

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Date Received	Repository <input type="checkbox"/>
16-JUL-2015 SEP 21 2015	Reference No. 10734468

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
REX	GA	[REDACTED]	
Daytime Telephone Number		E-mail Address	
[REDACTED]			
Evening Telephone Number			

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
5Y2SL62884Z [REDACTED]		PONTIAC	VIBE	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	
<input type="checkbox"/>				
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			15-MAR-2015

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2004 PONTIAC VIBE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 15V043000 (AIR BAGS) AND 15V286000 (AIR BAGS); 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 ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



Pontiac  
P.O. Box 909989  
Milwaukee, WI 53209-9989

# IMPORTANT SAFETY RECALL

15406 5Y2SL62884Z [REDACTED]

15406 5Y2SL62884Z [REDACTED] 16 0004772

REX, GA [REDACTED]



July 2015

This notice applies to your vehicle, VIN: 5Y2SL62884Z [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

**GM strongly recommends that you have this safety recall repair performed immediately. If you do not follow the instructions in this letter, you should not drive your vehicle.**

Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 model year Pontiac Vibe vehicles. The Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and GM. As a result, GM is conducting a safety recall.

You received this notice because our records, which are based primarily on state registration and title data, indicate that your 2004 model year Pontiac Vibe vehicle was previously or is currently registered in Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Guam, Puerto Rico, Saipan, U.S. Samoa or U.S. Virgin Islands.

## IMPORTANT

- Your vehicle is involved in GM safety recall 15406.
- Schedule an appointment with your GM dealer as soon as possible.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

Your vehicle is equipped with a front passenger air bag assembly. When operated in areas with consistently high absolute humidity, the front passenger air bag inflator module could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant.

**What will we do?**

Your GM dealer will replace your vehicle's front passenger air bag inflator module. This service will be performed for you at **no charge**. Based on current information, GM believes it has a sufficient supply of parts for this additional population for the coastal locations. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately one hour.



CUSTOMER #: [REDACTED]



# BELLAMY STRICKLAND



ISUZU

\*INVOICE\*

145 Industrial Blvd. · P.O. Box 151  
McDONOUGH, GEORGIA 30253  
DIRECT SERVICE: (770) 954-3004  
FAX: (770) 954-3013  
MAIN: (770) 954-3000

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REX, GA [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1481 STEPHEN 'LOUIS' CANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SHADOW	04	PONTIAC VIBE	5Y2SL62884Z [REDACTED]		77079/77079	T1006	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12MAR04 DD			WAIT 06AUG15		0.00	CASH	06AUG15
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR: [REDACTED] ENG: LV6 TRN: MX0					
06AUG15	06AUG15	1) 422 HANK CANNON 2) GMPP 60/50000 0 DED					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A 15406: Product Safety - Front Passenger Air Bag Inflator Module

CAUSE: CAMPAIG 15406

9101553 Replace Front Passenger Air Bag Inflator Module

545 WP94

1 19205568 INFLATOR

FC: 9090

PART#: 19205568

COUNT: 2

CLAIM TYPE:

AUTH CODE: ZFAT

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

77079 CAMPAIGN 15406 1.10 REPLACED PARTS PER CAMPAIGN. LABOR OP

9101553. (1.1 HRS). PER CAMPAIGN 15406

\*\*\*\*\*

\*\* BELLAMY STRICKLAND OFFERS \*\*

MULTIPLE CHOICES TO KEEP YOUR VEHICLE CLEAN  
FROM A BASIC EXTERIOR CARWASH UP TO A  
COMPLETE DETAIL - SEE YOUR ADVISOR FOR INFO  
WE HAVE OUR QUICK SERVICE CENTER IN GMC BUILD  
OUR STATE OF THE ART BODY SHOP IS LOCATED AT  
1110 HWY 155 ACROSS FROM CHEVRON

### STATEMENT OF DISCLAIMER

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, BELLAMY-STRICKLAND, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BELLAMY-STRICKLAND neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



CUSTOMER #: [REDACTED]

[REDACTED]



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\*INVOICE\*

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REX, GA [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 625 SCOTT NEWMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SHADOW	04	PONTIAC VIBE	5Y2SL62884Z [REDACTED]		73810/73810	T4206	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12MAR04 DD			WAIT 09APR15		0.00	CASH	09APR15
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR: [REDACTED] ENG:LV6 TRN:MX0					
09APR15	09APR15	1) 422 HANK CANNON 2) GMPP 60/50000 0 DED					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CAMPAIGN 13030 SUPPLEMENTAL RESTRAINT SYSTEM (SRS) ELECTRONIC CONTROL MODULE (ECM)  
 CAUSE: CAMPAIGN 13030  
 V2848 INSTALL AIRBAG HARNESS KIT --- CAMPAIGN 13030  
 720 WP94 (N/C)  
 FC: 9090  
 PART#: 19205557  
 COUNT: 1  
 CLAIM TYPE: ZFAT  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 73810 CAMPAIGN 13030 0.50 R&R TO GAIN AXCESS TO SDM. RECALL HAS ALREADY BEEN PERFORMED TECH 545 AT 58,000MILES. RE-INSTALLED. PER CAMPAIGN 13030.

\*\*\*\*\*  
 \*\* BELLAMY STRICKLAND OFFERS \*\*  
 MULTIPLE CHOICES TO KEEP YOUR VEHICLE CLEAN FROM A BASIC EXTERIOR CARMASH UP TO A COMPLETE DETAIL - SEE YOUR ADVISOR FOR INFO WE HAVE OUR QUICK SERVICE CENTER IN GMC BUILD OUR STATE OF THE ART BODY SHOP IS LOCATED AT 1110 HWY 155 ACROSS FROM CHEVRON

*11 JUL 2015  
Spoke to Scott*

*Waiting for Letter Advisor parts are in  
15406 new part*

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X \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

