



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



November 14, 2024

██████████
██████ ██████████
Yucaipa, CA ████████

NEF-109 drk
Ref. No. 11609403

Dear ██████████:

Thank you for the letter about your model year (MY) 2004 Pontiac Vibe vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that the wrong air bag was replaced in your MY 2004 Pontiac Vibe under a recall because the air bag light is still on. As such, you feel the front driver-side air bag is inactive in your vehicle.

Your vehicle is affected by NHTSA Safety Recall Campaign No. 20V039. In the event of a crash necessitating deployment of the front passenger air bag, the inflator may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling. Please note that safety recalls are very specific regarding the defective component and repair remedy to address the safety defect. We understand your concerns; however, the recall does not cause an air bag warning light to illuminate. Your vehicle was recalled for a problem that only occurs in a frontal crash with enough force to deploy the air bag.

According to the repair order you provided, the front passenger air bag was replaced under Recall 20V039 on June 5, 2024. However, the air bag light was on in your vehicle when it arrived at the dealership. We recommend that you continue work with General Motors (GM) and your dealer to determine why the air bag warning light is on in your vehicle. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We encourage you to continue to work with GM and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a GM district manager regarding your problem. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and

fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-HELP; and by using the Internet complaint form at ftc.gov/complaint.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement