

GM SERVICE AND PARTS OPERATIONS

DCS2366

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Date: February 4, 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  
Sales Manager, Service Manager, and Parts Manager

Below are updated questions and answers that may be helpful in any discussions with 2009-2010 Vibe owners. Additional information regarding parts availability and the repair procedure will be provided early next week.

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

(Revises A1, A2 and A6)

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

A1. The field experience for the 2009 – 2010 Pontiac Vibe has been excellent. While we initially had no complaints regarding unintended acceleration, since the Vibe was included in two Toyota recalls, we have received several complaints of alleged sticking accelerator pedals and some possible property damage. We are investigating each of the claims. None of the claims we have received involved any reported injuries or fatalities.

### **Q2. What are the specifics of the recalls?**

A2. On Jan. 27, the Vibe was added to the Toyota recall population from October 2009 for possible floor mat entrapment population.

According to a National Highway Transportation Safety Administration (NHTSA) consumer advisory, when an accelerator pedal is depressed to or almost to the floor, as is done during attempts to merge onto a freeway or pass another vehicle at highway speeds, it can become trapped in the fully open position by an out of position or unsecured floor mat.

As part of the October 2009 recall, Toyota issued a Safety Recall Campaign (Interim Notice) letter to customers to address the risk of floor mat entrapment of the accelerator pedal in certain Toyota and Lexus models, urging customers to take out any removable drivers' side floor mat and NOT replace it with any other floor mat until the campaign remedy is ready and implemented on your vehicle.

Pontiac Vibe owners should take out any removable drivers' side floor mat and place them in the trunk and do NOT replace it with any other floor mat until the campaign remedy is ready for their vehicle.

In the event you choose not to take out your removable floor mat. Pontiac strongly recommends that you ensure that the correct floor mat is being used, that it is properly installed and secured; that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another.

Based on Toyota's instructions, 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 use the brakes to make a controlled stop at the side of the road, and turn off the engine.

On Jan. 21, the 2009-10 Vibe was included in a Toyota recall for possible sticking accelerator pedals. According to Toyota, if this situation occurs:

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.

**Q3. What will you do if I don't feel safe driving this vehicle?**

A3. Bring the vehicle into the dealer for inspection. Cases will be handled individually.

**Q4. Is the accelerator pedal in the Pontiac Vibe the same design as the Toyota Matrix?**

A4. Yes. The Vibe and Matrix were designed and engineered by Toyota.

**Q5. Will GM be conducting a safety recall for the Pontiac Vibe?**

A5. 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, 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.

**Q6. When will the Vibes be repaired?**

A6. Toyota has announced a repair procedure for the sticky accelerator pedals. GM and Toyota are working out details on parts availability and GM will notify Pontiac Vibe customers as soon as the details are worked out.

Floor Mat Interference and Accelerator Pedal

In a filing with the National Highway Traffic Safety Administration on Jan. 27, Toyota indicated the repair for the Floor Mat Interference and Accelerator Pedal issue 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.

Accelerator Pedal Sticking

Toyota says the repair involves installing a steel shim about the size of a postage stamp in the pedal assembly, behind the top of the gas pedal, to eliminate the excess friction between two pieces of the accelerator mechanism.

**Q7. Can customers take their Vibe to a Pontiac dealer for repair?**

A7. Pontiac owners can take their Vibe to any Pontiac dealer for repair. Go to [www.pontiac.com](http://www.pontiac.com) for the location of the nearest Pontiac dealership. Customers also can go to any GM dealership for any repairs.

**Q8. Are Pontiac Vibes still being sold?**

A8. 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.

**Q9. How many Pontiac Vibe vehicles are affected by these recalls?**

A9. A total of 99,293 with 70,799 in the United States and 28,484 in Canada.

**Q10. How prevalent are reports of unintended acceleration in the U.S.?**

A10. Based on "Consumers Reports" data, the following automakers had this number of 2008 model-year complaints:

Toyota	52
Ford	36
Chrysler	11
General Motors	7
Honda	5
Nissan	4

The above numbers as excerpted from the article at the following link;

<http://blogs.consumerreports.org/cars/2009/12/sudden-unintended-acceleration-sua-analysis-2008-toyota-lexus-ford-gm.html>

END OF MESSAGE

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