

NHTSA Consumer Complaints as of July 26, 2017

14 10986009 2012 GMC ACADIA Structure TL* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT'S VEHICLE WAS PREVIOUSLY SERVICED PER NHTSA CAMPAIGN NUMBER: 15V415000 (STRUCTURE). AFTER OPENING THE LIFTGATE, IT FELL WITHOUT WARNING. THE LIFTGATE STRUCK THE CONTACT'S HEAD AND KNOCKED HIM UNCONSCIOUS. THE CONTACT WAS TAKEN TO THE HOSPITAL. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 75,000. UPDATED 07/13/17*LJ
OOLTEWAH TN Failure Date: 05/11/2017

14 10969128 2012 GMC ACADIA Structure AS MY GMC ACADIA IS SITTING IN THE GARAGE I PULLED ON THE LIFT GATE HANDLE TO OPEN THE TAILGATE. CONFIDENCE THAT IT WAS GOOD TO STEP IN AN PUT MY BABY'S STROLLER I PROCEEDED TO STEP IN AS SOON AS THE LIFT GATE GOT TO IT'S PEEK THE STRUT GAVE IN AND THE GATE CAME DOWN ABOUT TWO FEET OR SO STRIKING ME ON TOP OF MY HEAD. I MANAGED GET DOWN AS TO NOT GET HEART THE LIFT GATE SEEMS TO BE OUT OF SERVICE BECAUSE THERE IS NO WAY TO OPEN IT AND HAVE IT STAY OPEN. IT JERKS AND THEN IT CLOSES ITSELF.
AURORA CO Failure Date: 03/11/2017

14 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.

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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

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

14 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

14 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

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QUICKLY FROM UNDER. SHE ALREADY HAVE PROBLEMS WITH HER HEAD FROM OTHER THINGS.. BROOKLYN NY Failure Date: 04/24/2016

14 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

14 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

14 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

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14 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

14 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

14 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

14 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

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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

14 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

14 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

14 10787676 2012 GMC ACADIA Structure TL* THE CONTACT OWNS A 2012 GMC ACADIA. THE CONTACT RECEIVED A RECALL NOTIFICATION

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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

14 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

14 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

14 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

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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

14 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 IN 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

14 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

14 10979456 2012 GMC ACADIA Structure BACK LIFTGATE DOESN'T HOLD AND DROPPED ON MY HEAD. IT NEVER DID HOLD SINCE I GOT

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IT BUT IT WOULD SLIP DOWN SLOWLY NOW IT DROPS HARD AND FAST.

MARIETTA PA Failure Date: 09/01/2014

14 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

14 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