

NHTSA Consumer Complaints as of February 21, 2017

9 10938822 2012 GMC ACADIA Structure MY CAR WAS PURCHASED WITH A POWER LIFT GATE IN 2012. IT HAS ALWAYS WORKED FINE UNTIL ONE DAY RECENTLY I WAS HOLDING MY YOUNG DAUGHTER PUTTING A PACKAGE IN THE TRUNK WHEN IT SUDDENLY REVERSED ITS MOTION JUST AS IT WAS ALMOST FULLY OPEN AND CAME SLAMMING DOWN ON BOTH MY DAUGHTER AND I HITTING ME, THANKFULLY NOT MY DAUGHTER RIGHT IN THE HEAD. THERE WAS NO WAY I COULD HAVE GOTTEN OUT OF THE WAY OF THIS DOOR-THE SAFETY FEATURE WHICH WOULD MAKE IT GO BACK UP IF SOMETHING WAS IN THE WAY WAS DEFECTIVE AT THIS POINT AND NOT WORKING. THERE WAS NO WARNING LEADING UP TO THIS EVENT THAT WOULD CAUSE ME TO BELIEVE THE DOOR WAS BEGINNING TO BREAK. MY HUSBAND LOOKED AT IT AS WELL WHEN I RETURNED HOME AND IT CONTINUED TO TAKE PLACE AND FORCEFULLY SLAMMED THE DOOR DOWN. WE IMMEDIATELY DISABLED THE POWER LIFT GATE; HOWEVER, IT WAS ALMOST IMPOSSIBLE FOR ONE INDIVIDUAL TO OPERATE THE DOOR MANUALLY BECAUSE IT WOULD NOT STAY UP ON IT'S OWN AND HAD TO BE HELD OPEN. I HAVE CONTACTED GMC AND HAVE A OPENED UP A CLAIM WITH THEM BUT THEY HAVE NOT REPORTED THAT THERE ARE ANY OPEN RECALLS ON THIS CAR PART. WE ARE VERY UPSET AND THANKFUL THAT MYSELF OR MY DAUGHTER WASN'T HURT WORSE ( I DID SUFFER A HEADACHE FOR A GOOD PART OF THE DAY). I FEEL THAT THIS WAS A VERY DANGEROUS EVENT THAT TOOK PLACE AND THERE WAS NO WAY TO GET OUT OF THE WAY OF THIS DOOR FORCEFULLY AND ERRATICALLY BEING BROUGHT DOWN ON MY HEAD. WE HAVE PAID SEVERAL HUNDRED DOLLARS AT THIS POINT TO RECTIFY THE SITUATION AND FIX THE LIFT GATE. I HAVE SAVED MY RECEIPTS. THE PICTURE BELOW IS OF THE PART THAT BROKE. NEW CITY NY

Failure Date: 12/13/2016

9 10925628 2012 GMC ACADIA Structure THE VEHICLE WAS IN MOTION NEAR AN INTERSECTION AND APPROACHING THE LIGHT TO TURN. ( NEAR AIRPORT IN RALEIGH NC) THE FRONT AND SIDE AIRBAGS FAILED TO DEPLOY DURING THE CRASH. THE OTHER VEHICLE HAS BEEN DECLARED TOTAL LOSS AND MINE HAS SIGNIFICANT DAMAGE AND COULD BE CLASSIFIED

NHTSA Consumer Complaints as of February 21, 2017

AS TOTAL LOSS. THERE ARE PERSONAL INJURIES. I AM ATTACHING PICTURES OF THE VEHICLE AND ACCIDENT REPORT. CARY NC Failure Date: 09/27/2016

9 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

9 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

9 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

9 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

NHTSA Consumer Complaints as of February 21, 2017

FAILURE MILEAGE WAS 53,000. SARATOGA CA Failure Date:  
01/16/2016

9 10807421 2012 GMC ACADIA Structure TL\* THE CONTACT  
OWNS A 2012 GMC ACADIA. WHILE THE VEHICLE WAS PARKED WITH THE  
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

9 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

9 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

NHTSA Consumer Complaints as of February 21, 2017

9 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 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

9 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

9 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

NHTSA Consumer Complaints as of February 21, 2017

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

9 10806197 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT RECEIVED A NOTIFICATION OF 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

9 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

9 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

9 10682900 2012 GMC ACADIA Structure TL\* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT STATED THAT THE LIFTGATE

NHTSA Consumer Complaints as of February 21, 2017

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

9      10678349    2012 GMC ACADIA    Structure    I OPENED THE REAR TAILGATE AND WHILE TAKING AN OBJECT OUT OF THE BACK OF THE VEHICLE, 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

9      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

NHTSA Consumer Complaints as of February 21, 2017

COULD HEAR A WHINING NOISE. AURORA IL Failure Date:  
12/12/2014

9 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  
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

9 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

9 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