

Consumer-reported Defects for Fiscal Years (FY) 2012 and 2011

The top three reported defects/conditions for FY '12 were: 1) engine, 2) transmission and 3) suspension/steering/vibrations; and for FY '11: 1) vehicle body/water leaks; 2) engine and tied for third 3) suspension/steering/vibrations/transmission. Case dispositions for the claimed defects are within the detailed activity report.

Consumer-reported defects	FY '12	FY '11
Vehicle body + water leaks (trunk, door locks, wind noise, roof, windows)	5	16
Engine operation; check-engine light	15	15
Suspension - steering – vibrations	7	9
Transmission – shifting – 4-wheel drive	11	9
Electrical – battery	1	7
Brakes	5	6
Starting	2	6
Unidentified	1	6
Computer System	2	4
Airbag	1	3
Heater or air-conditioning system	3	3
Driveability (poor handling; inconsistent acceleration; hesitation; stalling)	4	2
Exhaust – (noise + RV exhaust pipe cracks annually)	1	2
Non-defects (request for reimbursement; motorcycle defect not applicable; design)	1	2
Excessive oil consumption or oil leak	2	2
Anti-freeze leak	1	1
Cruise Control light	1	1
Directional signals		1
Front- and rear-end noises		1
Fuel mileage		1
Radio/Phone Sync/Media System/MyTouch	4	
GPS (Global Positioning System)/Navigation System	2	1
Horn	1	
Interior electric magnetic field level		1
Turbocharger		1
Key fob	1	
Left blind spot indicator	1	
Traction light	1	
Seatbelt	1	
Windshield wiper	1	
Power steering	1	
Passenger visor	1	
Total Defects Reported	77	100