAGNOSIS OF CODE P2135 SAYS THE PROBLEM STILL MAY NOT BE SOLVED. AS ONE CAN IMAGINE THAT DRIVING DOWN THE FREEWAY WITH A SEMI,HEAVY TRAFFIC,ETC. AND LOSING ENGINE POWER MAY LEAD TO SIGNIFICANT NEGATIVE RESULTS. I HAVE NOT INSTALLED ANY PARTS OTHER THAN TIRES AFTER PURCHASING OF VEHICLE. *TR SUPERIOR WI Failure Date: 03/12/2013

10 10654066 2011 CHEVROLET IMPALA Electrical I RECEIVED MY FIRST RECALL NOTICE 14299, IN MID AUGUST AND I AM STILL UNABLE TO GET THIS TAKEN CARE OF. THE SECOND LETTER WE RECEIVED IN OCTOBER SAID THE DEALERSHIP HAD PARTS BUT WHEN I CALLED FOR AN APPOINTMENT THEY SAID THEY DID NOT HAVE THE PARTS. SO FAR, ALL THEY HAVE DONE IS PUT US ON A LIST FOR AN APPOINTMENT. THE REPAIRS WILL

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CONSIST OF 2 16 MM KEY RINGS, ALONG WITH AN INSERT FOR THE KEY SLOT, OR A COVER OVER THE KEY HEAD. IF THIS IS A PROBLEM WITH THE IGNITION, DO YOU CONSIDER THIS THE PROPER WAY FOR REPAIRS TO BE MADE ?

SUPPOSEDLY THE REPAIRS ARE TO TAKE 15 MINUTES, AND MEANTIME WE ARE DRIVING A CAR WITH 38,000 MILES ON IT, THAT MAY JUST STOP IN TRAFFIC. THERE HAS TO BE MORE DONE TO PROTECT THE PUBLIC, AND IT SEEMS YOUR OFFICE SHOULD GET BEHIND THESE REPAIRS. *TR TUCSON

AZ Failure Date: 08/17/2012

10 10668262 2011 CHEVROLET IMPALA Electrical WHILE DRIVING, THE FOLLOWING LIGHTS CAME ON 3 MONTHS AFTER PURCHASE. SERVICE STABILITRAK, ENGINE POWER REDUCED, SERVICE TRACTION CONTROL. TURNED CAR OFF FOR ABOUT 30 MINUTES, AND LIGHTS WENT OFF AND WERE ABLE TO DRIVE HOME. THAT MONDAY, TOOK CAR TO DEALER, AND WERE TOLD IT WAS A PART THAT HAD SOMETHING TO DO WITH THE FUEL. OUT OF WARRANT, BUT THEY COVERED IT ANYWAY CONSIDERING I JUST PURCHASED THE VEHICLE. SAME LIGHTS CAME ON AGAIN ROUGHLY ABOUT 6 MONTHS LATER, NOTICEABLY WHEN IT'S WET OUT. LIGHTS WOULD EVENTUALLY GO OFF AFTER CAR SITS SO AFTER READING THREADS, I ASSUMED THIS WAS NORMAL WHEN IT WAS WET OUT. LATE 2013 LIGHTS CAME ON AGAIN, HAD WHEEL BEARING REPLACED AND LIGHTS WENT OFF FOR A WHILE. EARLY 2014 LIGHTS ARE ON AGAIN, AND I START NOTICING HARD SHIFTING IN TRANSMISSION, BUT IGNORED BECAUSE I KNOW THERE'S NO WAY MY TRANS COULD BE BAD CONSIDERING THE CAR WAS ONLY 2 YEARS OLD AT THE TIME. THANKSGIVING 2014, I WAS PLANNING A SHOPPING TRIP TO INDIANAPOLIS, AND NO LIGHTS, BUT TRANSMISSION WENT OUT. CAR WOULD NOT MOVE WHATSOEVER, AND I HAD TO GET THE CAR TOWED. TOOK CAR TO SEVERAL DEALERS AND SOME SAID IT WAS THE TRANS AND SOME SAID IT WAS NOT. EITHER WAY, IT WAS GOING TO COST ME A WHOLE LOT OF MONEY I DID NOT HAVE CONSIDERING THE TRANSMISSION WENT OUT 3000 MILES AFTER WARRANTY ENDED. HAD TRANSMISSION REPLACED, AND WALLAH LIGHTS ARE BACK ON. ONE DEALER SAID I HAD ANOTHER BAD WHEEL BARING, BUT DID NOT PRODUCE ANY PAPER WORK WITH THE CODE.

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TOOK IT ELSEWHERE FOR A SECOND OPINION, AND FOUND OUT THAT THE DEALER FORGOT TO CONNECT THE LINE THAT'S CONNECTED TO THE WHEEL BARING. LIGHTS ARE NOW OFF AND I'M HAPPY. TODAY, THE DAY AFTER CHRISTMAS, NOW THAT I'M FLAT BROKE AND HAVE \$30 TO MY NAME, LIGHTS ARE BACK ON AND I'M MENTALLY EXHAUSTED. CANNOT REPORT AS A LEMON BECAUSE I HAVE HAD THE VEHICLE LONGER THAN 1 YEAR, AND MY WARRANTY IS EXHAUSTED. *TR PONTIAC MI Failure Date: 06/29/2012

10 10637262 2011 CHEVROLET IMPALA Electrical I PURCHASED THIS CAR NEW AND IT HAS BEEN RECALLED FOR THE IGNITION KEY PROBLEM THAT WAS A PROBLEM ON 2000 YEAR GM CARS TEN YEARS AND WAS BRAND NEW AND NOT FIXED! I AM STILL WAITING FOR PARTS! *TR ANDERSON SC Failure Date: 11/01/2011

10 10520714 2011 CHEVROLET IMPALA Electrical DRIVER SIDE WINDOW SWITCH WOULD NOT OPERATE (INTERMITTENT) AT TIMES. THE SWITCH WAS REPLACED BY THE DEALERSHIP (YOUNG CHEVROLET). DURING THE PAST MONTH (6/13) THE SAME TYPE OF CONDITION HAS OCCURRED. THIS PROBLEM SOUNDS MUCH LIKE WHAT IS HAPPENING WITH NHTSA ID - 13V248. *TR OWOSSO MI Failure Date: 04/18/2011