

[REDACTED]
Somers, CT [REDACTED]
[REDACTED]

CL-10542690-4981

SEP - 3 2013

NHTSA
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

Dear Sir/Madame

Subject: Pontiac Solstice Passenger Side Air Bag Safety Issue

I am writing to notify you of a serious safety issue with the Pontiac Solstice and Saturn Sky, 2 passenger roadster vehicles produced by General Motors. Recently while driving, with my wife in the passenger seat, the service passenger side air bag warning light came on. I took the vehicle to an authorized General Motors dealership (Scranton Motors, Vernon, CT).

They diagnosed the problem as a faulty air bag seat module. The estimated cost to repair was approximately \$1200. Since this is a safety issue and I did not feel comfortable with a passenger riding in the car, I had them order the parts. The kind people at Scranton Motors split the cost with me.

When I got home I went on-line to see if other Pontiac Solstice owners have experienced this same problem. As it turns out, there were quite a number of reports of individuals experiencing the identical problem and at low mileage such as my vehicle. My vehicle only has 19,000 miles on it. The Saturn Sky is almost an identical vehicle and also has numerous reports of this same issue. This is not just a squeak or a rattle; this is a serious safety issue. The cars are equipped with air bags for a reason. They are small compact 2 seat convertibles. A major collision, without a properly operating air bag, could be fatal for the passenger. In recent months other car manufacturers have ordered recalls for air bag issues. I do not understand why General Motors has not issued a recall on this problem. Will it require someone being seriously injured or losing their life in a collision before GM is motivated to issue a recall?

We are all happy to see GM return to profitability but it should not be at the expense of consumer safety. I am writing to inform you of this problem and encourage you to take the proper steps to get a recall initiated. Please give this serious issue your immediate attention. Enclosed are copies of the estimated cost and a few of the numerous reports I found on the internet for the Pontiac Solstice.

Thank you for your prompt attention to this matter,

[REDACTED]
Cc: Pontiac/GMC Customer Service
Senator Richard Blumenthal
CT State Attorney General George Jepsen

NM
9413
SMD



Scan this QR
code with your
smart phone to visit
us at Scranton Motors



Talcottville Rd. (Rt. 83) • P.O. Box 777 • Vernon, CT 06066
PHONE 872-9145 • PARTS: 875-7732
www.scrantonmotors.com

CUSTOMER NO. 28297	ADVISOR TODD PACKARD	TAG NO. 58	INVOICE DATE 08/16/13	INVOICE NO. PNC5294670
[REDACTED] SOMERS, CT	LABOR RATE	LICENSE NO.	MILEAGE 19,125	COLOR MYSTERIOUS
	YEAR / MAKE / MODEL 07/PONTIAC/SOLSTICE/2DR CONV GXP			DELIVERY DATE 03/14/07
	VEHICLE I.D. NO. 1 G 2 M G 3 5 X 0 7 Y			DELIVERY MILES 7
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 10	PRODUCTION DATE
[REDACTED]	R.O. DATE 08/07/13			REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE			COMMENTS
				MO: 19125

LABOR & PARTS

J# 1 21PNZAIR AIR BAG TECH(S) 38590 50818 WARRANTY
CUSTOMER STATES AIR BAG LIGHT IS ON
PLEASE CHECK AND ADVISE
SCAN TESTED PASSENGER SEAT MODULE
REPLACED PASSENGER PRECENCE MODULE NWITH CUSSION
REPLACED PASSENGER SEAT COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	19124219	MODULE KI 11.419JIM		WARRANTY
JOB # 1	1	15779012	COVER 14.880 N		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 01PNZMULTIPOINT ON THE ROLL TECH(S) 38590 INTERNAL
CUSTOMER STATES: PERFORM MULTI-POINT INSPECTION AND COMPLETE
INSPECTION REPORT.
MAINTENANCE REQUEST
PERFORMED MULTI-POINT INSPECTION AND COMPLETED INSPECTION
REPORT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	GMCWD	GMC WARRANTY DEDUCT	294670	550.00
TOTAL - MISC				550.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1200.00 (+TAX)
TECHNICIAN CERTIFICATION
38590 JOE MCAVOY Y

TOTALS	
***** OUR GOAL IS FOR YOU TO BE 'COMPLETELY SATISFIED' *****	TOTAL LABOR.... 0.00
*** WITH OUR SERVICE ! PARTS INDICATED WITH AN * THAT ARE **	TOTAL PARTS.... 0.00
*** CUSTOMER MAY HAVE A LIFETIME SERVICE GUARANTEE ! *****	TOTAL SUBLET... 0.00
* IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH *	TOTAL G.O.G.... 0.00
** YOUR SERVICE EXPERIENCE , PLEASE CONTACT YOUR SERVICE **	TOTAL MISC CHG. 550.00
** CONSULTANT IMMEDIATELY SO THAT WE CAN RECTIFY ANY PROBLEM	TOTAL MISC DISC 0.00
GM NEW PARTS ARE GUARANTEED 12 MONTHS UNLIMITED MILES	TOTAL TAX..... 34.93

!!!!!! THANK YOU, WE APPRECIATE YOUR PATRONAGE !!!!!!

CUSTOMER SIGNATURE

TOTAL INVOICE \$ 584.93

You may receive a
questionnaire from GENERAL MOTORS.
If for any reason you feel you
cannot rate our services completely
satisfied, please contact our
Customer Service Rep.
A "Completely Satisfied" rating
does not mean we are
perfect but rather that
we did our job well
and served you
professionally.

SCRANTON MOTORS, INC.

SPG REPAIR ESTIMATE

ESTIMATE # RO294670

ESTIMATE DATE: 08/07/2013

VEHICLE: Solstice

VIN: 1G2MG35X07Y

ADVISOR # 58 TODD PACKARD

CUSTOMER # 28297

ADDRESS:

(H)

(B)

(EXT)

SOMERS, CT

CUSTOMER QUOTE

OPERATION: AIRBGD Air Bag System Diagnosis All

LABOR HOURS: 1.00

MISC CODE	MISC DESCRIPTION	QUOTE MIN	QUOTE MAX	PRICE
SS	GM 121128-SS-HW		48.50	6.33
		LABOR \$:		115.00
		PARTS \$:		0.00
		GOG \$:		0.00
		MISC. \$:		6.33
		TAX \$:		7.70
		SUBTOTAL \$:		129.03

OPERATION: AIRBGD2 PASSANGER SEAT CUSHION REPLACEMENT All

LABOR HOURS: 2.00

QTY	PART NUMBER	PART DESCRIPTION	PART PRICE	EXT PRICE
1	GM19124219	MODULE KIT	533.33	533.33
1	GM15779012	COVER	274.28	274.28

MISC CODE	MISC DESCRIPTION	QUOTE MIN	QUOTE MAX	PRICE
SS	GM 121128-SS-HW		48.50	48.50
		LABOR \$:		232.30
		PARTS \$:		807.61
		GOG \$:		0.00
		MISC. \$:		48.50
		TAX \$:		69.11
		SUBTOTAL \$:		1157.52

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SPG REPAIR ESTIMATE

ESTIMATE # RO294670

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VEHICLE: Solstice

VIN: 1G2MG35X07Y

ADVISOR # 58 TODD PACKARD

CUSTOMER # 28297

ADDRESS:

(H)

(B)

(EXT)

SOMERS, CT

CUSTOMER QUOTE

TOTAL LABOR \$:	347.30
TOTAL PARTS \$:	807.61
TOTAL GOG \$:	0.00
TOTAL MISC. \$:	48.50
TOTAL TAX \$:	76.42

ESTIMATE TOTAL \$: 1279.83

CUSTOMER SIGNATURE _____



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Pontiac Solstice 2007 - Air bags

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Table of contents:

- [Pontiac Solstice 2007](#)
 - [Technical Service Bulletins](#)
 - [Consumer Complaints](#)

Pontiac Solstice 2007 bulletins					
Bulletin	Bulletin date	Replacement Bulletin	Item no.	Summary	Added
AIR BAGS					
SB-08-09-41-002C	02/01/2009		10029924	General motors: diagnostic information for intermittent restraints, air bag (sir) indicator/lamp on with dtc(s) b0012, b0013, b0016, b0019, b0020, b0022, b0023, b0026, b0033, b0040, b0042 or b0044 set. this may be caused by a loose,	2009-07-20
4011	12/13/2007	4011F	10020881	Air bag indicator light is on. *kb updated on 12/13/07. *nj	2007-01-25
AIR BAGS - FRONTAL					
060941004	05/01/2008	060941004F	10020722	Passenger side airbag door does not flush with dash pad/warped. (reposition locking tabs on airbag panel). *kb updated 10/5/07. *nj updated 9/12/08. *pe	2007-01-03

05/25/2012	36201	I noticed the air bag passenger light was illuminating off. there was an adult in the seat with a lbs. also the dic displayed service air bag. from what i gather on the internet, the problem is with seat module. the cost to fix this is over \$600. i cannot pay this.
10/08/2011	28000	Service air bag warning light began to illuminate. checked manual and manual stated to see immediately. immediately means to me that this is a major safety concern. took to authorized p they diagnosed the following: service air bag light is on scanned code b0081 code stored curr performed diagnosis and pps system has no data pps has current codes 2036-1063 indicatin module. \$575.92 ptl to replace and program replaced pps system all in one assy with cushion v etc. recalibrate system clear codes and recheck operation ok. so bottom line, like several of complaints filed the passenger side air bag sensor went bad. inquired with authorized dealer if stand behind what is an apparent numerous owners of this type of vehicle make and year occur vehicle. provided the complaints listed on this site. authorized dealer simply told me the car w under warranty and that nothing could be done. how many more 2007 pontiac solstice's with lov to report this problem before a recall is obvious? this is not just a squeaky rattle this is safety. t equipped with air bags for a reason. they are small compact two seaters. without a properly wo could be fatal for passenger in a collision. because of the small size of the car it would not take collision for safety to be a an issue. will it require someone being permanently injured or losing 1 a recall is required? i dont even know cars and i can read the posts on this site and know 2 + 2 manufacturer defect in the airbag system of these vehicles. please initiate and make pontiac do for their customers safety!
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09/12/2011

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TI* the contact owns a 2007 pontiac solstice. the contact stated the service air bag warning light illuminate. the air bag light came on due to a malfunction in the passenger seat. the vehicle was dealer who stated they had to replace the indicators for the air bags at the owners expense of \$34,000. manufacturer was not notified of the failure. the failure mileage was 34,000.

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05/20/2011

19240

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02/26/2011	15500	TI*the contact owns a 2007 pontiac solstice. the contact stated the air bag light began illun instrument panel upon starting the vehicle. the vehicle was taken to an authorized dealer wh was informed the air bag module needed to be replaced. the vehicle was not repaired. the r made aware of the failure, but offered no assistance. the failure mileage was 15,500 and the was 17,307.	nin her ian 3 cl
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04/22/2009	14682	TI*the contact owns a 2007 pontiac solstice. the contact stated that the passenger side air ba whenever the seat is occupied. the dealer inspected the vehicle, but could not determine the failure. the failure mileage was 14,682.	ig l he
AIR BAGS - FRONTAL			
07/10/2011	25000	2007 pontiac solstice passenger seat airbag light is intermittent with passenger sitting	hg
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09/02/2010

7700

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06/20/2012

54900

1

Airbag light came on. service air bag on the display. contacted gm b0081 code. \$900 to n

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01/17/2008			TI* the contact owns a 2007 pontiac solstice. while driving approximately 65 mph, the contact n front passenger seat belt sensor was not working. she called the dealer and she was advised th sensor was working properly. on a later date, the air bag warning light was illuminated and illuminated. the vehicle was taken to the dealer for the failure where a diagnostic was performed was located at the seat sensor or the console sensor. the vehicle was not repaired. the failure unknown and the current mileage was 26,669.
01/17/2008			TI-the contact owns a 2007 pontiac solstice. while driving approximately 65 mph she noticed t passenger seat belt sensor was not working. she called the dealer and she was advised that sensor was working properly. years later the air bag light illuminated on the dashboard. the con air bag light states on constantly. the vehicle was taken to the dealer for the failure. the dealer diagnostic and advised her it was the seat sensor or the console sensor that was causing the vehicle was not repaired because of the cost. the failure mileage was unknown the current n 26,669. vwb
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02/01/2009	6300	1	TI*the contact owns a 2007 pontiac solstice. the contact stated that the ocs in the front pass misclassified a 125 lbs. adult as a child. as a result, the front passenger side air bag may not event of a crash. the dealer and manufacturer stated that the only remedy would be to install an off switch at the contact's expense. the vehicle has not been adequately repaired. the failure mileages were 6,300. updated 05/26/09 *bf updated 05/28/09.*jb
03/06/2008	40000	1	08/01/2008 TI*the contact owns a 2007 pontiac solstice. the contact received a recall notice in december of the power train:axle assembly:axle shaft:seal. in february of 2008, she went to the dealer and h repaired. in march of 2008, while driving 58 mph in wet conditions, the wheels suddenly locked. control of the vehicle and crashed into a concrete wall. the air bags failed to deploy. a police re the vehicle was towed to the dealer and she believed that the recall was repaired improperly. t and recall number were unknown. the current and failure mileages were 40,000.

AIR BAGS - FRONTAL - SENSOR/CONTROL MODULE		
01/02/2008	20	07/31/2007
The passenger air bag system fails to engage occasionally when a passenger is in the seat. m 115 lbs, 5ft 2 in and on numerous occasions the system has not engaged. the car has been tak dealership twice and they have been shown the system was off with a passenger in the seat. coming this week as it still isn't working all the time. each time they have reloaded the computer works for a while. *tr		
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z		

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Based on public records. Inadvertent errors are possible.

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[REDACTED]
Somers, CT [REDACTED]

first class

NHTSA
1200 New Jersey Ave. SE
West Building
Washington, DC 20590