

**GM SERVICE AND PARTS OPERATIONS**

**DCS2363**

**URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** January 28, 2010

**Subject:** Toyota Safety Recalls – Updated Questions and Answers

**Models:** 2009-2010 Pontiac Vibe

**To:** All General Motors Dealers (Excluding Saab, Saturn, Hummer)

**Attention:** General Manager, New Vehicle Sales Manager, Used Vehicle Sale Manager, Service Manager and Parts Manager

**GM Statement on Toyota Recalls Impacting Pontiac Vibe**

GM has received many questions from dealers and customers about the recently announced Toyota recall campaigns for unintended acceleration. Some of the inquiries have asked about the extent to which the Pontiac Vibe, a sister vehicle to the Toyota Matrix, also may be involved. The Vibe was engineered and designed by Toyota and built by New United Motor Manufacturing (NUMMI), a joint venture between Toyota and General Motors. We want to be as open as we can about these issues so our customers can feel confident about their vehicles and about what they should do.

On Jan. 27, Toyota informed GM about its intent to expand its October 2009 floor mat recall to include 2009-10 Vibe models. The Vibe models also are included in a safety recall announced Jan. 21 to correct sticking accelerator pedals. There are 99,293 Vibe models in the United States and Canada included in the Toyota recalls. GM has not identified any incidents or customer complaints of sticking accelerator pedals on 2009-2010 Pontiac Vibe vehicles.

In addition, we have been informed about Toyota's decision to issue a stop sale order to its dealerships for the affected models. GM also has issued an order to stop sale of the 2009 and 2010 Pontiac Vibe units in dealer inventory in the US and Canada.

We don't have all of the information that has driven Toyota's decisions, but we intend to share more information when we can. We will communicate with affected Pontiac Vibe customers when Toyota informs us of its plan to remedy the vehicles included in the recalls so that customers can bring their vehicles to a GM dealership for repair.

Attached below are updated questions and answers that may be helpful in any discussions with 2009-2010 Vibe owners.

**END OF MESSAGE**

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## **Updated Q&A for Toyota Safety Recalls including 2009-2010 Pontiac Vibe**

### **Q1. Is it safe to drive the Pontiac Vibe?**

A1. Yes, however, consistent with Toyota's Consumer Safety Advisory to address the risk of floor mat entrapment of the accelerator pedal in certain Toyota and Lexus models, customers are urged to take out removable drivers' side floor mats in their vehicles, pending the development of model-specific remedies.

GM has not received any reported incidents of a sticking accelerator pedal on the 2009-2010 Pontiac Vibe, which was added to the Toyota recall population on Jan. 27. But if a driver experiences an accelerator pedal interference they should:

- If possible and safe to do so, pull back the floor mat and dislodge it from the accelerator pedal; then pull over and stop the vehicle.
- If the floor mat cannot be dislodged, then firmly and steadily step on the brake pedal with both feet. Do not pump the brake pedal repeatedly as this will increase the effort required to slow the vehicle.
- Shift the transmission gear selector to the Neutral (N) position and used the brakes to make a controlled stop at the side of the road, and turn off the engine.
- If unable to put the vehicle in Neutral, turn the engine OFF. This will not cause loss of braking control, but the power assist to these systems will be lost.

As for the Jan. 21 recent accelerator pedal recall, we have not received any reported incidents of a sticking accelerator pedal on the 2009-2010 Pontiac Vibe. But if that happens:

- The driver can control the vehicle with firm and steady application of the brakes. Do not pump the brakes repeatedly because that may deplete vacuum assist, requiring increased brake pedal force.
- The engine can also be disabled by shifting the transmission to neutral. After shifting to neutral, firmly apply the brakes and steer the vehicle to a safe location on the side of the road. Come to a complete stop, shift to Park, and turn the ignition key off.
- Finally, park the vehicle, and have it towed to a GM dealer for inspection and repair.

### **Q2. Is the accelerator pedal in the Pontiac Vibe the same design as the Toyota Matrix?**

A2. Yes. The Vibe and Matrix were designed and engineered by Toyota.

### **Q3. Will GM be conducting a safety recall for the Pontiac Vibe?**

A3. Yes. Toyota has informed GM that the 2009-2010 Pontiac Vibe is included in two recalls – one issued Jan. 21 for faulty accelerator pedals and, and a second recall issued Jan. 27 expanding a recall from October 2009. GM will issue recall letters to Pontiac customers when we have received the repair procedure from Toyota.

**Q4. When will the Vibes be repaired?**

A4. Toyota will let GM know when a repair procedure is available. In a filing with the National Highway Traffic Safety Administration (NHTSA) on Jan. 27, Toyota indicated the repair for the Floor Mat Interference and Accelerator Pedal issue (reference October recall number 09V388000) would involve:

- Modifying or replacing the accelerator pedals on the subject vehicles to address the risk of floor mat entrapment, even when an older-design all weather floor mat or other inappropriate mat is improperly attached, or is placed on top of another floor mat.
- Floor surface modifications are also being considered and will be included in the remedy plan for any model for which it is deemed appropriate.
- Initially, dealers will be instructed on how to reshape the accelerator pedal for the repair.
- As replacement parts with the same shape as the modified pedal become available, they will be made available to the dealers for the repair.
- Customers who have had the pedal reshape remedy completed will have the opportunity to receive a new pedal if they desire, after replacement pedals become available.

The field remedy for the CTS Pedal recall announced Jan. 21 is still under development by Toyota.

**Q5. Can customers take their Vibe to a Pontiac dealer for repair?**

A5. Pontiac owners will be directed to a GM dealership for recall repairs to be made. Since most Pontiac dealers have been phased out, the repair work can be done at another GM dealership.

**Q6. Are Pontiac Vibes still being sold?**

A6. No. Following Toyota's lead, GM has placed a stop sale order on about 1,300 Vibes in dealer inventory in the U.S. and Canada. The last Vibe was built at New United Motor Manufacturing (NUMMI) in August 2009.

**Q7. How many Pontiac Vibe vehicles are affected by these recalls?**

A7. A total of 99,293 with 70,799 in the United States and 28,484 in Canada.

Questions:

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