

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: ODI Complaint ---11339281-  
**Date:** Wednesday, August 5, 2020 10:35:48 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, August 04, 2020 4:02 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** ODI Complaint ---11339281-

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please see the attached document.

[REDACTED]



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

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

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
14-JUL-2020	Reference No. 11339281

**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number		E-mail Address	
Address			[REDACTED]		[REDACTED]	
City		State	Zip Code		Evening Telephone Number	
CONWAY		AR	[REDACTED]			

*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
5Y2SL67856Z [REDACTED]		PONTIAC	VIBE	2006
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			01-OCT-2019

**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: DOTMAL9ABC036)	<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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 2006 PONTIAC VIBE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 19V627000 (AIR BAGS) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. CRAIN BUICK GMC LOCATED AT 710 S. AMITY RD, CONWAY, AR 72032, WAS NOTIFIED AND IT WAS CONFIRMED THAT THE PART WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER HAD 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. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

It seems as if GM is not even working on fixing this recall. They called my home phone one time and when I answered they hung up. My caller ID identified them. GM seems to want to put the blame on the dealership, even though the dealership cannot get parts because they have never been made.

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 to 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.

[REDACTED]  
CONWAY, AR [REDACTED]

USPS Certified Mail  
[REDACTED]

Delivered to Agent for Final Delivery  
July 20, 2020 at 11:50 am

July 14, 2020

GENERAL MOTORS COMPANY  
PO BOX 33170  
DETROIT, MI 48232-5170

RE: Airbag recall case # [REDACTED]  
GM Recall: N192273760  
VIN: 5Y2SL67856Z [REDACTED]

To whom it may concern:

In 2006 my wife and I purchased a 2006 Pontiac Vibe from what was then called Crain Pontiac/Buick/GMC, but of course they have dropped the Pontiac from their name. Overall, it has been a very good car and has not given us any trouble.

However, we are now having a difficult time with resolving a recall of the passenger side airbag. In October of 2019 we received a letter from GM stating that the passenger side air bag needed to be replaced. Since it is almost a full year later and we have not received any additional correspondence from GM, I made a call to the Pontiac Customer Assistance Center yesterday to find out what the status of the recall is. To my surprise I was told that the maker of the airbag had no additional update as to when, or even if, a replacement would become available. This is not acceptable!

As you are well aware, airbags are a very important feature for all vehicles. One of the reasons we purchased the Vibe in the first place was its safety features, some of which we paid extra for what at the time were new to the market. We now feel that we are being let down by GM with not being able to maintain our vehicle properly.

I respectfully ask for a reply to this answer and please don't tell me to just wait. That's what we have been doing for almost one year now.

Sincerely,  
[REDACTED]

Enclosure: 1

VIN: 5Y2SL67856Z [REDACTED]

Year: 2006 Make: Pontiac Model: Vibe

Number of Open Recalls: 1

NHTSA Recall Number: [19V627](#)

Recall Date: August 28, 2019

Manufacturer Recall Number: N192273760

**SUMMARY:**

Toyota has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2005-2008 model year Pontiac Vibe vehicles. According to Toyota, the subject vehicles are equipped with a front passenger air bag assembly containing an inflator, manufactured by an alternative supplier, installed as a replacement under a prior recall. There is a possibility that the air bag may not unfold as designed during inflation under high temperature conditions, resulting in air bag internal pressure rising differently than expected.

**SAFETY RISK:**

Under such conditions, a portion of the air bag material could be torn during deployment, or the bag plate (which mounts the air bag to the air bag assembly case) could be damaged. In either instance, such damage during deployment could cause the air bag not to properly inflate, and this could increase the risk of occupant injury in the event of a crash.

**REMEDY:**

Dealers will replace the front passenger air bag assembly with an improved one.

**RECALL STATUS: Recall INCOMPLETE. Remedy not yet available**

**MANUFACTURER NOTES:**

Visit manufacturer website at <https://my.gm.com/recalls> for more information. For GM Canada Company visit website at <https://gmrecallcentre.ca>

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

*THIS RECALL DATA LAST REFRESHED: Jul 13, 2020*

### Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to August 20, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.



July 27, 2020

[REDACTED]  
Conway, AR [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center  
Service Request Number [REDACTED]



I received the letter from GM on 07/30/2020. They tried to call me one time and when I picked up, there was nobody on the other end. However, the caller ID showed it was GM.

On 07/30/2020 I called the Pontiac Customer Assistance Center as the letter suggested. All the person was able to do was enter the above information into my record. She gave me a new Service Request Number: [REDACTED]