

NHTSA Consumer Complaints as of April 21, 2017

5 10959143 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. WHILE DRIVING 20 MPH, THE ELECTRONIC STABILITY CONTROL AND STABILITY CONTROL WARNING INDICATORS ILLUMINATED. THE CONTACT STATED THAT AN ELECTRICAL SHORT CAUSED THE DASHBOARD, CENTER CONSOLE BY THE SHIFTER LEVER, AND FRONT BUCKET SEATS TO MELT. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED OR REPAIRED. THE CONTACT ALSO NOTICED VISIBLE SMOKE IN THE VEHICLE WHILE DRIVING. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT WAS INFORMED BY THE MANUFACTURER THAT A REPRESENTATIVE WOULD BE SENT TO INVESTIGATE AND DIAGNOSE THE VEHICLE. THE APPROXIMATE FAILURE MILEAGE WAS 61,000.

MIDDLETOWN RI Failure Date: 03/05/2017

5 10949044 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. WHILE DRIVING APPROXIMATELY 55 MPH, THE CONTACT HAD TO REDUCE THE SPEED TO AVOID A REAR END CRASH. THE VEHICLE STALLED AND FORCED THE DRIVER INTO THE MEDIAN. THE VEHICLE CAME TO A COMPLETE STOP. THE DRIVER SIDE RIM WAS BENT. THE VEHICLE WAS DRIVEN HOME AND WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 78,000.

MILTON FL Failure Date:
02/01/2017

5 10944476 2012 CHEVROLET IMPALA Electrical VEHICLE STEERING WHEEL LOCKS AND CAR COMPLETELY SHUTS OFF WHILE DRIVING (IN MOTION) ON A BUSY HIGHWAY. THIS VEHICLE HAS DONE THIS TWO OTHER TIMES, BUT NOT ON THE EXACT SAME DATE. STEERING WHEEL ALSO LOCKS WHILE TURNING LEFT OR RIGHT ON A BUSY STREET.

WETUMPKA AL Failure Date: 01/10/2017

5 10905489 2012 CHEVROLET IMPALA Electrical I WAS DRIVING DOWN THE HIGHWAY, GOING ABOUT 60MPH WHEN THE CHECK ENGINE LIGHT CAME ON AND THE CAR JUST DIED, IT STARTED TO DECELERATE, I TRIED TO PUSH GAS BUT CAR WOULD NOT GO. LUCKILY

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TRAFFIC WAS LIGHT AND ABLE TO GET TO THE SIDE OF THE RODE WITHOUT INJURY. SAN ANTONIO TX Failure Date: 09/09/2016

5 10927869 2012 CHEVROLET IMPALA Electrical THE CAR KEEPS SHORTING OUT THE BATTERY. THE STARTER IS SLUGGISH. THE TRACTION CONTROL LIGHT KEEPS COMING ON. INDIANAPOLIS IN Failure Date: 08/01/2016

5 10894672 2012 CHEVROLET IMPALA Electrical MY CAR IS TRYING TO KILL ME. AT A COMPLETE STOP WHEN I HIT THE GAS THE TRACTION CONTROL COMES ON. MY DASH SAYS SERVICE STABILITRAK , TRACTION CONTROL AND ABS. I MUST TURN OFF THE TRACTION CONTROL TO DRIVE MY VEHICLE. WITH ALL THAT, IF I DRIVE UP HILL IT TURNS THE TRACTION CONTROL ON, THE ABS AND TRACTION CONTROL LIGHT UP AND THE LIGHTS STAY ON. WHEN THE CAR IS RESTARTED ALL THE LIGHTS GO AWAY. TWICE I WAS PULLING ONTO THE HIGHWAY FROM A STOP. THAT SITUATION HAPPENED AND MY CAR DIDNT MOVE. LUCKILY THE CAR WAS ABLE TO MOVE OR ELSE I WOULD HAVE SEVERLY INJURED. THIS HAPPENS WITH MY VEHICLE DAILY. I TOOK MY CAR IN BECAUSE MY ALTERNATOR FAILED. I TOLD THE DEALERSHIP ABOUT A TSB FOR THE ISSUE AND THEY DID NOTHING. IT ALSO HAPPENS A LOT IF IM ACCELERATING WHILE TURNING A CORNER. THE DASH LIGHTS UP LIKE CHRISTMAS LIGHTS. MCKEES ROCKS PA Failure Date: 07/30/2016

5 10861547 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. WHILE ATTEMPTING TO ACCELERATE THE VEHICLE FROM A LOW SPEED, THE ACCELERATOR PEDAL WAS DEPRESSED AND THE VEHICLE JERKED WHEN THE BRAKES WERE INDEPENDENTLY APPLIED. IN ADDITION, THE ABS, SERVICE TRACTION CONTROL, SERVICE STABILITY CONTROL, AND MULTIPLE WARNING LIGHTS ILLUMINATED. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE WIRES CONNECTED TO THE SENSORS WERE FAULTY. THE TECHNICIAN ALSO STATED THAT FURTHER DIAGNOSTIC TESTING WOULD BE NEEDED TO

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DETERMINE WHAT SPECIFIC PART NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 26,000. MANISTEE MI

Failure Date: 04/20/2016

5 10861782 2012 CHEVROLET IMPALA Electrical DRIVING 55 MPH ON THE INTERSTATE NOTICED THAT I HADN'T FILLED UP IN A WHILE YET THE FUEL GAUGE STILL READ "COMPLETELY FULL". FILLED UP AT GAS STATION TOOK 3/4 OF A TANK. GAUGE HAS BEEN ALTERNATING BETWEEN FULL AND COMPLETELY EMPTY FOR A MONTH. COULD HAVE RUN OUT OF GAS AT SPEED ON INTERSTATE CAUSING ACCIDENT INTERNET RESEARCH HAS UNCOVERED A FEW INCIDENTS LIKE THAT. CHEVY SUPPORT IS WILLING TO WAIVE THE 50 DOLLAR DIAGNOSTIC FEE BUT WILL NOT COVER REPAIRS. LOCAL GARAGE QUOTED 250 LABOR 160 PART TO REPLACE FUEL GAUGE SENSOR IN THE TANK, BUT FROM ONLINE RESEARCH PAST YEARS HAVE SEEN INSTRUMENT CLUSTER FAILURES IN FUEL GAUGE, SPEEDOMETER AND ENGINE TEMP. CAR HAS 50800 MILES ON IT IS FOUR YEARS OLD AND MAY REQUIRE REPAIRS 400-2K DEPENDING ON WHICH PART IS FAILURE. PREVIOUS GM PRODUCTS HAVE HAD CLASS ACTION LAWSUITS FOR SIMILAR ISSUES. THIS IS A SAFETY ISSUE AS THE GAUGE FAILS AND THE CHECK ENGINE LIGHT TOOK 25 DAYS TO COME ON WITH THE ERROR CODE IN THE 460'S THAT THE SENSOR WAS BAD. CURRENTLY DRIVING VEHICLE WITH BROKEN FUEL GAUGE AND SUBMITTING COMPLAINTS TALKING WITH SUPPORT TO TRY TO GET THEM TO COVER REPAIRS. FORT WORTH TX Failure Date: 04/01/2016

5 10808238 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT STATED THAT WHILE DRIVING AT 15 MPH, THE DOORS LOCKED AND UNLOCKED INDEPENDENTLY. IN ADDITION, "SERVICE STABILIZER TRAC" WAS DISPLAYED ACROSS THE MESSAGE BOARD AS THE VEHICLE LOST POWER. THE CONTACT ALSO STATED THAT WHILE IN PARK, THE VEHICLE FAILED TO START. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE FUSES TO THE IGNITION NEEDED TO BE REPLACED. THE VEHICLE WAS

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REPAIRED. THE VEHICLE WAS THEN TAKEN TO A DEALER WHO WAS UNABLE TO DIAGNOSE OR REPAIR THE VEHICLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 43,910.

WHITMER WV Failure Date: 11/17/2015

5 10788159 2012 CHEVROLET IMPALA Electrical WHEN I START DRIVING ON LOCAL STREET EACH MORNING, I MAKE A LEFT TURN, THE CAR MAKES A LOUD GRINDING NOISE AND MY SERVICE TRACTION CONTROL, SERVICE BRAKE ASSIST, & ABS LIGHT ALL COME ON. THEY ALSO GO ON & OFF WHEN I GO OVER SPEED BUMPS MAKE A LOUD GRINDING NOISE. THE TRACTION CONTROL SYMBOL WILL COME ON AND I WILL BE STUCK TRYING TO ACCELERATE. THIS IS VERY DANGEROUS AS I HAVE ALMOST BEEN HIT FROM BEHIND A FEW TIMES DUE TO NOT BEING ABLE TO ACCELERATE IN A TIMELY FASHION. I HAVE GONE ON CHEVY IMPALA FORUMS LOOKING FOR OTHER DRIVERS WHO MAY HAVE EXPERIENCED THIS ARE THERE ARE A GOOD NUMBER OF THEM. IT SEEMS TO BE AN ELECTRICAL PROBLEM. I FINALLY TOOK IT TO A MECHANIC AND THEY COULD NOT REPRODUCE THE PROBLEM. IT STILL HAPPENS. NORWALK CT Failure Date: 11/02/2015

5 10782430 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT STATED THAT WHILE ATTEMPTING TO DRIVE FROM A STOP SIGN, THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO RESPOND AS THE BRAKES INDEPENDENTLY ENGAGED. THE ABS WARNING LIGHT ILLUMINATED. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHO DIAGNOSED THAT A HARNESS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 36,000. SOUTH LYON MI Failure Date: 09/15/2015

5 10667701 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT RECEIVED A NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A

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REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. OXON HILL MD Failure Date: 12/22/2014

5 10654354 2012 CHEVROLET IMPALA Electrical 2012
CHEVROLET IMPALA IGNITION SWITCH PROBLEM. *MW THE CONSUMER STATED WHAT GM SUGGESTED TO HAVE NO MORE THAN ONE KEY ON THE RING. SHE STATED THAT WAS NOT A FIX. *JB DANDRIDGE TN Failure Date: 12/01/2014

5 10654021 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN ID NUMBER: 14V355000 (ELECTRICAL SYSTEM) AND STATED THAT THE PART NEEDED WAS UNAVAILABLE TO REPAIR THE VEHICLE. THE DEALER WAS UNABLE TO INFORM WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. WINSTON SALEM NC Failure Date: 11/10/2014

5 10643675 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT RECEIVED A NOTIFICATION FOR 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 NOT MADE AWARE OF ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. XENIA OH Failure Date: 10/09/2014

5 10645023 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 75 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM) HOWEVER, THE PART

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TO DO THE REPAIR WAS UNAVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS UNAVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 34,000. NAMP ID Failure Date: 10/08/2014

5 10639972 2012 CHEVROLET IMPALA Electrical 2012 CHEVROLET IMPALA. CONSUMER WRITES IN REGARDS TO SAFETY IGNITION RECALL. *TGW THE CONSUMER WAS INFORMED, THE PARTS WERE NOT AVAILABLE. RECALL # 14V355000. THE CONSUMER TRADED THE VEHICLE. *JB SAINT LOUIS MO Failure Date: 10/01/2014

5 10637900 2012 CHEVROLET IMPALA Electrical 2012 CHEVROLET IMPALA. CONSUMER WRITES IN REGARDS TO RECALL #14V355000 ISSUES. *SMD MEMPHIS TN Failure Date: 09/01/2014

5 10627246 2012 CHEVROLET IMPALA Electrical I AM EXTREMELY UNSATISFIED WITH MY AUTO. I DO NOT WANT A AUTO THAT I CAN NOT TRUST. THIS VEHICLE IS NOT WORTH WHAT I PAID FOR IT. I AM IN AN UPSIDE DOWN LOAN AND CAN NOT GET RID OF IT. WHAT CAN YOU DO TO HELP ME? *TR FORT LAWN SC Failure Date: 08/21/2014

5 10626823 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT RECEIVED A NOTIFICATION FOR RECALL 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. GARY WV Failure Date: 08/20/2014

5 10680671 2012 CHEVROLET IMPALA Electrical TL*THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE

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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.

CLANTON AL Failure Date: 08/20/2014

5 10660803 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM) AND STATED THAT THE PARTS NEEDED WERE NOT AVAILABLE FOR SEVERAL MONTHS. THE DEALER WAS UNABLE TO PROVIDE A SPECIFIC DATE WHEN THE PARTS WOULD BECOME AVAILABLE. THE CONTACT CALLED FOR SEVERAL WEEKS AND WAS UNABLE TO RECEIVE ANY RESPONSE FROM THE DEALER. THE MANUFACTURER WAS CONTACTED TO DETERMINE AN ESTIMATED DATE FOR WHEN THE VEHICLE WOULD RECEIVE THE RECALL REPAIRS. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

PULASKI TN Failure Date: 08/14/2014

5 10626467 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE SUDDENLY ACCELERATED, THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER, AND THE ENGINE STALLED. AS A RESULT OF THE FAILURE, THE REAR END OF THE VEHICLE CRASHED INTO A POLE. THE CONTACT SUSTAINED NECK AND BACK INJURIES THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC, BUT THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 88,000. HOUSTON TX

Failure Date: 08/08/2014

5 10640843 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT RECEIVED A

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RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED FOR THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. SCOTIA NY Failure Date: 08/04/2014

5 10659021 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). AFTER CONTACTING THE DEALER IN REFERENCE TO THE RECALL, THE CONTACT WAS INFORMED THAT THE PARTS NEEDED TO REPAIR THE VEHICLE WERE STILL NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. LITHONIA GA Failure Date: 08/01/2014

5 10726641 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. WHILE DRIVING APPROXIMATELY 5-10 MPH, THE VEHICLE STALLED AND DID NOT RESTART. THE VEHICLE WAS TOWED TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MECHANIC REPLACED THE IGNITION LOCK SWITCH, THE CODES WERE RESET, AND THE BODY CONTROL MODULE WAS REPLACED; HOWEVER, THE FAILURE RECURRED MULTIPLE TIMES. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS APPROXIMATELY 20,624. UPDATED 09/10/15*LJ SOUTH ROCKWOOD MI Failure Date: 07/26/2014

5 10630649 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT STATED THAT WHILE DRIVING 5 MPH, THE TRACTION AND CONTROL SENSOR WARNING INDICATOR ILLUMINATED. THE CONTACT MENTIONED THAT THE FAILURE RECURRED WHENEVER MAKING A LEFT TURN. THE CONTACT WAS RECENTLY NOTIFIED THAT THE HUB BEARINGS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN DIAGNOSED THAT THE HARNESS ON THE DRIVER SIDE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT

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MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 51,000. KIMBERLY WI Failure Date: 06/11/2014

5 10621617 2012 CHEVROLET IMPALA Electrical THE ENGINE SHUT OFF AFTER HITTING A LARGE BUMP IN THE ROAD. THE ENGINE SHUT OFF A SECOND TIME AGAIN AFTER HITTING A LARGE BUMP IN THE ROAD. THE POWER STEERING AND POWER BRAKES WERE BOTH AFFECTED. THE CAR RESTARTED. THE DEALER LOOKED AT THE CAR AND COULDN'T DUPLICATE THE CONDITION. THE PROBLEM WENT AWAY AFTER I REMOVED ALL THE KEYS FROM THE KEY-RING. *TR ROCHESTER NY Failure Date: 06/07/2014

5 10595615 2012 CHEVROLET IMPALA Electrical CAR EXPERIENCED COMPLETE ENGINE AND ELECTRICAL SYSTEM FAILURE WHILE ACCELERATING ONTO BUSY HIGHWAY. THERE WAS NO EMERGENCY LANE, SO BROUGHT CAR TO A HALT BLOCKING ONE LANE. THIS WAS AS VERY DANGEROUS SITUATION. LATER DETERMINED THAT THE CAUSE WAS A LOOSE HOT WIRE TERMINAL CONNECTION TO THE FUSE BOX. IT HAD EITHER VIBRATED LOOSE OR WAS NOT TIGHTENED ADEQUATELY AT TIME OF MANUFACTURE. LOCAL DEALER WAS NOT INTERESTED IN REPORTING THIS EVENT TO THE GM DATA BASE, SO GAVE ME A CHEVROLET CUSTOMER SERVICE NUMBER TO CALL, WHICH I DID. *TR PINE BLUFF AR Failure Date: 05/29/2014

5 10576122 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. THE CONTACT STATED WHILE STARTING THE VEHICLE THE KEY FAILED TO TURN UNTIL AFTER NUMEROUS ATTEMPTS. THE FAILURE RECURRED TWICE. THE VEHICLE HAD NOT BEEN DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 33,000. DECATUR IL Failure Date: 02/01/2014

5 10853511 2012 CHEVROLET IMPALA Electrical TL* THE CONTACT OWNS A 2012 CHEVROLET IMPALA. WHILE DRIVING AT ANY SPEED,

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THE SERVICE STABILITRAC, SERVICE BRAKE ASSIST, TRACTION CONTROL, AND ABS WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE HUB ASSEMBLY AND SPEED SENSOR CIRCUIT WIRE HARNESS WERE REPAIRED; HOWEVER, THE FAILURE RECURRED CONSTANTLY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 35,000. BENZONIA MI

Failure Date: 10/08/2013

5 10617649 2012 CHEVROLET IMPALA Electrical MAY 2013 I PURCHASED A 2012 IMPALA FULLY CERTIFIED BY THE CHEVY DEALER. ON 9/25/2013 I WAS STOPPED ON I-80 DUE TO TRAFFIC. A WOMAN TRAVELING 53 MPH SLAMMED INTO ME CAUSING ME TO TAKE OUT THE NEXT 3 CARS. I FILED AN INVESTIGATION WITH GM TO REVIEW THE VEHICLE INFORMATION (WHICH IS HOW I KNOW HOW FAST SHE WAS TRAVELING). THE AIRBAG LIGHT WAS ON, BUT NO AIRBAGS DEPLOYED, AND THE SEAT BELT HAD RESTRAINED ME ONLY AFTER I VIOLENTLY BOUNCED OFF OF THE STEERING WHEEL. WHEN THIS WAS REPORTED TO GM IT WAS STATED THAT THERE ARE THREE LINES OF DEFENSE IN A VEHICULAR ACCIDENT #1 THE BODY OF YOUR VEHICLE #2 YOUR SEAT BELT #3 AIRBAG DEPLOYMENT. 2/3 LINES OF DEFENSE HAD FAILED ME. GM HAD NO CONCLUSION AFTER THE ACCIDENT AND I RECEIVED THE REPORTS FROM THE ENGINEERS. I WAS TRAVELING FAST ENOUGH INTO THE CAR AHEAD OF ME FOR THE AIRBAGS TO HAVE DEPLOYED, AND THE SEAT BELT SHOULD HAVE RESTRAINED ME. NEARLY A YEAR LATER, I AM GREATFUL THAT ONE LINE OF DEFENSE HAD PREVENTED FURTHER INJURIES, BUT THIS IS SOMETHING THAT I WILL FORE VER FEEL THE NEGATIVE IMPACTS OF. WITH RECENT NEWS INVESTIGATIONS INTO GM'S FAULTY AIRBAG DEPLOYMENT, CLEARLY THEY CAN LOOK BEYOND JUST THE OLDER MODELS OF IMPALAS. *TR

JOLIET IL Failure Date: 09/25/2013

5 10536430 2012 CHEVROLET IMPALA Electrical THE ENGINE DIED IN A HARD RAIN,WIPERS QUIT, FLASHERS CAME ON, WINDOWS WENT UP AND DOWN, CD PLAYER QUIT AND RADIO CAME ON, THEN FLASHERS WENT OFF. WINDOWS WOULD NOT GO BACK UP SOAKING THE INSIDE OF THE

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DOORS.THIS IS MY WIFE'S CAR AND NOW SHE IS AFRAID TO DRIVE IT. I CALLED THE DEALER TWICE AND GOT A RECORDING ASKING ME TO LEAVE A BRIEF MESSAGE. IF THEY DON'T HAVE TIME TO ANSWER THE PHONE, HOW LONG WILL IT TAKE TO FIX IT? *TR PORT ST. JOHN FL Failure Date: 08/18/2013

5 10534064 2012 CHEVROLET IMPALA Electrical SAME INCIDENT TWICE. I AM DRIVING EITHER AT LOW SPEEDS (5 TO 10 MPH) OR AT 30 MPH. THE LIGHT SERVICE STABILITRAK AND BRAKES COMES ON. AFTER I TURN OFF THE CAR, THE WARNING LIGHTS AND THE MESSAGE GO OFF. I TOOK CAR TO DEALERSHIP BUT THEY SAID THEY COULD NOT HELP BECAUSE THE WARNING MESSAGE IS OFF. I HAVE SEEN MESSAGES ACROSS THE INTERNET POSTS THAT OTHER IMPALAS (2012) ARE DOING THE SAME THING. *TR COLUMBIA SC Failure Date: 08/07/2013

5 10521550 2012 CHEVROLET IMPALA Electrical PURCHASED A GM CERTIFIED VEHICLE. VEHICLE STALLED SEVERAL TIMES WHENEVER MAKING A LEFT HAND TURN. WHEN I WOULD MAKE A LEFT HAND TURN, THE VEHICLE WOULD DIE COMPLETELY IN THE MIDDLE OF THE TURN. I WOULD HAVE TO RESTART THE CAR. ONE INSTANCE WHEN TRYING TO RESTART THE CAR, THE IGNITION ACTED "STUCK." I ONLY TURNED THE IGNITION ONCE AND THE CAR CONTINUED TO CRANK OVER TO RESTART THE CAR ON ITS OWN. THE LAST COUPLE OF INSTANCES WHEN TAKING THE CAR TO THE DEALERSHIP, IT DIED, EVEN WHEN NOT MAKING A LEFT HAND TURN. IT WOULD DIE PERIODICALLY WHILE DRIVING DOWN THE STREET. I TOOK THE VEHICLE INTO MAIN MOTORS (A GM DEALERSHIP) TO HAVE IT FIXED. THEY SAID THE WIRES WERE WORN THROUGH IN THE ENGINE COMPARTMENT THAT RUN TO THE ELECTRONIC CONTROL MODULE. THEY STATED THEY REROUTED THE WIRES. MY BILL WAS ONLY FOR LABOR, NO REPLACEMENT OF PARTS. I ASKED GM TO COVER THIS. THE SERVICE ADVISER TOLD THE FIRST AGENT AT GM THAT IT WAS A DEFECTIVE WIRE HARNESS. THEN THE CASE WAS DIRECTED TO A "DISTRICT SPECIALIST." THE DISTRICT SPECIALIST STATED THAT THE SERVICE MANAGER AT MAIN

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MOTORS RETRACTED THE STATEMENT THAT IT WAS A DEFECT AND STATED IT WAS NORMAL WEAR AND TEAR FOR ELECTRICAL WIRES IN THE ENGINE COMPARTMENT TO BE WORN THROUGH. NOT A SAFE DESIGN FOR AN ELECTRICAL SYSTEM TO NOT LAST PAST 55000 MILES. *TR RAMSEY

MN Failure Date: 06/08/2013

5 10532509 2012 CHEVROLET IMPALA Electrical 2012
CHEVROLET IMPALA. CONSUMER WRITES IN REGARDS TO POWER SENSOR FAILURE IN VEHICLE. *SMD THE CONSUMER STATED WHILE DRIVING, THE VEHICLE LOST ALL POWER. THE ENGINE QUIT, THE FLASHERS WOULD NOT WORK AND HE WAS UNABLE TO MANUALLY UNLOCK THE DOORS, OR LOWER THE WINDOWS USING THE POWER SWITCH. THE ONLY WAY TO UNLOCK THE DOORS WAS WITH THE KEY FOB, THAT UNLOCKED OR LOCKED THE DOORS FROM THE OUTSIDE. THE VEHICLE WAS TOWED TO THE DEALER. A DIAGNOSIS REVEALED A BAD SENSOR AND TWO BURNED WIRES. THE CONSUMER WAS ASSURED THE PROBLEM WAS FIXED. A WEEK LATER, THE CONSUMER RETURNED TO THE DEALER DUE TO A MALFUNCTION WITH THE CRUISE CONTROL. ON JUNE 13, 2013 WHILE DRIVING, THE VEHICLE DIED AGAIN. IT WAS THE SAME ISSUE THAT OCCURRED BACK IN FEBRUARY. THE VEHICLE WAS TOWED TO THE DEALER AGAIN. THE NEXT THE DAY, THE DEALER INFORMED THE CONSUMER, THEY STILL HAD NOT FOUND A PROBLEM. TWO HOURS LATER, THE CONSUMER WAS INFORMED, THEY HAD FOUND THE PROBLEM, BUT THE PART HAD TO BE ORDERED. THE PART ARRIVED THE SAME DAY, AND THE CONSUMER WAS ASSURED, THE VEHICLE HAD BEEN REPAIRED. HOWEVER, AS SOON AS HE PULLED OFF AT AN EXIT, THE VEHICLE DIED AGAIN. AFTER HAVING THE VEHICLE FOR OVER A WEEK, THE DEALER INFORMED THE CONSUMER, THEY FOUND NUMEROUS EXPOSED WIRES, THAT WERE CAUSING SHORTS, SUCH AS RUBBING ON THE TRANSMISSION AND OTHER METAL PARTS, MANY OF THEM WERE NOT PROPERLY SECURED. ALSO, WHEN THE CONSUMER TURNED ON THE HEADLIGHTS, HE DISCOVERED THE LOW BEAMS DID NOT WORK. THE CONSUMER STATED CHEVROLET BOUGHT THE VEHICLE BACK AND THEY OFFERED HIM A DEAL ON A DIFFERENT MAKE, MODEL AND YEAR. UPDATED 09/24/13. JB DURHAM NC Failure Date: 02/17/2013