

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

Q1. Is it safe to drive the Pontiac Vibe?

A1. Yes. We have not received any reported incidents of a sticking accelerator pedal on the 2009-2010 Pontiac Vibe.

- If a Pontiac Vibe driver experiences an accelerator pedal that sticks in a partially open throttle position or returns slowly to idle position, the driver can control the vehicle with firm and steady application of the brakes.
- The brakes should not be pumped repeatedly because doing so 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.
- Do not turn the engine off when the vehicle is moving because doing so will cause a loss of power assist in the brakes and steering systems and will also disable the airbags.

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 2009-10 Pontiac Vibe is included in two recalls – one issued Jan. 21 for faulty accelerator pedals and one involving floor mats that could lead to unintended acceleration that was expanded on Jan. 27 from the original recall in October 2009. We 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 on Jan. 27, Toyota indicated the repair 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.

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. (If asked: There are only a few Vibes left in U.S. inventory; the remainder – but still a very small number – are in 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.