

NHTSA Consumer Complaints as of February 21, 2017

4 10887523 2008 BUICK ENCLAVE Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. WHEN THE VEHICLE WAS PARKED, THE DRIVER SIDE DOOR FAILED TO OPEN. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE DOOR PANEL NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 204,000. THE VIN WAS UNAVAILABLE. FALMOUTH VA Failure Date: 07/07/2016

4 10872993 2008 BUICK ENCLAVE Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. WHILE PLACING SUITCASES IN THE REAR OF THE VEHICLE, THE LIFTGATE FELL AND STRUCK THE CONTACT'S BACK AND NECK. THE CONTACT WAS NOT INJURED. ON ANOTHER OCCASION, THE LIFTGATE FELL WHILE LOADING GROCERIES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE). THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 89,999. ORLANDO FL Failure Date: 06/05/2016

4 10853804 2008 BUICK ENCLAVE Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. WHEN OPENING THE REAR HATCH, THE DOOR FAILED TO OPEN. THE CONTACT STATED THAT THE WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL, WHICH INDICATED THAT THE REAR DOOR WAS OPEN. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE:BODY:HATCHBACK/LIFTGATE), BUT THE FAILURE RECURRED. THE CONTACT ATTEMPTED TO CLOSE THE DOOR MANUALLY, BUT THE FAILURE CONTINUED TO OCCUR INTERMITTENTLY. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 86,000. BROOKLAND NY Failure Date: 04/06/2016

4 10839675 2008 BUICK ENCLAVE Structure THE DRIVER SIDE INSIDE DOOR HANDLE BROKE AWAY FROM THE MECHANISM. IN ORDER TO EXIT THE VEHICLE I HAD TO ROLL DOWN THE WINDOW AND USE THE EXTERIOR DOOR HANDLE. LOCKS, WINDOWS, AND EXTERIOR HANDLE WORK

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PROPERLY. I DROVE TO WORK AND IT WORKED FINE. WHEN I PARKED AND TRIED TO GET OUT IT WOULD NOT WORK. IT HAPPENED ORIGINALLY IN 10/2014. THE DEALERSHIP TOLD ME I HAD TO REPLACE THE ENTIRE DOOR, WHICH I COULD NOT AFFORD, SO THEY "JERRY-RIGGED" IT WITH A SCREW AND CHARGED ME \$125.00 LABOR. IT HAS NOW HAPPENED AGAIN, AND ANOTHER DEALERSHIP SAID I CAN REPLACE THE INTERIOR MECHANISM FOR ABOUT \$350. I CONTACTED BUICK CS REGARDING THE ISSUE, AND WAS TOLD THAT DUE TO THE AGE OF MY VEHICLE THEY COULD DO NOTHING. THIS IS A SAFETY ISSUE. IN AN EMERGENCY, I WOULD NOT BE ABLE TO EXIT MY VEHICLE. AND AS A PERSON WITH A DISABILITY THIS IS A PRIMARY CONCERN. ON THE INTERNET, YOU CAN FIND HUNDREDS OF PEOPLE WHO HAVE HAD THE SAME ISSUE WITH THE BUICK ENCLAVE AND THE GMC ACADIA. THIS NEEDS TO BE INVESTIGATED FOR POSSIBLE RECALL. IRVING TX Failure Date: 03/01/2016

4 10883489 2008 BUICK ENCLAVE Structure LIFT GATE STOPS AT UPPER LIFT POSITION AND STARTS TO CLOSE WITH OUT NOTICE. IF YOUR NOT PAYING ATTENTION TO FULL OPERATION OF LIFT GATE CAN COME DOWN STRICKING A PERSONS HEAD. SEEMS THAT AUTOMATION SAFETY FEATURE WOULD BE TO STAY OPEN !!! NOT CLOSE UNEXSPECTEDLY?? FLINT MI Failure Date: 02/24/2016

4 10855346 2008 BUICK ENCLAVE Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. IN RAINY CONDITIONS, WATER DRAINED INSIDE THE VEHICLE ONTO THE FRONT DRIVER AND PASSENGER SIDE FLOORBOARDS. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE DRAIN PIPES THAT RAN ALONG THE SIDE OF THE VEHICLE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 120,000. TULSA OK Failure Date: 12/10/2015

4 10788861 2008 BUICK ENCLAVE 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.

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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

4 10870607 2008 BUICK ENCLAVE Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. WHILE RETRIEVING PACKAGES OUT OF THE TRUNK, THE LIFTGATE DROPPED DOWN AND PINNED THE CONTACT BETWEEN THE DOOR AND THE TRUNK. THE CONTACT'S HUSBAND MANAGED TO FREE HER AND THE AMBULANCE WAS CALLED. THE CONTACT SUSTAINED INJURIES TO THE SPINE, DISC AREA, AND RIGHT LEG. MEDICAL ATTENTION WAS RECEIVED. THE VEHICLE WAS TAKEN TO THE DEALER AND REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 150,000. DETROIT MI

Failure Date: 10/21/2015

4 10787005 2008 BUICK ENCLAVE 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

4 10882696 2008 BUICK ENCLAVE Structure I BOUGHT THIS 2008 BUICK ENCLAVE A YEAR AND A HALF AGO WITH LESS THAN 80,000 MILES ON IT, AND IT'S BEEN GIVING ME TRANSMISSION PROBLEMS ALREADY. I ALMOST GOT STRANDED AND COULDN'T GO ANY FASTER THAN 30 MPH. IT

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ALMOST CUT OFF ON ME IN THE MIDDLE OF THE ROAD. MY TRANSMISSION AND ENGINE BOTH WOULD LOSE POWER AND WOULDN'T GO PAST FIRST GEAT. MYRPM HAND WENT ALL THE WAY UP TO 4 WHICH IT NORMALLY STAYS BETWEEN 1 AND 2, AND MY GAS HAND WENT FROM FULL, TO HALF, FULL, AND ALMOST EMPTY IN A FEW SECONDS. ENGINE RIDES ROUGH AND HAS TO TAKE OFF SPEED. TRANSMISSION AND ENGINE PROBLEMS WERE ADVISED BY BUICK AS BEING A KNOWN ISSUE BUT APPARENTLY THEY HAVEN'T STAYED TRUE TO THEIR NAME "BUICK." THIS IS A SAFETY HAZARD AS I COULD'VE GOTTEN EASILY HIT WITH NO TAKE OFF SPEED AS IT BARELY MOVES. IT HAS HAPPENED 5 TIMES WITH THESE SAME ISSUES BUT DEALERSHIP KEPT SAYING THAT NO CODES WOULD POP UP TO SEE WHAT'S THE ISSUE UNTIL A WEEK AGO, IT DID IT AGAIN FOR ABOUT 5TH TIME AND I TOOK IT TO THE DEALERSHIP WHO ADVISED ALL KINDS OF COD ES WERE POPPING UP WITH MY ENGINE AND TRANSMISSION. ALSO THE WRITING ON MY CONTROL BUTTONS HAVE WORN OFF AND MY FRONT SUSPENSION NEEDS REPLACED AND MY DRIVER SEAT TRACKS WHICH ARE NOT COVERED UNDER MY WARRANTY. BUICK NERDS TO HOLD TRUE TO THEIR NAME AND COMPENSATE OR REPLACE THESE DETECTED 2008 BUICK ENCLAVES. BUICK IS NOT HOLDING TRUE TO THEIR NAME. I'M VERY DISSATISFIED AND IS MY FIRST TIME BEING A BUICK OWNER. NOW THE DEALERSHIP IS TRYING TO FIX THESE ISSUES, BIT I SHOULDN'T HAVE TO PAY ANYTHING . HEATH SPRINGS SC Failure Date: 10/01/2015

4 10767532 2008 BUICK ENCLAVE 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

4 10760324 2008 BUICK ENCLAVE 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

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DOWN WHETHER THERE IS SOMETHING IN IT'S WAY OR NOT. I FIND THIS VERY 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

4 10783746 2008 BUICK ENCLAVE 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

4 10786792 2008 BUICK ENCLAVE 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

4 10780708 2008 BUICK ENCLAVE 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.

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THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE 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

4 10735789 2008 BUICK ENCLAVE 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

4 10780166 2008 BUICK ENCLAVE 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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4 10781564 2008 BUICK ENCLAVE 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

4 10780572 2008 BUICK ENCLAVE 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

4 10782165 2008 BUICK ENCLAVE 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

4 10779340 2008 BUICK ENCLAVE Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT NHTSA CAMPAIGN

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NUMBER: 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

4 10780530 2008 BUICK ENCLAVE 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

4 10711845 2008 BUICK ENCLAVE Structure POWER LIFT GATE OPENING AND CLOSING ON IT'S OWN, WHILE VEHICLE IS OFF, ON BUT PARKED, AND WHILE DRIVING DOWN THE ROAD. WATER LEAKS FROM SUNROOF CAUSING THE WATER TO DRAIN THROUGHOUT THE WHOLE INSIDE OF THE VEHICLE. *TR LEWISTON MI Failure Date: 02/20/2015

4 10670832 2008 BUICK ENCLAVE 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

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4 10667553 2008 BUICK ENCLAVE 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 30,000-40,000 IT NEEDS TO BE REPLACED? *TR STOCKTN
CA Failure Date: 12/17/2014

4 10789347 2008 BUICK ENCLAVE 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

4 10664167 2008 BUICK ENCLAVE 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

4 10749095 2008 BUICK ENCLAVE 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

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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 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

4 10599065 2008 BUICK ENCLAVE 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

4 10655334 2008 BUICK ENCLAVE Structure PURCHASED VEHICLE END OF FEB 2014. PROBLEMS STARTED RIGHT AWAY. 3-13-14 REPLACED FRONT STRUTS, COMPLAINED ABOUT TRANS SHIFTS AND HEATER

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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

4 10712886 2008 BUICK ENCLAVE Structure I PURCHASED MY
VEHICLE JANUARY 2014. SINCE THEN I HAVE HAD MAJOR ISSUES WITH IT
LEAKING WHEN IT RAINS,. WATER ENTERS THE SUNROOF AND DRIPS
THROUGHOUT THE VEHICLES OVERHEAD AS WELL AS SOAKS THE
PASSENGER SIDE CARPET. WATER DRIPS FROM THE VISOR, THE OVERHEAD
LIGHTS (WHICH COULD RESULT IN AN ELECTRICAL FIRE) IN THE FRONT
MIDDLE AND BACK OF THE VEHICLE IT SEEPS THROUGH THE SEAT BELT
HEIGHT ADJUSTERS AND THE AREA WHERE THE SIDE AIRBAGS DEPLOY
(WHICH COULD CAUSE DEPLOY ISSUES). THE PROBLEM HAS GOTTEN SO BAD
MY VEHICLE IS STARTING TO SMELL LIKE MOLD AND I AM AFRAID THAT AFTER
A YEAR OF THIS PROBLEM MOLD HAS GROWN UNDER THE CARPET AS WELL
AS IN THE OVERHEAD FOAM. MY BIGGEST CONCERN IS IF MY CHILD IS
EXPOSED TO THIS FOR AN EXTENDED PERIOD OF TIME IT WILL FLAIR UP HIS
ASTHMA. A CHILD WITH ASTHMA IS VERY SENSITIVE TO MOLD AND MILDEW
AND HE IS VERY SENSITIVE AS WELL AS HAS ALLERGIES TO MOLD.
ADDITIONALLY, WHEN IT RAINS MY EXHAUST SMOKES AND CAR PUTTS AS IF
WATER HAS GOTTEN INTO THE ENGINE/EXHAUST, THE CHECK ENGINE
LIGHT HAS COME ON SEVERAL TIMES WHILE TRAVELING AND NO ONE CAN
SEEM TO FIND THE ISSUE, THE CHECK AIRBAG LIGHT CAME ON A COUPLE OF
MONTHS AFTER THE PURCHASE, AND MY STEERING WHEEL TIGHTENS UP
WHEN I TURN AND I HAVE ALREADY HAD THAT TAKEN CARE OF ONCE. AS I
WAS DRIVING HOME TODAY THE EMERGENCY BRAKE LIGHT CAME ON AND
DINGED ALL THE WAY HOME. I BELIEVE THERE ARE NOW ELECTRICAL ISSUES
WITH THE VEHICLE DUE TO THE LEAKS AND MAY CAUSE A MALFUNCTION OR
FIRE. *TR POOLER GA Failure Date: 01/01/2014

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4 10551881 2008 BUICK ENCLAVE 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

4 10577495 2008 BUICK ENCLAVE 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! ROCK

WV Failure Date: 09/03/2013

4 10787667 2008 BUICK ENCLAVE 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

4 10515856 2008 BUICK ENCLAVE 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

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TO OPERATE 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

4 10783354 2008 BUICK ENCLAVE 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

4 10615732 2008 BUICK ENCLAVE 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

4 10578019 2008 BUICK ENCLAVE 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

4 10695429 2008 BUICK ENCLAVE 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

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SEVERAL PEOPLE HAVE COMPLAINTS ON THIS SAME ISSUE. *TR

LEESVILLE SC Failure Date: 03/24/2013

4 10587958 2008 BUICK ENCLAVE 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

4 10564486 2008 BUICK ENCLAVE 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

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DROUGHT STRICKEN CALIFORNIA OR WE'D PROBABLY BE DEAD A LONG TIME AGO. *TR ALAMO CA Failure Date: 02/04/2013

4 10577471 2008 BUICK ENCLAVE 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

4 10473152 2008 BUICK ENCLAVE 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

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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 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 AIRBAGS. 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

4 10441420 2008 BUICK ENCLAVE 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

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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 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

4 10432228 2008 BUICK ENCLAVE 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

4 10424670 2008 BUICK ENCLAVE 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

4 10502114 2008 BUICK ENCLAVE 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

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4 10381208 2008 BUICK ENCLAVE 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 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

4 10440429 2008 BUICK ENCLAVE 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

4 10370323 2008 BUICK ENCLAVE 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

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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 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

4 10361341 2008 BUICK ENCLAVE 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

4 10351925 2008 BUICK ENCLAVE 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

4 10944062 2008 BUICK ENCLAVE Structure TL* THE CONTACT OWNS A 2008 BUICK ENCLAVE. THE CONTACT STATED THAT AFTER RAINY WEATHER, WATER LEAKED INTO THE VEHICLE. AS A RESULT, THE ELECTRICAL SYSTEM BECAME INOPERABLE AND A PUDDLE OF WATER ACCUMULATED IN THE FRONT PASSENGER SIDE OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER ON MULTIPLE OCCASIONS WHERE THE TECHNICIAN INFORMED THAT THERE WAS A PUDDLE OF WATER INSIDE THE RADIO SYSTEM. THE CONTACT STATED THAT THE TECHNICIAN STATED THAT THE SUN ROOF NEEDED TO BE SEALED. THE VEHICLE WAS REPAIRED BUT THE FAILURE CONTINUED TO OCCUR AND ALSO BEGAN TO LEAK INTO THE REAR OF THE VEHICLE. THE VEHICLE WAS TAKEN BACK TO THE DEALER BUT THE FAILURE

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WAS UNABLE TO BE DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. WAYCROSS GA Failure Date: 01/09/2010

4 10433120 2008 BUICK ENCLAVE 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

4 10259662 2008 BUICK ENCLAVE Structure WHEN REPLACING WINDSHIELD NOTICED THAT PAINT WAS COMING OFF PINCHWELD WITH OLD URETHANE ADHESIVE. *TR DUNN NC Failure Date: 02/23/2009

4 10266373 2008 BUICK ENCLAVE 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

4 10241675 2008 BUICK ENCLAVE 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,

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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