

GM SERVICE AND PARTS OPERATIONS

DCS2364

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Date: January 29, 2010

Subject: Toyota Safety Recalls

Q&A Document Clarification

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

Attached to this message is a revised Q&A document. Specifically, we have modified the answers to questions #5 and #6 regarding repair performance and the stop sale order.

- **When the repair procedure becomes available, Vibe owners can take their vehicles to any Pontiac or other GM dealership for this or any other repairs.**
- **The stop sale order applies to all 2009 and 2010 model year Vibes in dealer new or used vehicle**

inventory.

Questions should be directed to Loren Rusk at 586-947-7299 or loren.rusk@gm.com.

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

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Revised 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 can take their Vibe to any Pontiac dealer for repair. Go to www.pontiac.com for the location of the nearest Pontiac dealership. Customers can also go to any other GM dealership for any repairs.

Q6. Are Pontiac Vibes still being sold?

A6. No. Following Toyota's lead, GM has placed a stop sale order on all 2009 and 2010 model year Vibes in dealer new or used vehicle inventory in the U.S. and Canada. These vehicles must be held and not delivered to customers, dealer traded or used for demonstration purposes until further instructions are received.

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:

Contact Loren Rusk at 586-947-7299 or loren.rusk@gm.com