
Letter to Customers Purchasing a New or Used Vehicle from Dealer Inventory

Dear Pontiac Vibe Customer:

Your Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and GM.

Toyota has decided that two safety defects that relate to motor vehicle safety exist in all 2009 and 2010 model year Pontiac Vibe vehicles. As a result, GM is conducting two safety recalls on your vehicle that are described in the attached letter that was sent to all 2009 and 2010 Pontiac Vibe owners.

The first of these recalls - **10018 Accelerator Pedal Sticking** - has already been completed on your Pontiac Vibe by your dealer. The second – **10038 Floor Mat Interference and Accelerator Pedal** - will be performed as soon as we receive the repair procedure from Toyota. However, as an interim measure, your dealer has removed the driver side floor mats from your vehicle and placed them in the trunk of your vehicle.

GM requests that you do not place these, or any other floor mats, in the driver's side footwell until the Floor Mat Interference and Accelerator Pedal recall remedy is ready to be implemented on your vehicle. **General Motors will advise you in a separate letter when a recall remedy is available for your vehicle regarding Recall 10038: Floor Mat Interference and Accelerator Pedal.**

In the event that you choose to install the driver's side floor mat, General Motors strongly recommends that you use only floor mats designed specifically for the model and model year of your vehicle, and that it is properly installed and secured. **DO NOT** use a mat that is flipped over with the bottom-side up, and **DO NOT** stack one floor mat over another. In addition, check the operation of the accelerator, brake, and clutch (if applicable) pedals to assure that the floor mat does not interfere with them.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Scott Lawson
Director,
Customer and Relationship Services

February 2010

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and GM.

Toyota has decided that two safety defects that relate to motor vehicle safety exist in all 2009 and 2010 model year Pontiac Vibe vehicles. As a result, GM is conducting two safety recalls on your vehicle. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your Pontiac Vibe is involved in safety recalls 10018 and 10038.

Why is your vehicle being recalled?

Recall 10018: Accelerator Pedal Sticking:

There is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position. Over time, the internal mechanisms in the accelerator pedal may become worn. As a result of this wear, combined with certain operating and environmental conditions, friction in the mechanism may increase and intermittently result in the accelerator pedal being hard to depress and/or slow to return or, in the worst case, stick in a partially open position, increasing the risk of a crash, serious injury, or death.

Recall 10038: Floor Mat Interference and Accelerator Pedal:

There is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide-open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury, or death.

What will we do?**Recall 10018: Accelerator Pedal Sticking:**

Any authorized GM dealer will install a precision-cut steel reinforcement bar into the accelerator pedal assembly, which will increase the clearance between the internal mechanisms in the accelerator pedal assembly. This increased clearance will reduce the friction caused by wear and environmental conditions, and allow the pedal to operate smoothly for the life of the vehicle. The safety recall remedy will be performed for you at no charge.

Recall 10038: Floor Mat Interference and Accelerator Pedal:

GM will notify you again as soon as a recall remedy is available for your vehicle.

What should you do?**These are two important Safety Recalls.****Recall 10018: Accelerator Pedal Sticking:**

Please contact your Pontiac dealer after February 22, 2010, to install the precision-cut steel reinforcement bar into the accelerator pedal assembly. You can go to www.pontiac.com for the location of the nearest Pontiac dealership or you can go to any other GM dealership for this repair. The installation will take approximately 30 minutes. However, depending upon the dealer's work schedule and the inspection results, it may be necessary for you to make your vehicle available for a longer period of time.

Recall 10038: Floor Mat Interference and Accelerator Pedal:

GM requests that you take out **any removable** (carpeted, all-weather, or other) driver's floor mat and NOT replace it with any other floor mat, and place it in the trunk until the Floor Mat Interference and Accelerator Pedal recall remedy (which you will be notified of in the future) is ready and implemented on your vehicle.

In the event that you choose not to take out your removable floor mat, General Motors strongly recommends that you use only floor mats designed specifically for the model and model year of your vehicle, and that it is properly installed and secured. DO NOT use a mat that is flipped over with the bottom-side up, and DO NOT stack one floor mat over another. In addition, check the operation of the accelerator, brake, and clutch (if applicable) pedals to assure that the floor mat does not interfere with them.

What should you do if you experience unintended acceleration?

If you experience a condition while driving in which the vehicle continues to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat interference or a sticking accelerator pedal. If this occurs, GM recommends that you take the following actions:

- 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, or if no floor mat is present, then firmly and steadily step on the brake pedal with both feet. 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.
- Call your dealer to pick up the vehicle. Do not drive it.

If you are unable to put the vehicle in Neutral, turn the ignition key to OFF, or to ACC position. This will not cause loss of steering or braking control, but the power assist to these systems will be lost. Do NOT remove the key from the ignition as this will lock the steering wheel.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Pontiac Customer Assistance Center.

General Motors will advise you in a separate letter when a recall remedy is available for your vehicle regarding Recall 10038: Floor Mat Interference and Accelerator Pedal.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson
Director,
Customer and Relationship Services