

Wall Twsp., NJ

February 29, 2024

Randy Reid
Chief, Consumer Engagement Division
Office of Defects Investigation Enforcement
National Highway Traffic Safety Administration
US Department of Transportation
NVS 21
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590-3667

Re: ODI/Reference No. 11511209

VIN # 5Y2SL 65887 Z

I am in receipt of a series of undated and somewhat odd letters from NHTSA titled only NEF160. My contact with NHTSA began in June 2023 (attached) following the abject failure and refusal of the vehicle manufacturer to correct a safety defect recall. The recalls are as follows:

<u>NHTSA Recall #</u>	<u>Manufacturer Recall #</u>	<u>Issue</u>
1. 15V285000	N140491	front Airbag Inflator
2. 15V 2860000 (5/13/15)		SRS/Airbags (Toyota Matrix/Pontiac Vibe)
3. 18 V883000 (12/17/18)		front psgr side inflatormodule
4. 19V627000 (8/28/19)		front psgr side inflatormodule

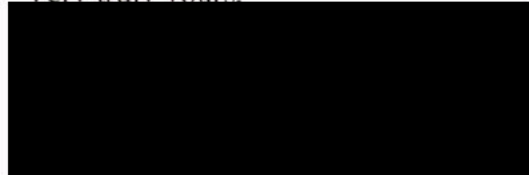
When I purchased the vehicle used the SRS/airbag light was **not** on. After dealer servicing it came on and has been on ever since. The vehicle is thus rarely driven. At present the Airbag and Supplemental Restraint System dashboard lights remain on indicating the vehicle remains unsafe. The manufacturer is all but impossible to reach (dead phone extensions) and has failed and refused to correct the safety defect or explain. The manufacturer has, however, acknowledged the ongoing failure and risk to the life of the operator by stating in writing:

*.... 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.***

The vehicle has been recalled for a safety defect by both the manufacturer and NHTSA. The vehicle remains unsafe and indicated by the SRS/Airbag light indicator. The manufacturer has failed to correct/remedy the safety defect and failed to explain why NHTSA has been unable to direct the manufacturer to remedy the defect which appears to be a violation of federal law and/or Administrative guidelines and rules.

What is a motorist to do? Your advices are appreciated.

Very truly yours,



with attachments



2205 Highway 35
Sea Girt, New Jersey 08750
Phone: (732) 223-0133 or (732) 223-0025
Fax: (732) 223-6908
www.ttcoastauto.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				00642	PARTIAL-COMPLETE-P	
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 \$ _____

****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*

ELMAR, NJ		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		5Y2SL65887Z		140285	140286	04/19/23 12:41	04/19/23	
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2007 PONTIAC VIBE						00715	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
				04/21/07			Cash	
PHONE 1	PHONE 2	STOCK NO.		SERV. ADV.		RO COMMENT		
				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 #

Code B1811 - airbag

Code P0016 - PCM

~~866~~

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.

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 had 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.

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.

X

CUSTOMER SIGNATURE

X

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

BELMAR NJ

TRENTON NJ 086



FREEDOM

NHTSA - ODI OFFICE

1200 NEW JERSEY AVENUE, S.E.

WEST BUGH

W48-226

WASHINGTON, DC

W48-129

20403-3668

ATTN
CONSUMER ENGAGEMENT

20003-366000