

NHTSA Consumer Complaints as of October 13, 2017

6 10816617 2011 GMC ACADIA Structure WANTED TAILGATE NOISE FIXED WHILE UNDER WARRANTEE, BUT WAS PUT OFF BY DEALER TO WAIT FOR RECALL FIX. RECALL FIX DID NOT SOLVE PROBLEM OF LOUD NOISES WHEN USING POWER TAILGATE. AFTER ABOUT 2 YEARS I RECEIVED RECALL LETTER FROM GM AND DEALER DID RECALL WORK. HOWEVER , THE NOISE PROBLEM STILL EXISTS AND DEALER TELLS ME I WILL NEED TO PAY \$725 TO FIX PART # 23142258 BECAUSE IT IS NOT COVERED UNDER LONG AWAITED RECALL REPAIR. I CALLED GM CUSTOMER ASSISTANCE CENTER AND THEY CANNOT AUTHORIZE REPAIR EITHER. I BELEIVE THE RECALL MODULE BY NOT WORKING CORRECTLY CAUSED THE GEAR FAILURE. THAT'S WHY I BELIEVE GM SHOULD FIX THE TAILGATE. ALL THIS HAPPENED OVER A 2 YEAR PERIOD. WHILE CAR WAS IN WARRENTY AND NOW OUT OF WARRANTY. SINCE GM HAD TO FIX ALL 2011 ACADIA'S THE PROCESS TOOK TOO LONG AND DAMAGED THE VEHICLE. I RECEIVED MY RECALL LETTER IN NOVEMBER 2015 , YEARS AFTER ANNOUNCEMENT WAS MADE. OLATHE KS

Failure Date: 12/28/2015

6 10781129 2011 GMC ACADIA Structure TL* THE CONTACT OWNS A 2011 GMC ACADIA. THE CONTACT STATED WHILE THE REAR LIFTGATE WAS OPEN THE DOOR SUDDENLY CLOSED ONTO THE CONTACT BACK. THE CONTACT INDICATED THAT THE RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER 15V415000 (STRUCTURE) WAS RECEIVED IN AUGUST 2015. AFTER CONTACTING THE DEALER AND THE MANUFACTURER, THE CONTACT WAS INFORMED THAT THE PARTS NEEDED TO REPAIR THE VEHICLE WERE STILL NOT AVAILABLE AND NO ESTIMATED TIME FOR RECEIVING THE PARTS COULD BE GIVEN. THE FAILURE MILEAGE WAS 76,000. SEDALIA MO

Failure Date: 08/01/2015

6 10480894 2011 GMC ACADIA Structure TL* THE CONTACT OWNS A 2011 GMC ACADIA. THE CONTACT STATED THAT AFTER HAVING THE WINDSHIELD REPLACED, SHE NOTICED A BURNING SMELL BEING EMITTED FROM AN UNKNOWN SOURCE. IT WAS LATER DISCOVERED THAT THE LUGGAGE RACK WAS ALLOWING WATER TO ENTER THE VEHICLE WHICH

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REACHED THE ELECTRONICS THROUGH THE REAR VIEW MIRROR. AS A RESULT, ALL OF THE ELECTRICAL COMPONENTS THAT WERE CONNECTED TO THE REAR VIEW MIRROR, INCLUDING THE ONSTAR SYSTEM AND THE RADIO, FAILED TO FUNCTION CORRECTLY. THE VEHICLE WAS NOT TAKEN TO A MECHANIC. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE AND CURRENT MILEAGES WERE 32,000. THE VIN WAS NOT AVAILABLE. BROOKVILLE OH Failure Date: 10/16/2012

6 10405299 2011 GMC ACADIA Structure TL*THE CONTACT OWNS A 2011 GMC ACADIA. THE CONTACT STATED WHENEVER THE GEAR WAS SHIFTED INTO THE PARK POSITION, THE FOUR AUTOMATIC DOORS WOULD UNLOCK WITHOUT INTENT. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOUR TIMES FOR THE SIMILAR FAILURE AND THEY STATED THAT THE DOORS OPERATED NORMALLY. IN ADDITION, THE SILVER AND CHROME TRIM AROUND THE ENTIRE DASHBOARD, AND CONSOLE AREA WOULD OBSTRUCT THE VISION WHEN SUNLIGHT MADE CONTACT WITH IT. THE CONTACT WAS IN THE PROCESS OF NOTIFYING THE MANUFACTURER. THE APPROXIMATE FAILURE MILEAGE WAS 100. UPDATED 07/08/11 *BF UPDATED 3/15/12 *CN OGLESBY IL Failure Date: 01/10/2011