

NHTSA Consumer Complaints as of October 18, 2016

7 10887762 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. WHILE THE VEHICLE WAS STATIONARY, THE LIFTGATE MALFUNCTIONED. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 70,535. ...UPDATED 10/11/16 \*BF  
CLERMONT FL Failure Date: 07/14/2016

7 10861170 2012 GMC ACADIA Structure TAKAT RECALL-I HAD MY RECALL DONE ON THE LIFTGATE IN 2015. YESTERDAY MY WIFE WAS GETTING BAGS OF CAR AND IT FELL ON HER HEAD. SHE FELT IT AND SLIDE QUICKLY FROM UNDER. SHE ALREADY HAVE PROBLEMS WITH HER HEAD FROM OTHER THINGS.. BROOKLYN NY Failure Date: 04/24/2016

7 10825766 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT STATED THAT THE LIFT GATE SECURE SYSTEM FAILED CAUSING THE LIFT GATE TO RELEASE HITTING THE CONTACTS HEAD. MEDICAL ATTENTION WAS NOT REQUIRED. THE DEALER INFORMED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE AND THE VIN WERE NOT AVAILABLE.  
NEWTON NC Failure Date: 02/07/2016

7 10820991 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT STATED THAT THE LIFE GATE FAILED. THE CONTACT WAS STRUCK ON THE BACK AND THE SHOULDER. THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE LIFT GATE STRUT WAS REPLACED. THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 53,000. SARATOGA CA Failure Date: 01/16/2016

7 10807421 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. WHILE THE VEHICLE WAS PARKED WITH THE

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LIFTGATE OPEN, THE LIFTGATE INDEPENDENTLY CLOSED. IN ADDITION, THE CONTACT STATED THAT THE LIFTGATE WAS ACTIVATED BUT IT FAILED TO REMAIN IN THE UPRIGHT POSITION. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS AWARE OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE) BUT THE VIN WAS NOT INCLUDED. THE FAILURE MILEAGE WAS 51,000. OVIEDO

FL Failure Date: 11/18/2015

7 10788563 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. WHILE THE VEHICLE WAS PARKED WITH THE LIFTGATE OPENED, THE DOOR INDEPENDENTLY CLOSED WITH FORCE AND STRUCK THE CONTACT ON THE HEAD. THERE WERE NO INJURIES. THE VEHICLE WAS NOT TAKEN TO THE DEALER. 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 38,000. UPDATED

1/20/16 LN HARTFORD WV Failure Date: 11/05/2015

7 10786355 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT STATED THAT WHILE THE VEHICLE WAS PARKED, THE LIFTGATE FAILED TO OPEN. THE FAILURE RECURRED THREE TIMES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. COLORADO

SPRINGS CO Failure Date: 10/26/2015

7 10787059 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT STATED THAT THE LIFTGATE FELL ON THE PASSENGER OF THE VEHICLE. THERE WERE NO INJURIES. 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. THE FAILURE MILEAGE WAS APPROXIMATELY 31,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. VINCENNES IN

Failure Date: 10/08/2015

7 10762586 2012 GMC ACADIA Structure AFTER MY LIFTGATE OPENED, IT SHUDDERED AND CAME CRASHING 3/4'S OF THE WAY DOWN. HAD I BEEN IN THE WAY, I WOULD HAVE BEEN HIT AND UNDOUBTEDLY INJURED. VERY DANGEROUS SITUATION WHICH HAS CAUSED ME TO BE UNABLE TO USE MY VEHICLE FOR WHICH IT IS INTENDED - I CANNOT ACCESS THE CARGO AREA FOR LOADING AND UNLOADING HEAVY AND LARGE ITEMS.! I PURCHASED THIS VEHICLE EXPLICITLY FOR IT'S LARGE CARGO AREA AND EASY ACCESSIBILITY. I NOW HAVE A VERY DIFFICULT TIME LOADING AND UNLOADING HEAVY AND BULKY ITEMS FROM THE BACKSEAT OF MY CAR.

OLDTOWN ID Failure Date: 08/20/2015

7 10818743 2012 GMC ACADIA Structure WHEN STATIONARY AND USING THE BACK LIFE GATE. BACK LIFT GATE WILL OPEN, THEN VIOLENTLY COME DOWN ABOUT 10-12 INCHES. VERY LIKELY TO INJURE. IF YOU HOLD IT UP, IT SEEMS TO PUSH DOWN. IF YOU ARE HOLDING IT UP, WHEN YOU LET GO IT VIOLENTLY SLAMS SHUT. IT COULD SEVERELY INJURE SOMEONE. I WAS TOLD BY GMC THAT MY VEHICLE WAS NOT PART OF A CURRENT RECALL FOR OTHER GMC ACADIAS -- FOR THE EXACT SAME ISSUE.. THEY WILL NOT COVER THE REPAIR AS PART OF THE RECALL, SINCE MY VEHICLE IS NOT PART OF THEIR RECALL. I AM RELUCTANT TO HAVE IT REPAIRED MYSELF, AS I BELIEVE IT IS THE EXACT SAME ISSUE ADDRESS IN THE RECALL. IF YOU SHUT OFF THE POWER LIFT GATE IT BECOMES EVEN MORE DANGEROUS, AS THE HEAVY DOOR WILL VIOLENTLY SLAM SHUT WHEN YOU LET IT GO. THE DATE IS A GUESS. NO SERIOUS INJURIES, JUST SOME SMALL BUMPS ON THE HEAD -- BUT IT HAS A POSSIBILITY OF INJURING FUTHER, FOR A SHORTER PERSON OR CHILD. RED WING MN Failure Date: 08/15/2015

7 10806197 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT RECEIVED A NOTIFICATION OF

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NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE); HOWEVER, THE PART FOR THE RECALL WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.                      LOVELAND OH    Failure Date: 08/03/2015

7      10787676      2012 GMC ACADIA      Structure      TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE) AND STATED THAT THE PART NEEDED WAS UNAVAILABLE TO PERFORM THE RECALL REPAIR. THE CONTACT ALSO STATED THAT THE REAR LIFTGATE LANDED ON HIS BACK. NO INJURIES WERE REPORTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.                      WOODSTOCK GA    Failure Date: 06/29/2015

7      10786162      2012 GMC ACADIA      Structure      TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE) HOWEVER 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 AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.                      AURORA CO  
Failure Date: 06/23/2015

7      10682900      2012 GMC ACADIA      Structure      TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT STATED THAT THE LIFTGATE CLOSED WITHOUT WARNING. THE FAILURE OCCURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 29,000.                      RONKONKOMA NY    Failure Date: 02/09/2015

7      10678349      2012 GMC ACADIA      Structure      I OPENED THE REAR TAILGATE AND WHILE TAKING AN OBJECT OUT OF THE BACK OF THE VEHICLE,

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THE TAILGATE CAME CRASHING DOWN ON MY HEAD WITH GREAT FORCE. AFTER PHYSICALLY RECOVERING, I TESTED THE TAILGATE AND THE ISSUE REPEATED ITSELF. I CALLED KITAHARA GMC IN FRESNO, CA AND SCHEDULED A SERVICE APPOINTMENT. KITAHARA REPLACED THE PARTS, BUT I WAS TOLD THAT IT IS A WEAR PART AND THAT BECAUSE THERE ARE NO RECALLS THERE IS NO WAY FOR THEM TO GUARANTEE THAT THE ISSUE WON'T HAPPEN AGAIN. I CALLED GENERAL MOTORS TO REPORT THE ISSUE AND THEY OFFERED \$100 TOWARD AN OIL CHANGE AND TIRE ROTATION AND CLAIMED THAT THEY DO NOT ISSUE RECALLS. I AM REPORTING THIS ISSUE TO THE NHTSA, BECAUSE I FEAR THAT THIS DEFAULT IS EXTREMELY DANGEROUS AND COULD CAUSE SEVERE INJURY OR EVEN DEATH DEPENDING ON THE SITUATION AT THE TIME OF MALFUNCTION. \*TR FRESNO CA Failure Date: 01/17/2015

7 10788706 2012 GMC ACADIA Structure 6/18/15 LIFTGATE CAME CRASHING DOWN ON MY HEAD SO THE STRUTS WERE REPLACED AT DEALERSHIP FOR 116.72 PLUS TAX. THERE IS A RECALL #15240 FOR THIS REPAIR. BUT MY CAR WAS BUILT ON 3/8/2012 WHICH IS 9 DAYS AFTER THE RECALL DATES YOU SUBMITTED. THIS DATE NEEDS TO BE EXTENDED. MORE INVESTIGATION NEEDS TO BE LOOKED INTO THIS AND OBVIOUSLY MY CAR IS WITHIN THE PARAMETERS OF THIS RECALL. ARE THEY WAITING FOR SOMEONE TO GET HIT SO HARD IN THE HEAD AND BE KILLED. I WOULD HOPE NOT. ON DEC 12, 2014 SECONDLY THERE IS A PROBLEM THAT AT 46000 MILES THE STEERING PUMP WENT OUT DEALERSHIP TOLD ME TO KEEP THE RECEIPT THAT THEY ARE SEEING MORE OF THIS TYPE OF REPAIR. THIS REPAIR COST ME 2000.00. CAN THIS BE LOOKED INTO ALSO. NO STEERING PUMP SHOULD GO OUT WITH SUCH LOW MILEAGE. WHILE STEERING YOU COULD HEAR A WHINING NOISE. AURORA IL Failure Date: 12/12/2014

7 10641583 2012 GMC ACADIA Structure AS POWER LIFTGATE WAS OPENING, I STARTED TO RETRIEVE ITEMS FROM BACK OF VEHICLE. ALL OF A SUDDEN, AS THE LIFTGATE REACHED THE TOP OF IT'S OPENING RANGE, IT IMMEDIATELY SLAMMED DOWN ABOUT 12 INCHES, HITTING ME IN THE HEAD

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AND CAUSING SEVERE NECK PAIN, AND CONTINUED TO TRAVEL DOWN. AT THIS POINT, I AM UNSURE WHAT THE ACTUAL DEFECT IS AS I HAVE NOT TAKEN THE VEHICLE TO GM YET TO BE DIAGNOSED. IN GOOGLING THIS ISSUE, I CAME ACROSS ANOTHER PERSON THAT HAD THE SAME THING HAPPEN. "I MADE A REPORT TO THE NHTSA. THE NUMBER IS 10464171" \*TR

WILMINGTON NC Failure Date: 10/06/2014

7 10567654 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A GM AFTERMARKET AIR DEFLECTOR (PART NUMBER: 1927884) BEING USED ON A 2012 GMC ACADIA. THE CONTACT WAS DRIVING 70 MPH WHEN THE CENTER PLASTIC TIE FRACTURED AND CAUSED THE DEFLECTOR TO CRASH INTO THE WINDSHIELD OF THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE DEFLECTOR WAS NOT REPLACED. THE SERIAL NUMBER AND VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS UNAVAILABLE. \*TR ODESSA TX Failure Date: 08/01/2013

7 10484802 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA DENALI. THE CONTACT STATED THAT WHEN THE SUN WOULD BEAM ON THE CHROME DASHBOARD, THE REFLECTION FROM THE CHROME WOULD CAUSE A BLUR IN THE CONTACT'S VISION FOR A SHORT PERIOD OF TIME. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED THAT THERE WAS NOT A REPAIR AVAILABLE FOR THE ISSUE. THE MANUFACTURER WAS CONTACTED. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 19,000... UPDATED 12/26/12 \*BF

BROOKSVILLE FL Failure Date: 11/02/2012