

8/3/15

CL-10760504-9363

• INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Enclosed you will find 2 letters of  
Important Safety Recall

AUG 19 2015

I called 1-800-762-2737 - Pontiac Customer Assistance Center and talked with "Vinia" a foreigner and "Heather" Senior Advisor I have such a bad hearing problem, and we were on the phone at least 2 Hours.

I got the first Recall notice 3/31/15

The second notice 8/2/15 - This one really upset me because they told me how dangerous using the front passenger's seat would be I had an appointment 4/6/15 with Brian Snyder (Berglund - 540 344-1461) for the Recall

Vehicle VIN: 5Y2SL62864Z [REDACTED]

Hope this message can hurry up the problem correction!!

Thank you

[REDACTED]  
Daleville, VA [REDACTED]

Phone: [REDACTED]

ET  
8/27/15  
SMD



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

# IMPORTANT SAFETY RECALL

*Rec'd  
3/31/15*



14877 5Y2SL 62864Z [REDACTED] 16 0015489

DALEVILLE, VA [REDACTED]



March 2015

This notice applies to your vehicle, VIN: 5Y2SL62864Z [REDACTED]

Dear [REDACTED]

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

Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003-2004 model year Pontiac Vibe vehicles. The Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and General Motors. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

*Previously, you were notified that your 2004 model year Pontiac Vibe was involved in GM recall 13030. This letter is to inform you that your vehicle is now included in GM recall 14877. This new safety recall involves vehicles that: (i) have not been repaired under recall 13030; or (ii) were repaired under recall 13030 but were repaired with only a sub-wire harness (noise filter). Completion of recall 13030 will help reduce the possibility of inadvertent front airbag and/or seat belt pretensioner deployment until parts are available to complete the repair for recall 14877. If you have not had recall 13030 completed on your vehicle, we strongly recommend you to do so as soon as possible. This new recall is necessary due to Toyota receiving some reports of inadvertent front airbag(s) and/or seat belt pretensioner(s) deployment involving vehicles in which **only** the noise filter was installed **without** Electronic Control Unit (ECU) replacement.*

## IMPORTANT

- Your vehicle is involved in GM recalls 13030 and 14877.
- The parts for safety recall 13030 are available and you should contact your GM dealer for a free repair if you have not already had your vehicle repaired.
- The parts for safety recall 14877 are not currently available.
- We will send you another letter asking you to take your vehicle to your GM dealer when the parts are available for recall 14877.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The Electronic Control Module (ECM) for the Supplemental Restraint System (SRS) in your vehicle could have been manufactured with integrated circuits (ICs) that are susceptible to short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.



**What will we do?**

We will repair your vehicle free of charge. If you have not had your vehicle in for repair under safety recall 13030 to have the noise filter remedy applied, please contact your GM dealer immediately for a service appointment.

If you have had the noise filter remedy applied, wait for another letter from us notifying you to bring your vehicle in for safety recall 14877 to have the Electronic Control Module (ECM) for the Supplemental Restraint System (SRS) replaced. This service will be performed for you at **no charge**.

If you do not know if your vehicle was remedied under 13030, you can also check the status of this recall at [my.gm.com/recalls](http://my.gm.com/recalls). If you have already paid for repairs for this condition, a reimbursement request form and instructions were included with the notification letter for recall 13030. If an additional form is required please contact your GM dealer.

**What should you do?**

If you have not had the sub-wire harness (filter) installed on your vehicle under recall 13030, we strongly encourage you to do so as soon as possible. Completion of recall 13030 will help reduce the possibility of inadvertent front airbag and/or seat belt pretensioner deployment until parts are available to complete the repair for recall 14877. **You should contact your GM dealer to arrange a service appointment as soon as possible to have recall 13030 performed. Parts for recall 13030 are currently available.**

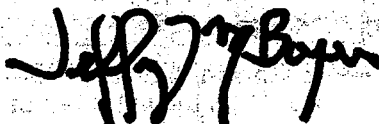
Please note that your vehicle may also be involved in another safety recall related to potential passenger airbag inflator rupture during airbag deployment. It is important that you review and follow the communications previously sent to you. To confirm that your vehicle is involved in the additional safety recall and that the recall needs to be performed, go to [my.gm.com/recalls](http://my.gm.com/recalls) or contact your GM dealer.

**Do you have questions?**

If you have questions or concerns that your GM dealer is unable to resolve, please contact the Pontiac Customer Assistance Center at 1.800.762.2737 (TTY 1.800.833.7668).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V043.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #14877





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

*Recd 8/2/15*

# IMPORTANT SAFETY RECALL



14491 5Y2SI 628647

16 0023672

DALEVILLE, VA



July 2015

Dear

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

The Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and General Motors.

Toyota has decided that a defect, which relates to motor vehicle safety, exists in all 2003-2007 model year Pontiac Vibe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall 14491.
- **Parts to repair your vehicle are not currently available.** When parts are available, we will send you another letter asking you to contact your GM dealer to arrange a service appointment.
- This service will be performed for you at **no charge.**



### Why is your vehicle being recalled?

Your vehicle is equipped with a front passenger airbag inflator which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally. In the event of a crash necessitating deployment of the passenger's frontal air bag, the inflator could rupture with metal fragments striking the vehicle occupants potentially resulting in serious injury or death.

### What will we do?

**Parts to repair your vehicle are not currently available**, but when parts are available, your GM dealer will replace your vehicle's front passenger airbag inflator. This service will be performed for you at **no charge.**

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at [www.my.gm.com/recalls](http://www.my.gm.com/recalls).



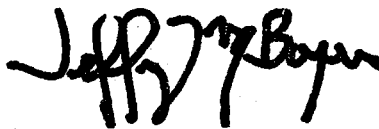
**Until the repair is performed, the front passenger seat should NOT be occupied.**

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Pontiac Customer Assistance Center at 1.800.762.2737 (TTY 1.800.833.7668).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V285.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #14491A



Daleville, VA

GREENSBORO NC 27409  
PIEDMONT TRIAD AREA  
05 AUG 2015 PM 4



Administrator, National Highway Traffic Safety Administrator  
1200 New Jersey Avenue, S.E.  
Washington, DC 20590

20590

