

[REDACTED]
[REDACTED]
Staten Island, NY
[REDACTED]

Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Avenue, SE
Washington, DC 20590

AUG 25 2015

August 14, 2015

To whom it may concern,

I am writing in reference to GM safety recall 14491. (see enclosed letter)

I have made several appeals to the Pontiac Customer Assistance Service Center (1-888-762-2737) to resolve the problem without success. (GM reference# [REDACTED])

I am especially concerned about "Until the repair is performed, the front passenger seat should NOT be occupied". What about the driver's seat? This is not acceptable.

GM is leaving me with two options. Drive my car with the possibility of a fatal accident, or not drive my car at all; both are not good options.

I had requested a loaner car, and was told to contact my dealership, Chevrolet of Jersey City (201-433-9500). I was informed by the dealership service mgr. on 8/05/2015, that they were not able to provide a loaner car unless authorized by GM.

I have been waiting several months since the original recall notice.

My son, who is a U.S. Navy veteran with a disability, and I, who am also disabled with COPD, and who are both survivors of Super Storm Sandy, need "safe" transportation during the post Sandy reconstruction period.

Therefore, I am now requesting assistance from the National Highway Traffic Safety Administration.

[REDACTED]

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82815
SMD.



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

IMPORTANT SAFETY RECALL



14491 5Y2SM648547 16 0003249

STATEN ISLAND, NY



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.



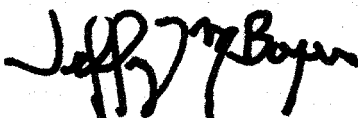
Until the repair is performed, the front passenger seat should NOT be occupied.

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

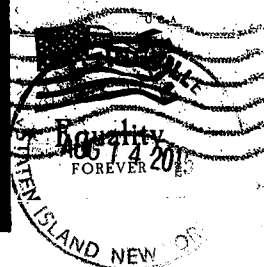


CERTIFIED MAIL



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Staten Island, NY



W40-304

URGENT

RETURN RECEIPT
REQUESTED

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590

20590

