

safercar.gov

Safety Complaint Portable Form

Step 1: Complete this form.

Step 2: Click [here](#) to save the form to your computer.Step 3: Click [here](#) to access the upload web page.

Temporary Complaint Number (TCN):

 This PDF document is secured
and the content is protectedRequired Information in **Bold**

Form Approved: OMB No. 2127-0008, Expires 05/31/2018

Vehicle Information

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN)

5 Y 2 S L 6 S 8 8 7 Z

Test your VIN

Select/Enter Make

PONTIAC

Enter Model

VIBE

Select/Enter Year

2009

Incident Information

Approximate Incident Date

For multiple incident dates enter
the first date of occurrence

3/2023

Was there a Crash?

☒ Yes ☐ No

Was there a Fire?

☒ Yes ☐ No

Failure Mileage

For multiple incidents
enter the first failure mileage

139,900

Number of Deaths, if any

Number of Persons Injured, if any

Was medical attention required?

☐ Yes ☒ NoSpeed (at time of incident) mph

Description (up to 1000 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database.**Do not include any personal information** (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).ATTACHED - INABILITY TO REMEDY
NHTSA RECALL 15V-285. MOST RECENT
RECALL 2018

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

SRS AIRBAG

Failed Component 2

Failed Component 3

Personal Information

First Name

Last Name

Email

Daytime Phone

Evening Phone

Address 1

Address 2

City

WALL TWP

State

NJ

Zip Code

Wall Twsp, NJ
June 12, 2023

National Highway Traffic Safety Administration
US Department of Transportation
Office of Defects Investigation
NVS 210
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590 - 3660

Re: NHSTA SRS & Airbag Recalls 19V-627000
18V-883000
15V-286000
15V- 285 (a/k/a Manufacturer Recall N140491)

VIN # 5Y2SL65887Z

Dear Sir or Madam

I am forced to contact NHTSA as the vehicle manufacturer is unable and/or refuses to fix the above referenced mandated safety recalls for GM Vehicle which has been recalled 3 times, most recently in 2019 for defective and dangerous vehicles.

The vehicle in question is a 2007 Pontiac Vibe (also sold as a Toyota Matrix) a joint manufacturing effort of NUMMI (New United Motor Manufacturing) in California. The vehicle has not been in any accidents, damage, salvage or other problems, it's a "clean" carfax.

The vehicle's SRS/Airbag system was recalled **multiple** times:

- 1. NHTSA Recall 19V627000 (Aug. 8, 2019, Air bag front inflator)**
- 2. NHTSA Recall 18V 883000 (Dec. 12, 2017, Airbag front inflator)**
- 3. NHSTA Recall 15V286000 (May 13, 2013, a Toyota recall of Pontiac Vibe's Airbag SRS system)**
- 4. NHSTA Recall # 15V 285 SRS system**

Having learned of the recalls and although the SRS/Airbag dashboard light was not on, on March 2, 2023 I brought the vehicle to the local GM Dealership (T&T Coast Pontiac, Buick GMC at 2205 Highway 35, Sea Girt, NJ 08750 (732) 223-0025). The dealer's Service Department tried to install a new airbag but the technician couldn't fit the airbag in the dashboard; advising me the new airbag itself was faulty and a new-new airbag would be ordered.

On March 16, 2023 the new-new airbag was installed by this dealership. Driving the vehicle home the dashboard Airbag/SRS warning light came back on clearly indicating the "repair" had not been done correctly.

The vehicle was not driven again until bringing it back a third time on April 19, 2023 to fix the mandated recall. The Dealership ran an OBD2 Scan which showed OBD Code B-1811, which is, of course, *the airbag*. The dealer wanted to remove the steering wheel trim, steering wheel and steering column to "investigate" the continued SRS/Airbag advising the "airbag deployment resistance is too high" (meaning it won't still won't operate or could deploy spontaneously) and at an estimated cost of \$2,000.00. But this vehicle is under a **mandatory safety SRS/Airbag Recall** which had not been remedied after three visits. The Customer does not pay thousands to remedy mandated recalls which have been failed/botched by the Dealership.

Over a dozen attempts to remedy with GM at their Customer "Service" line (800-790-5600), Case No. [REDACTED] was maddeningly fruitless as each call was directed to a Customer "Service" Rep named Keisha at extension 5916907 *which is a non-existent dead extension*. You can't make this up, call it and see.

General Motors and its agent, T&T Coast appears in blatant violation of Federal Law. I await for advices while the car sits, unable to be safely operated according to the GM Owners Manual. Thank you for your courtesies and assistance.

Very truly yours,

[REDACTED]

Documentation attached

cc: T&T Coast dealership

GM Corporate 300 Renaissance Center
Detroit, MI 48265-3000
PO BOX 33170
Detroit, MI 48232-5170



2205 Highway 35
Sea Girt, New Jersey 08750
Phone: (732) 223-0133 or (732) 223-0025
Fax: (732) 223-6908
www.ttcostaauto.com

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
5Y2SL65887Z		140250	140250	03/02/23 09:05	03/02/23	
VEHICLE DESCRIPTION					TAG NO.	STATUS
2007 PONTIAC VIBE						PARTIAL-COMPLETE-F
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
						No Charge
PHONE 1	PHONE 2	CELL	STOCK NO.	SERV. ADV.	RO COMMENT	
				JORDAN PARKER (185)		

REVISED EST. (1) \$ DATE TIME BY

REVISED EST. (2) \$ DATE TIME BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE VERBAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

SAVE REPLACED PARTS: [] YES [] NO

AIR BAG
RECALL

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X

PRELIMINARY ESTIMATE S

IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE

DEPARTMENT AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR # 1 CONCERN. 732-223-0133 THANK YOU.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	9105231		A15		Warranty	
Concern	CUSTOMER STATES: AIR BAG RECALL - PART IS IN SVC					
Cause	-The Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and GM. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003-2007 model year Pontiac Vibe vehicles. As a result, GM is conducting a safety recall. Some of these vehicles have a condition in which the front passenger air bag inflator could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger air bag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.					
Correction	Correction -Replace Front Passenger Air Bag Inflator Assembly					
	-had to order new bag due to bag being to puffy and keeping lid from snapping on dash					
Part Number		Description		Qty.		
19420219		AIRBAG		1		
B *			A15		Internal	
Concern	Customer states front passanger headlight ring out. please quote for install					
Correction	-repaired					
C *	RECALL		A15		Internal	
Concern	OPEN RECALL powertrain control module					
Correction	-sop					

NOT
DONE
3/16/23

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
[REDACTED]		5Y2SL65887Z [REDACTED]		140285	140286	04/19/23 12:41	04/19/23	[REDACTED]
BELMAR, NJ [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2007 PONTIAC VIBE				[REDACTED]	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	04/21/07	[REDACTED]	[REDACTED]	Cash	
PHONE 1	PHONE 2	CELL	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	WILLIAM ALBERT (195)				

Totals

	Amount
Labor	\$179.00
HAZ WASTE FEE	\$3.58
SalesTax	\$12.10
Total Amount Due	\$194.68
Amount Due	\$194.68

KEISHA - GM
(866) 790-5600
X 5916907

CASE # [REDACTED]

Code B1811 - airbag

[REDACTED]

EXT
↓
591-6907
↑
IS DEAD
EXTENSION

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Non-GM Parts/Accessories installed by the Dealer, Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim has been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

X

CUSTOMER SIGNATURE

X

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)



2205 Highway 35
Sea Girt, New Jersey 08750
Phone: (732) 223-0133 or (732) 223-0025
Fax: (732) 223-6908
www.ttcoastauto.com

B1458

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		5Y2SL65887Z [REDACTED]	140285	140286	04/19/23 12:41	04/19/23	[REDACTED]
BELMAR, NJ [REDACTED]		VEHICLE DESCRIPTION			TAG NO.	STATUS	
[REDACTED]		2007 PONTIAC VIBE			[REDACTED]	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	04/21/07	[REDACTED]	[REDACTED]	Cash
PHONE 1	PHONE 2	CELL	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	WILLIAM ALBERT (195)		[REDACTED]	

REVISED EST. (1) \$ _____ DATE _____ TIME _____ BY _____

REVISED EST. (2) \$ _____ DATE _____ TIME _____ BY _____

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE VERBAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

SAVE REPLACED PARTS: [] YES [] NO

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X

PRELIMINARY ESTIMATE \$ _____

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DEPARTMENT AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 CONCERN. 732-223-0133 THANK YOU.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *			A15		Internal	
Concern	OWNER STATES AIR BAG LIGHT ON,, SEE HISTORY,, CHECK & ADVISE					AIR BAG STILL NOT FIXED
Cause	CODE B1811 PRESENT,, TRACED TO STEERING COLUMN AREA, AIR BAG COIL CIRCUIT,, NEED TO REMOVE STEERING TRIM & STEERING WHEEL FOR FURTHER INSPECTION,, OWNER DECLINED AT THIS TIME,					
Correction	NO FURTHER ACTION TAKEN,, NO CHARGE SCAN/DIAG TODAY TO OWNER					
B	CEL		A15		Customer	\$179.00
Concern	CUSTOMER STATES CHECK ENGINE LIGHT ON CODE P0455 - EVAP CANISTER PURGE VALVE NEED TO REMOVE EVAP CANISTER FOR FURTHER INSPECTION, OWNER DECLINED AT THIS TIME					
Correction	NO FURTHER ACTION TAKEN					
Line Total...						\$179.00

Technician Summary

ID Technician	License	Lines
A15 Edwin Figler		8

WALL NJ



6/20/11

NHTSA - US DEPT TRANSPORTATION
OFFICE OF DEFECTS INVESTIGATION
NVS 210
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON, DC

ATTN
RANDY REID

205 90-3660