

GM CUSTOMER CARE AND AFTERSALES

DCS2432

URGENT - DISTRIBUTE IMMEDIATELY

Date: July 13, 2010

Subject: 10038 - Safety Recall
Potential Floor Mat Interference w/ Accelerator Pedal

Models: 2009-2010 Pontiac Vibe

To: All GM Dealers (except Saturn and HUMMER)

Attention: General Manager, Service Manager, Parts Manager,
New Car Vehicle Manager, Used Car Vehicle
Manager, and
Warranty Administrator

General Motors is announcing Safety Recall 10038 today. The total number of U.S. vehicles involved is approximately 70,000. Please see the attached bulletin for details.

There are service repair videos available at GMTraining.com for this recall. These videos will demonstrate the key service repair steps in this bulletin. It is advised that all technicians review these videos before performing this repair.

Customer Letter Mailing

The customer letter mailing will begin on July 20, 2010.

Global Connect (GWM) The “Investigate Vehicle History” (GMVIS 2) link on the Global

Warranty Management (GWM) application within GlobalConnect will be updated July 13, 2010.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available July 13, 2010.

END OF MESSAGE

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