



File In Section: Product Recalls  
Bulletin No.: 10038B  
Date: September 2010

# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Potential Floor Mat Interference with the Accelerator Pedal

**MODELS:** 2009-2010 Pontiac Vibe

The Service Procedure section in this bulletin has been revised to clarify that only the Pontiac Vibe All-Weather Floor Mats require replacement. All standard (carpeted) or aftermarket mats are to be reinstalled after this recall has been completed. The revisions can be found in the All Weather Floor Mat Inspection procedure (Step 1, second bullet) and in the Reinstall the Accelerator Pedal Assembly procedure (Step 6).

Please discard all copies of bulletin 10038A, issued July 2010.

### CONDITION

Toyota has decided that a defect, which relates to motor vehicle safety, exists in **all** 2009 and 2010 model year Pontiac Vibe vehicles. The Pontiac Vibe was manufactured by New United Motor Manufacturing (NUMMI), a joint venture between Toyota and GM.

In these vehicles, there is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to stick in the wide open (depressed) 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. This condition does not exist in vehicles in which the carpeted or original equipment driver side floor mat is compatible with the vehicle and properly secured.

### CORRECTION

Dealers are to modify the accelerator pedal and the floor surface in the driver's foot-well. On vehicles equipped with Pontiac Vibe All Weather Floor Mats, the driver's floor mat will be replaced.

### VEHICLES INVOLVED

Involved are **all** 2009-2010 model year Pontiac Vibe vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2009	Pontiac	Vibe	9Z400001	9Z478598
2010	Pontiac	Vibe	AZ400001	AZ420785

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link. Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PARTS INFORMATION

This recall will require parts obtained from General Motors Customer Care and Aftersales, and three special tools that will be shipped to dealers at no-charge. See detailed information below.

Three special tools (cutting template, shape gauge, and tibia marking gauge) are required to complete this recall. Dealers who performed repairs on Pontiac Vibe vehicles under recall 10018 were shipped two sets of these tools from the Warranty Parts Center (WPC) at no charge via UPS Ground Delivery – Attention: Parts Manager, beginning May 25, 2010. If needed, additional special tools sets can be obtained by faxing a request to the WPC at 248-371-0192. Include your physical shipping address and a contact person's name and telephone number on the request. Be sure to ask for Part Number WPC 537.

Other parts required to complete this recall that are to be obtained from General Motors Customer Care and Aftersales (GMCC&A) are listed below. Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Dealers should order PN 22745618, All-Weather Floor Mat, as normal through General Motors Customer Care and Aftersales (GMCC&A). ADI's will not be allowed to order this part, so they will not have it in their stock. The mat will be shipped direct to the ordering dealer from the supplier.

**Parts required for this recall will not be eligible for RIM.**

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
19205346*	Pedal, Accel (w/Posn Sen) (New Design)	1 (If Req'd)
19205347**	Insulator, Da Pnl (Tibia Pad) (replace in the rare case it is damaged during reshaping)	1 (If Req'd)
89027403	Protector, F/Flr Pnl Cpt (Rubber Seat) <b>(all vehicles will require this to complete the service procedure)</b>	1
22745618 (not available until 8/16/10)	Driver-Side All-Weather Floor Mat	1 (If Req'd)

\* This pedal is not to be installed unless the pedal modification in this bulletin has been performed and the customer returns requesting a new pedal. This pedal is NOT to be modified. Refer to SI for the appropriate accelerator pedal assembly replacement procedure.

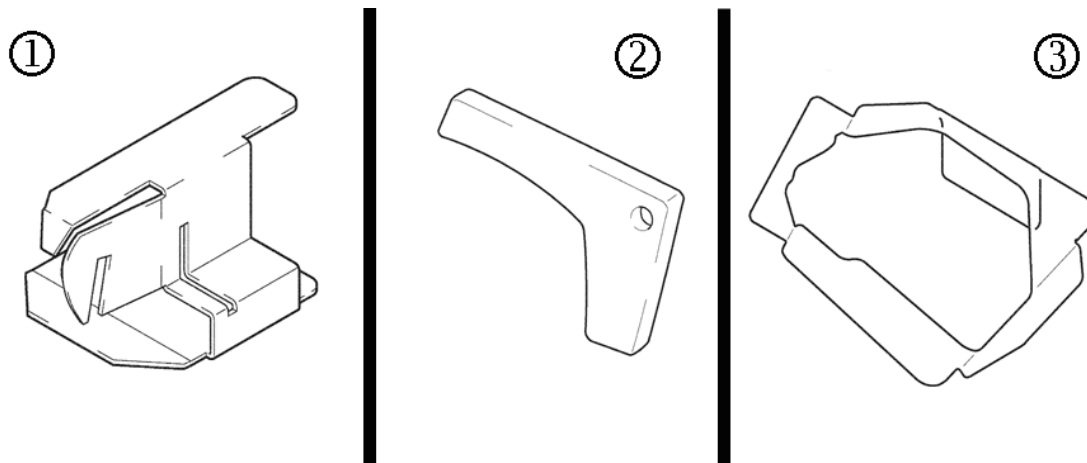
\*\* If a new insulator (tibia pad) is required, it will require reshaping.

**SERVICE PROCEDURE****Tools, Equipment, and Materials**

- Dust Mask
- Hair Dryer or Heat Gun
- Hand File
- Orbital Sander\*
- Hack-Saw
- Protective Eyewear
- Protective Work Gloves
- Bubble Wrap
- Shop Cloth
- Masking Tape
- Sandpaper – 400 Grit
- Reciprocating Saw\*
- Scribe
- Air Saw
- Standard Hand Tools
- Tech 2®
- Torque Wrench
- Workbench with Vise

\* Dealers will be allowed to purchase one orbital sander and one reciprocating saw. Refer to the tool information below.

<b><u>Reciprocating Saw</u></b>	<b><u>Orbital Sander</u></b>
Manufacturer — Dewalt	Manufacturer — Dewalt
Model: DW304D, DW304PK, or equivalent	Model: D26451
Single Blade: 127 mm (5 in) 18 TPI	Disk Pack: 127 mm (5 in) Hook and Loop

**Gas Pedal Template & Gauges (shipped from the WPC)**

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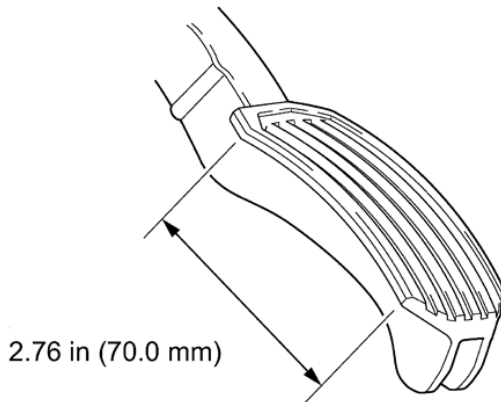
**(1) Cutting Template (2) Shape Gauge (3) Tibia Marking Gauge****All-Weather Floor Mat Inspection**

2480311

1. Determine if the vehicle is equipped with GM All-Weather Floor Mats (AWFM).
  - If the vehicle is equipped with Pontiac Vibe AWFM, remove the driver-side floor mat and install the new design driver's floor mat. The new design mat will be available August 16, 2010. If this recall is performed before the new design mat is available, place the driver-side floor mat in the trunk of the vehicle. Inform the customer to leave the floor mat in the trunk of the vehicle and to contact the dealership on or after August 16, 2010, to exchange the old design floor mat for a new design floor mat. Proceed to the *Remove and Cut the Accelerator Pedal* procedure below.
  - If the vehicle is not equipped with Pontiac Vibe AWFM, the mat does not require replacement and can be reinstalled after this recall has been completed. Proceed to the *Remove and Cut the Accelerator Pedal* procedure below. .

## Remove and Cut the Accelerator Pedal

**Note:** There are service repair videos available at [GMTraining.com](http://GMTraining.com) (US), [gmprocanada.com](http://gmprocanada.com) under the "resources" menu (Canada). 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.



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**Note:** Do NOT modify the second design accelerator pedal, P/N 19205346. Second design pedals do NOT require the pedal modifications provided in safety recall bulletins 10018 and 10038. To determine if the vehicle is equipped with a second design accelerator pedal, measure the length of the accelerator pedal in the area indicated in the arrow span. Refer to the illustration.

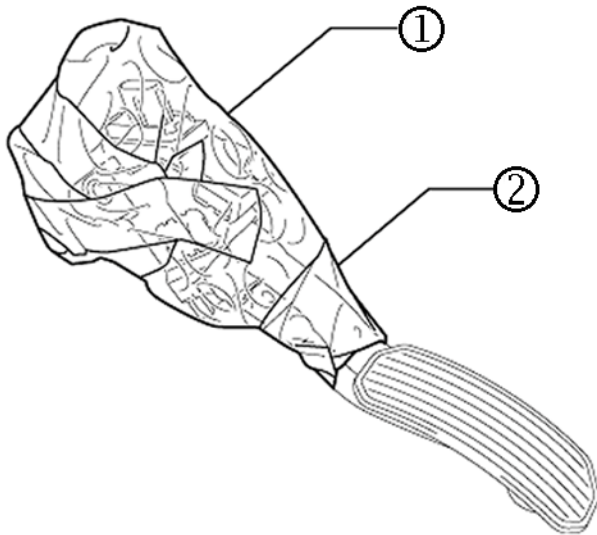
- If the length of the accelerator pedal in the arrow span area is 70 mm (2.76 in), the accelerator pedal has been modified or is a second design pedal. Do NOT modify the accelerator pedal. Proceed to the *Floor Carpet Modification* procedure in this bulletin
- If the length of the accelerator pedal in the arrow span area is longer than 70 mm (2.76 in), the accelerator pedal has NOT been modified and is a first design accelerator pedal. Proceed to the next step.

**Caution: Accelerator Pedal Handling Notes:**

- **DO NOT drop**
- **Avoid vibration and shock**
- **DO NOT place sensor in vise.**
- **Cover and uncover the sensor while in the vehicle to prevent damage and debris from entering**
- **DO NOT reuse an accelerator pedal that has been dropped**

**Note:**

- For additional information on accelerator pedal removal, please refer to SI.
- Be sure to use bubble wrap to protect the sensor.
- Be sure to seal the bubble wrap with masking tape to prevent damage to the sensor, and cutting debris from entering the pedal's movable lock.
- DO NOT reuse the bubble wrap.

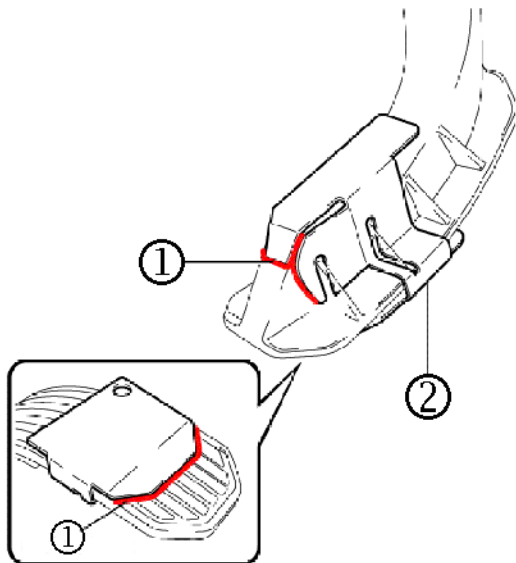


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1. Remove the accelerator pedal assembly.
  - 1.1. Disconnect the accelerator pedal connector.
  - 1.2. Remove the 2 bolts.
  - 1.3. While still inside the vehicle, use bubble wrap (1) and masking tape (2) to cover and protect the sensor.

**Note:**

- DO NOT mark the area beyond the template.
- Use a flat tip screwdriver or marker if a scribe is not available.
- Never cut or sand the pedal while the template is on the pedal.

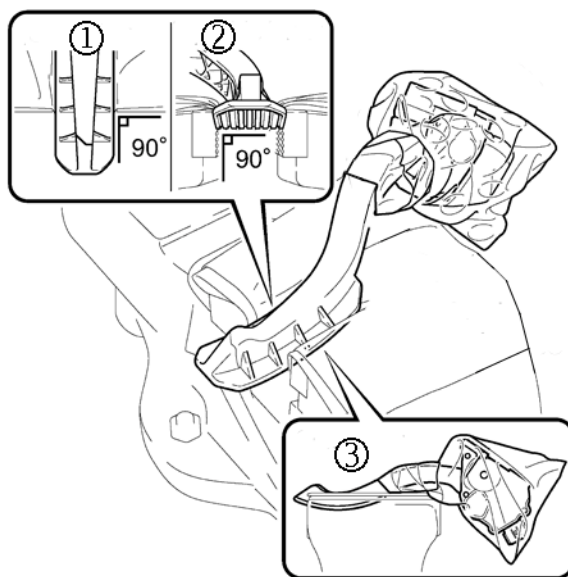


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2. Mark the area to be cut. Firmly set the template (2) to the pedal and scribe guidelines (1) to outline the area to be cut.

**Note:**

- DO NOT place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- DO NOT over tighten the vise.



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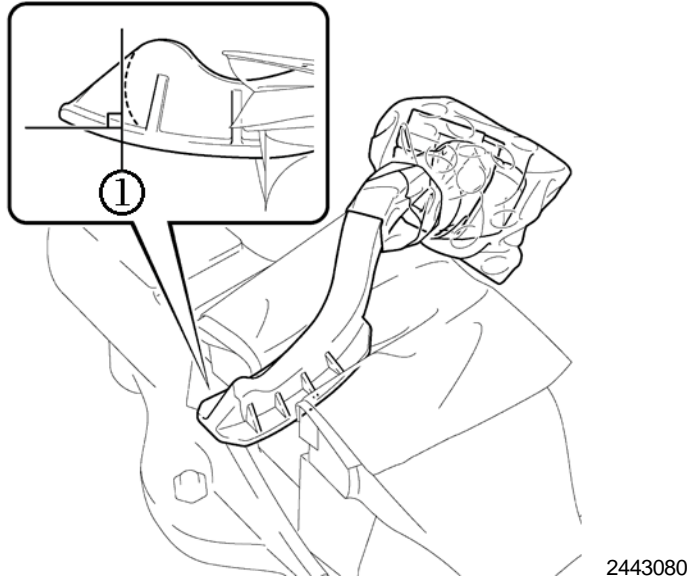
(1) Upper View (2) Tip Side View (3) Side View

3. Set the pedal in the vise at a right angle using a shop cloth while avoiding the sensor.

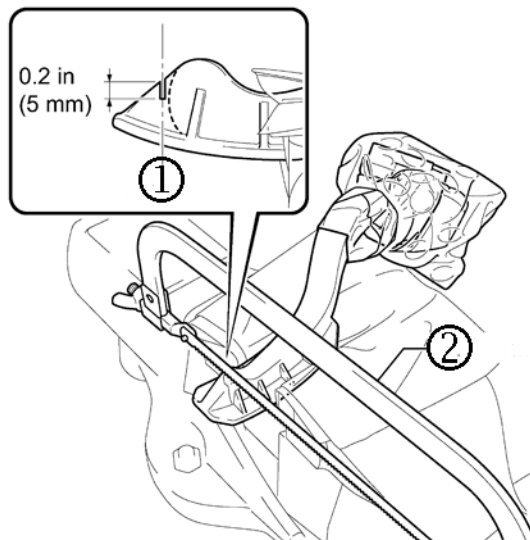
**Note:**

- Always wear protective eyewear and gloves when cutting and sanding.
- Guide cut must be straight and clean.

4. Cut lower section accelerator pedal assembly.



- 4.1. The cut line (1) is slightly outside from the scribed line and it makes 90 degree to the pedal foot pad as shown in the illustration.

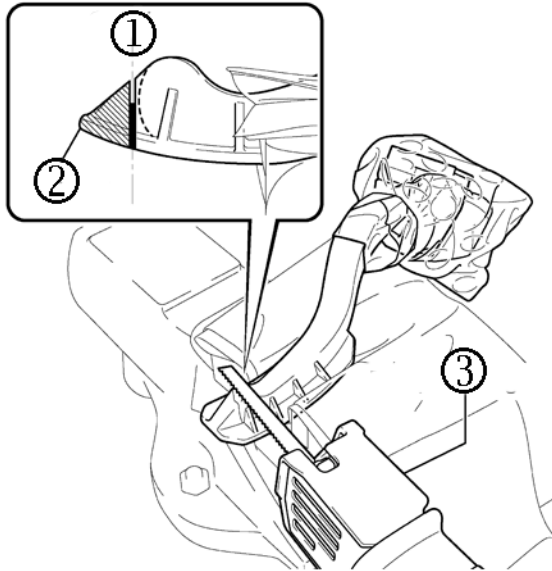


- 4.2. Use a hack-saw (2) and cut the pedal 5 mm (0.2 in) deep (1) as guide groove for reciprocating saw.

**Note:**

- Always wear protective eyewear and gloves when cutting and sanding.
- The cut must be straight and clean.
- Apply consistent pressure during cutting.
- Do not stop during the cutting process.

4.3. Use a reciprocating saw and cut off the lower section of the pedal as shown in the illustration.

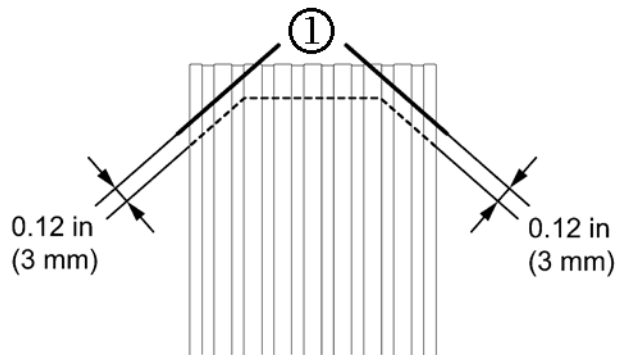


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(1) Cut Line (2) Cut Area (3) Reciprocating Saw

**Note:** Do not cut at the scribed line. This area will be sanded later.

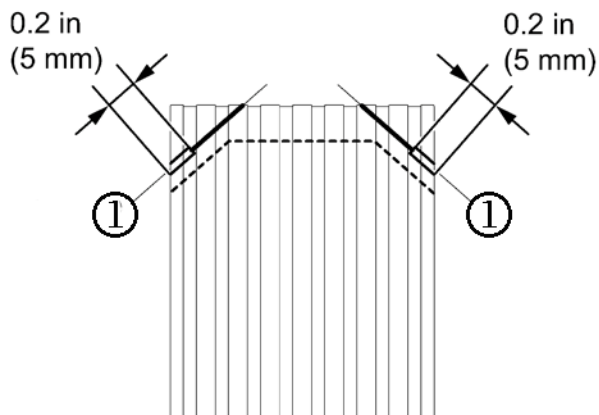
5. Cut corners of accelerator pedal assembly.



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**Note:**

- Always wear protective eyewear and gloves when cutting and sanding.
- Guide cut must be straight and clean.

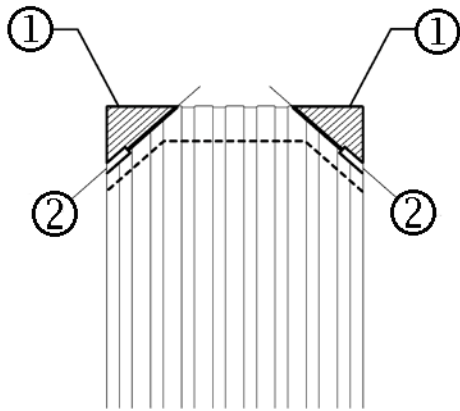


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- 5.1. Turn the pedal over in the vise with the foot pad facing up.
- 5.2. The cut line (1) is 3 mm (0.12 in) outside from the scribed line as shown in the illustration.
- 5.3. Use a hack-saw and cut the pedal 5 mm (0.2 in) deep as a guide groove (1) for the reciprocating saw.

**Note:**

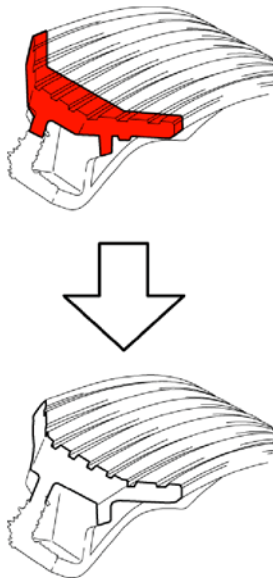
- Always wear protective eyewear and gloves when cutting and sanding.
- The cut must be straight and clean.
- Apply consistent pressure during cutting.
- Do not stop during the cutting process.



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**(1) Cut Area (2) Cut Line**

5.4. Use a reciprocating saw and cut off the accelerator pedal's corners as shown in the illustration.



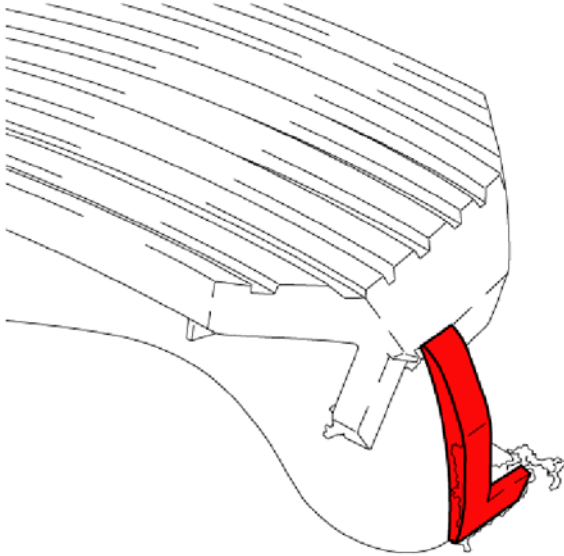
2443087

6. Sand the top surface.

**Note:**

- Always wear protective eyewear and gloves when cutting and sanding.
- Guide cut must be straight and clean.

6.1. Using orbital sander, sand to the scribed line on the top surface and remove any sharp edges and burrs. Be sure to sand the foot pad round and not flat.



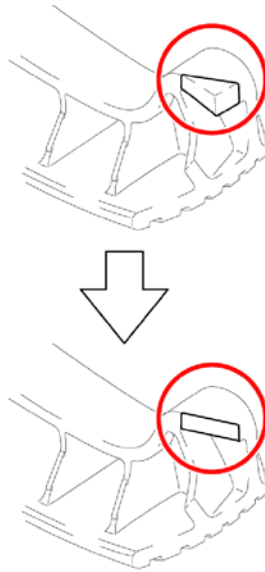
2443089

7. Sand the radius line.

**Note:**

- Always wear protective eyewear and gloves when cutting and sanding.
- Guide cut must be straight and clean.

7.1. Using orbital sander, sand to the scribed radius line and remove any sharp edges and burrs.



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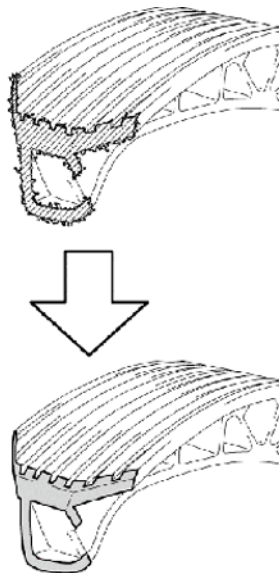
**Caution: DO NOT sand pedal stopper area (circled) as shown in illustration.**

8. Sand the lower corner near pedal stopper.

8.1. Remove the pedal from the vise. Turn the pedal over with the foot pad facing down and set pedal in the vise using a shop cloth while avoiding the sensor.

**Note:** Always wear protective eyewear and gloves when sanding.

8.2. Using an orbital sander and hand file, sand the lower corner near pedal stopper.



2443091

9. Remove all burrs from the cut surfaces.

**Note:**

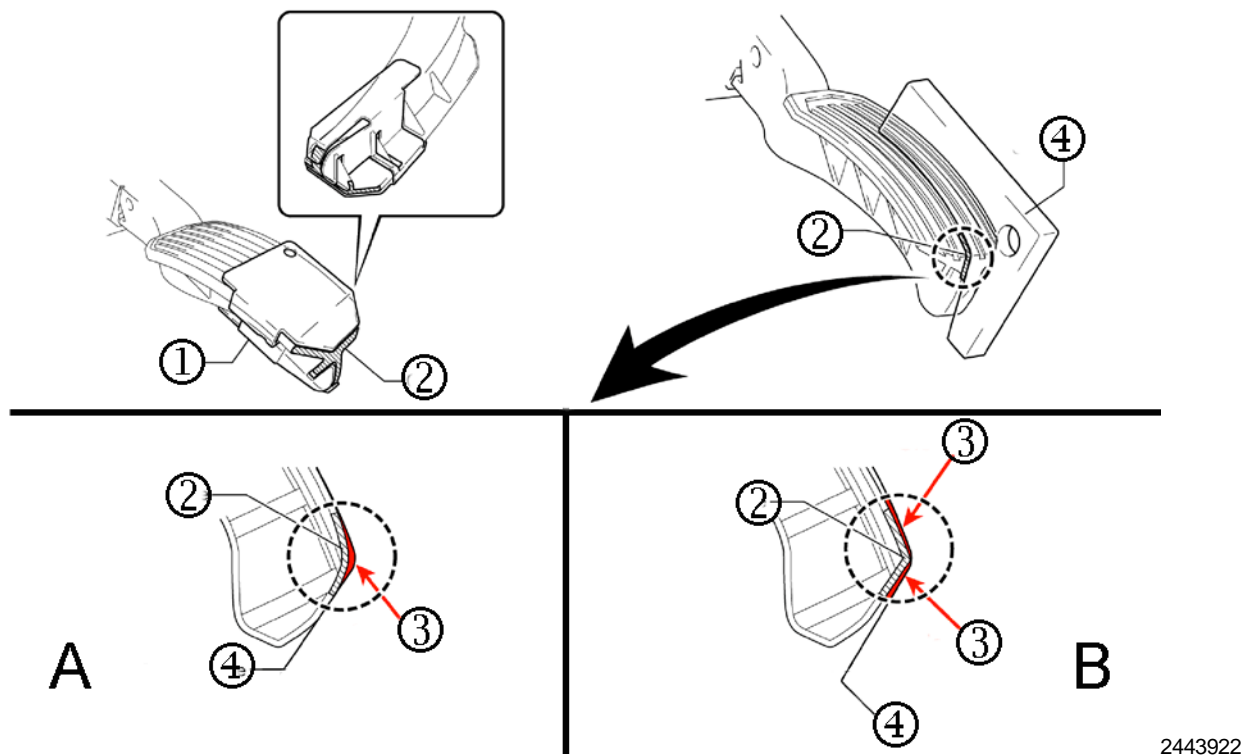
- Always wear protective eyewear and gloves when sanding or filing.
- DO NOT place the sensor in the vise to avoid damage.
- Firmly secure the pedal to prevent it from moving.
- DO NOT over tighten the vise.

9.1. Remove the pedal from the vise.

9.2. Turn the pedal over with the foot pad facing up and set the pedal in the vise using a shop cloth while avoiding the sensor.

9.3. Using an orbital sander and file, remove all burrs from the cut surfaces. The cut edges along the foot pad should be rounded and not square.

9.4. Finish the cut surface and all edges with 400 grit sandpaper.



(A) OK (B) No Good (1) Cutting Template (2) Cutting Surface (3) Clearance (4) Shape Gauge

10. Check the shape of the pedal.

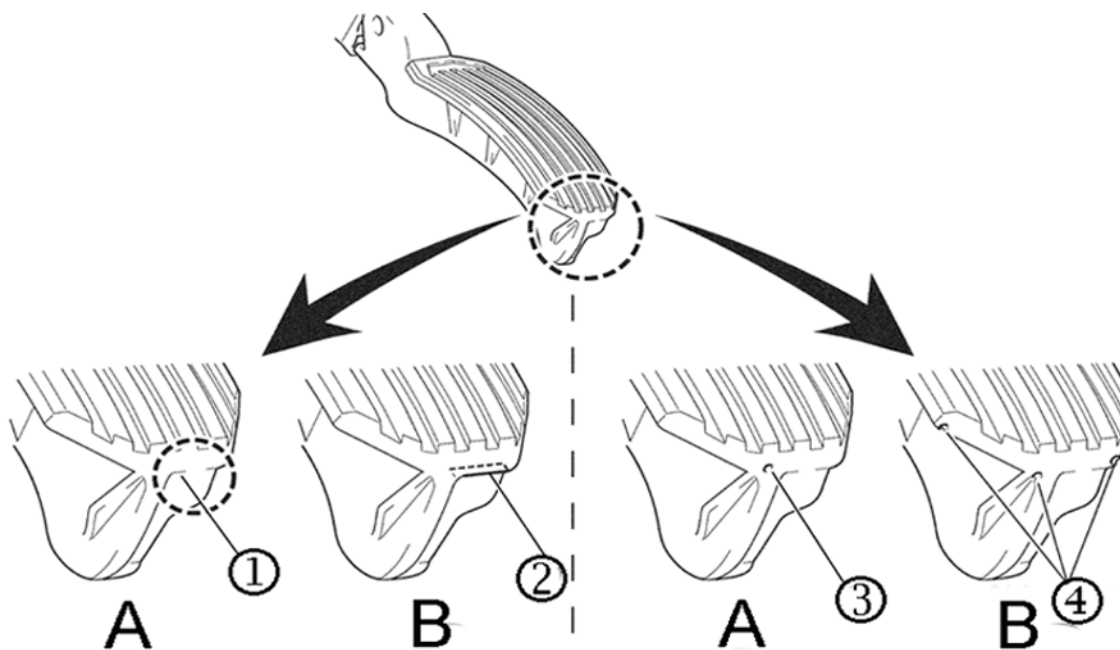
**Note:**

- Always wear protective eyewear and gloves when sanding or filing.
- A tolerance of -1.0 mm is permissible between the final cut surface and the template.
- Regarding the pin hole, the key point of judgment is a "smooth pedal surface".

10.1. Using the correct cutting template and shape gauge, check the shape of the pedal.

10.2. If the shape does NOT match the template and/or gauge, continue filing.

10.3. If the shape matches the template and gauge, touch the cut surface with your hand to verify it is smooth and free of burrs.



2443918

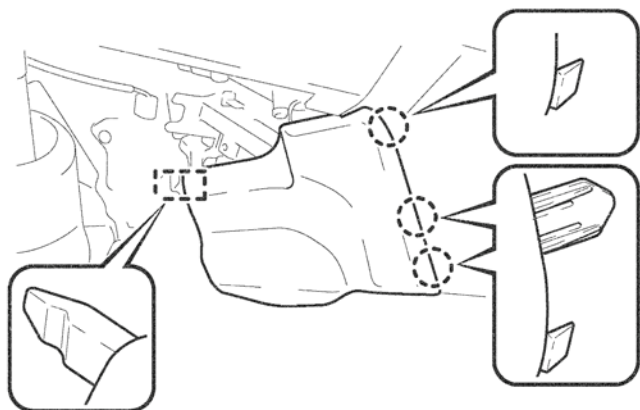
(A) OK (B) No Good (1) No Rib (2) Rib (3) Pin Hole (4) Chip or Nick

10.4. Check for a rib as shown. If there is a rib, file it until it is gone.

10.5. Check for any chips or nicks on the finished surface edge. If there are any chips or nicks, file the edge to make them smooth.

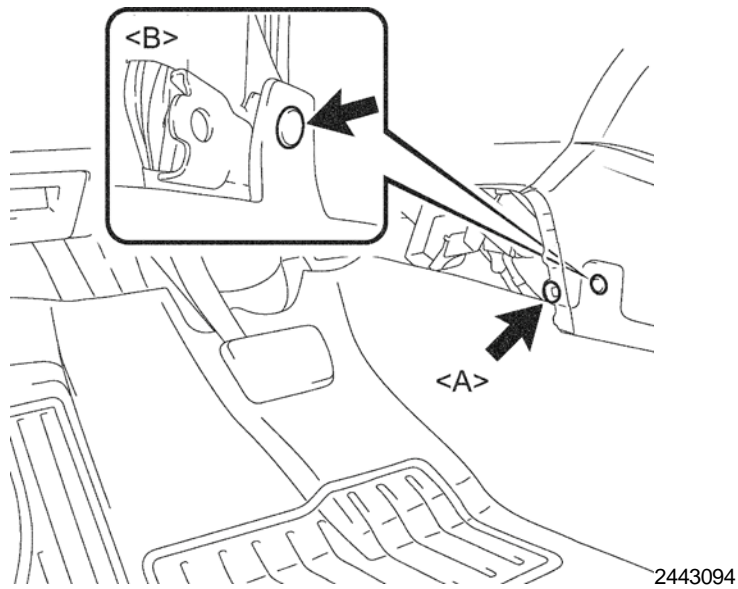
10.6. Accelerator pedal modification is now complete.

### **FLOOR CARPET MODIFICATION**

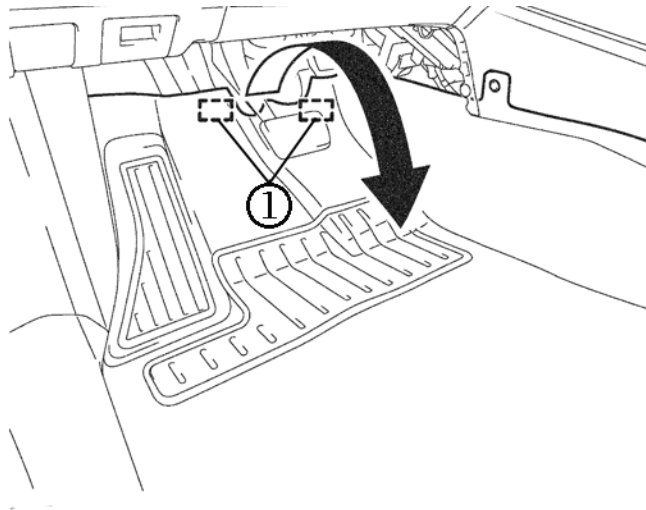


2443093

1. Remove the front No. 1 console box insert.
  - 1.1. Disengage the 3 claws.
  - 1.2. Disengage the guide and remove the front No. 1 console box insert.

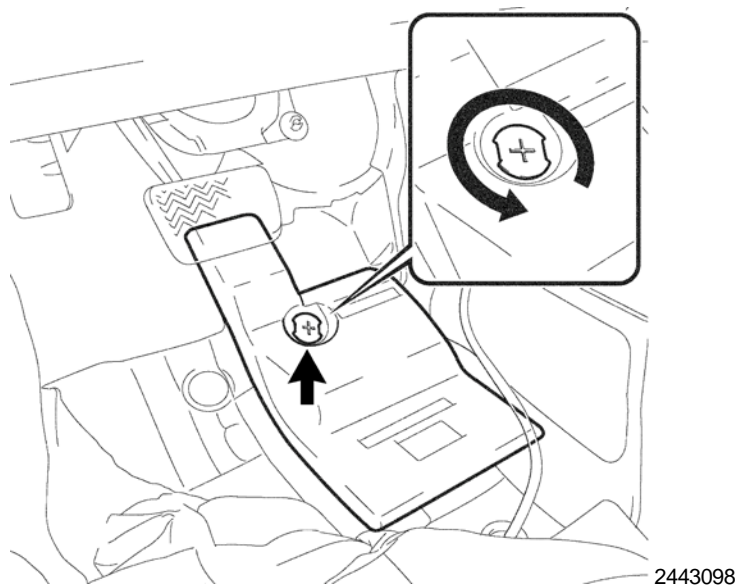


2. Pull back the floor carpet.
  - 2.1. Remove the clip <A>.
  - 2.2. Remove the clip <B>.



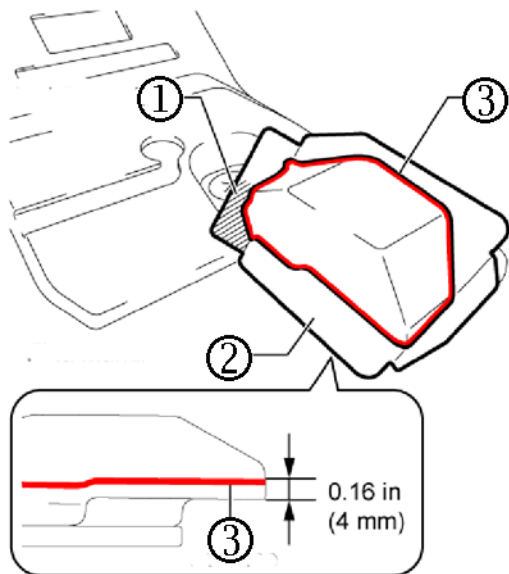
2443095

- 2.3. Disengage the 2 fasteners (1).
  - 2.4. Pull back the floor carpet as shown in the illustration.



**Note:** It may be difficult to remove the insulator (tibia pad). Pull on the tibia pad while turning the clip.

3. Turn the clip and remove the tibia pad.



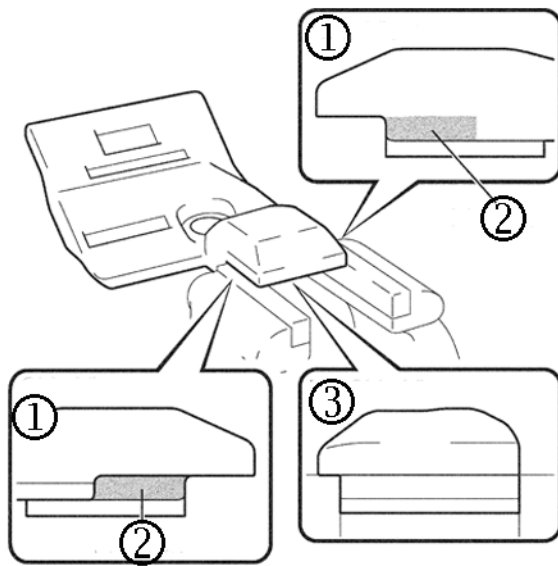
(1) Hold Down Area (2) Tibia Marking Gauge (3) Cut Line

4. Reshape the tibia pad.

**Note:**

- Hold down the area shown and draw with a colored pen.
- Verify the cut line was drawn 4 mm (.16 in) from the edge as shown.

- 4.1. Place the gauge and draw cut lines onto the tibia pad along the tibia marking gauge.

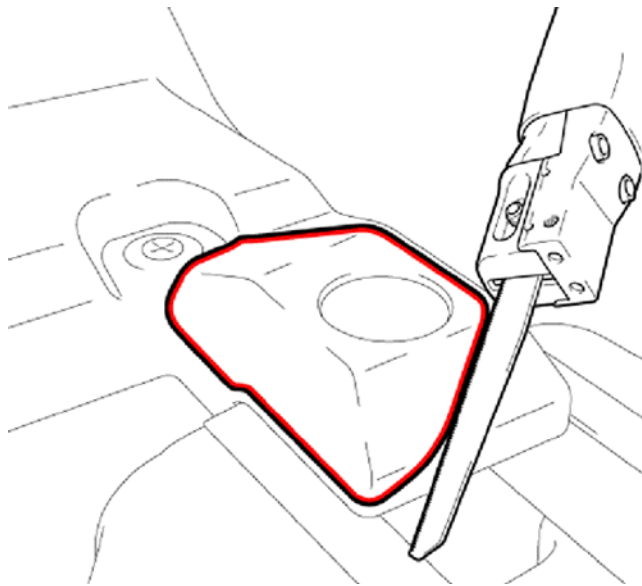


2443101

(1)Side View (2) Fix Area (3)Tip Side View

**Note:** Do not over tighten; the tibia pad may be damaged.

4.2. Secure the tibia pad in a vise at the contact areas shown.

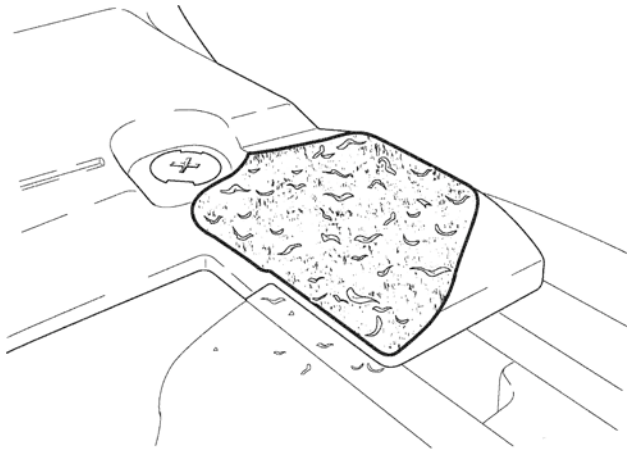


2443102

**Note:**

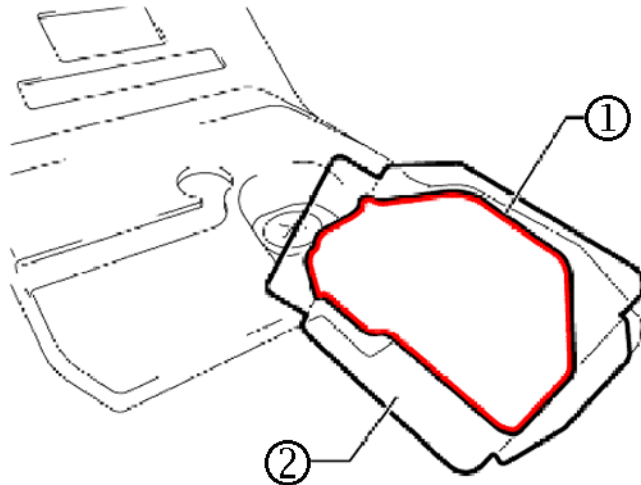
- Always wear protective gloves and glasses.
- Use blades with full lengths of more than 100 mm (3.94 in).
- Be careful not to contact the blade with the vise.
- Do not stop during the cutting process.

4.3. Cut the tibia pad with an air saw until all of the cut line has been cut away.



2443103

#### 4.4. Remove burrs.

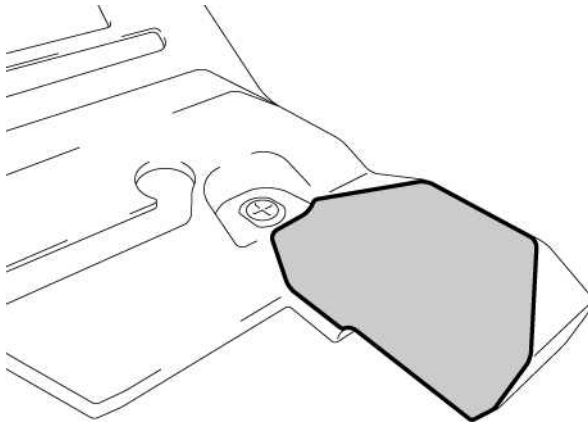


2443106

(1) Cut Line (2) Tibia Marking Gauge

**Note:** Use an orbital sander and file and trim exactly along the cut line.

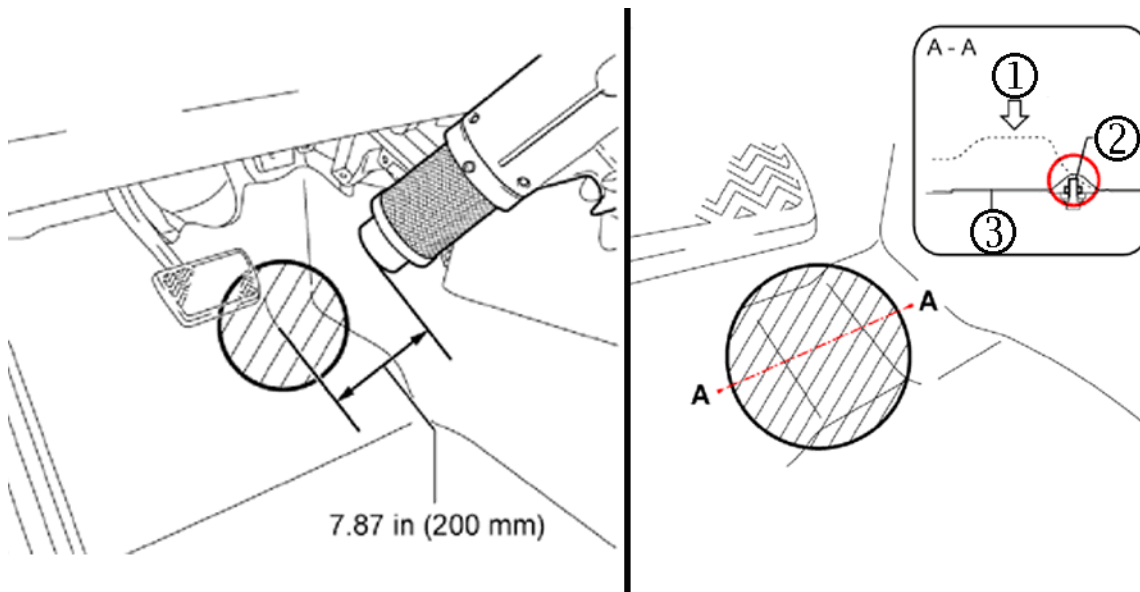
- 4.5. Place the gauge to the reshaped tibia pad and check if it fits the tibia marking gauge.



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**Note:** Remove all debris and burrs. This is in preparation for when installing the carpet protector (rubber seat).

- 4.6. Clean the cut surface.
5. Reshape the floor carpet.



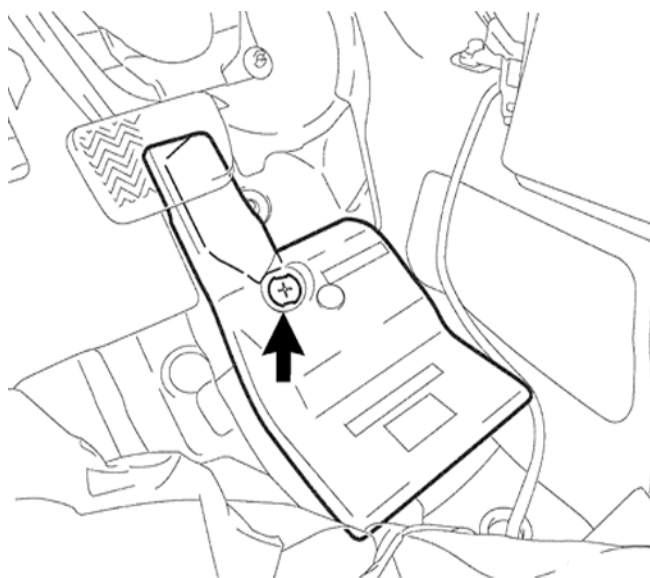
2443905

**Caution:**

- A bolt extends from the floor under the floor carpet. Be careful not to bore a hole in the floor carpet when reshaping.
- Keep the hair dryer/heat gun more than 200 mm (7.87 in) away from the floor carpet, and stop after 2 or 3 minute intervals. Continuous heating of the floor carpet may cause damage.
- DO NOT leave hair dryer or heat gun inside of the vehicle when it is hot to prevent unintended heat damage on interior parts.

**Note:** Always wear protective gloves when heating the floor carpet.

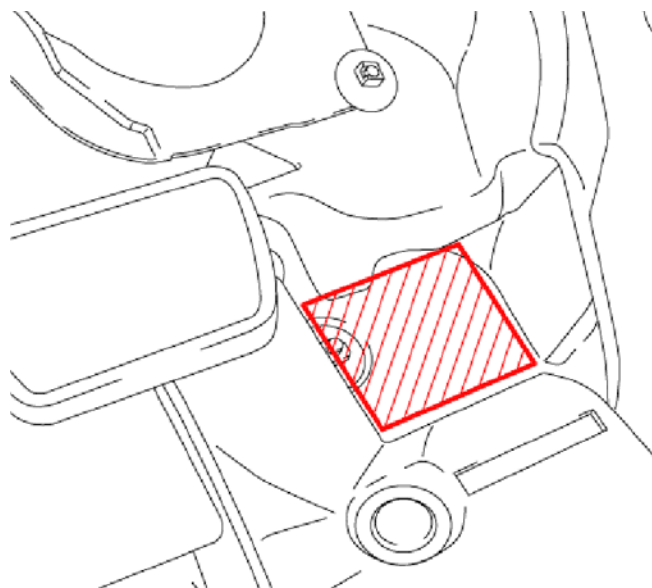
- 5.1. Heat the floor carpet area as shown in the illustration for 3 minutes with the tibia pad removed and reshape the carpet.



2443110

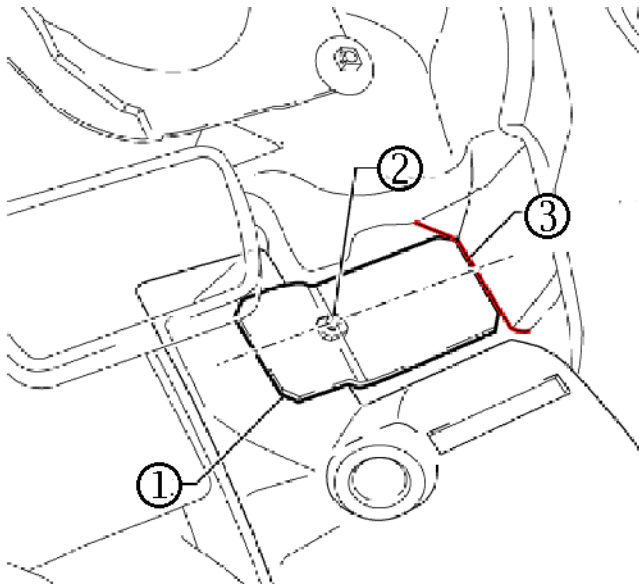
**Note:** Be sure to install the reshaped tibia pad.

6. Install the tibia pad by engaging the clip to the tibia pad.



2443112

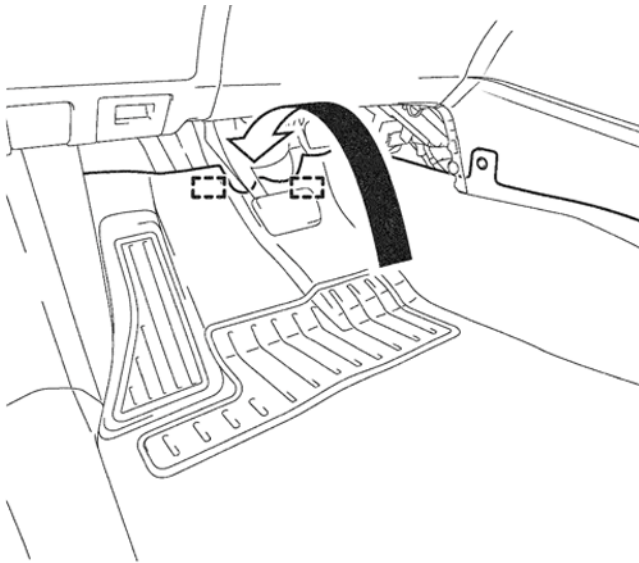
7. Install rubber seat (carpet protector, P/N 89027403).



2443113

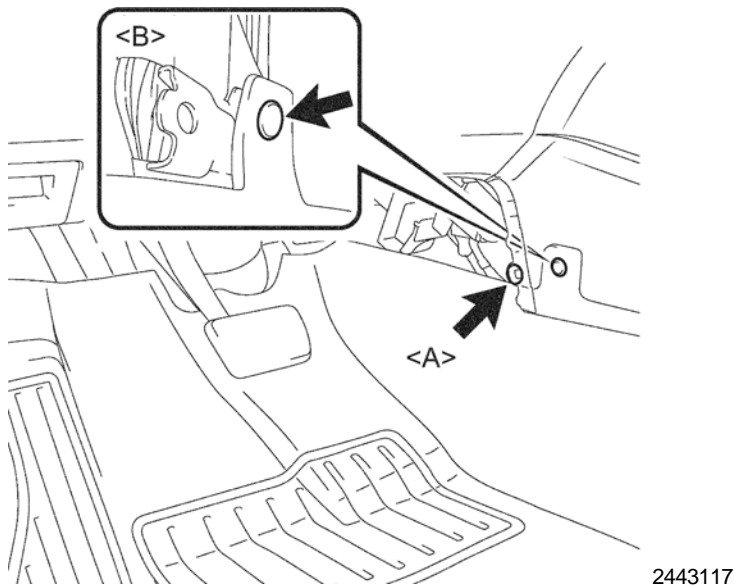
**Note:** Place the rubber seat (1) so that the bolt (2) aligns with its vertical center.

- 7.1. Clean and degrease the rubber seat application area.
- 7.2. Peel the double sided tape cover off the NEW rubber seat.
- 7.3. Attach the rubber seat (1) along the floor press line (3).



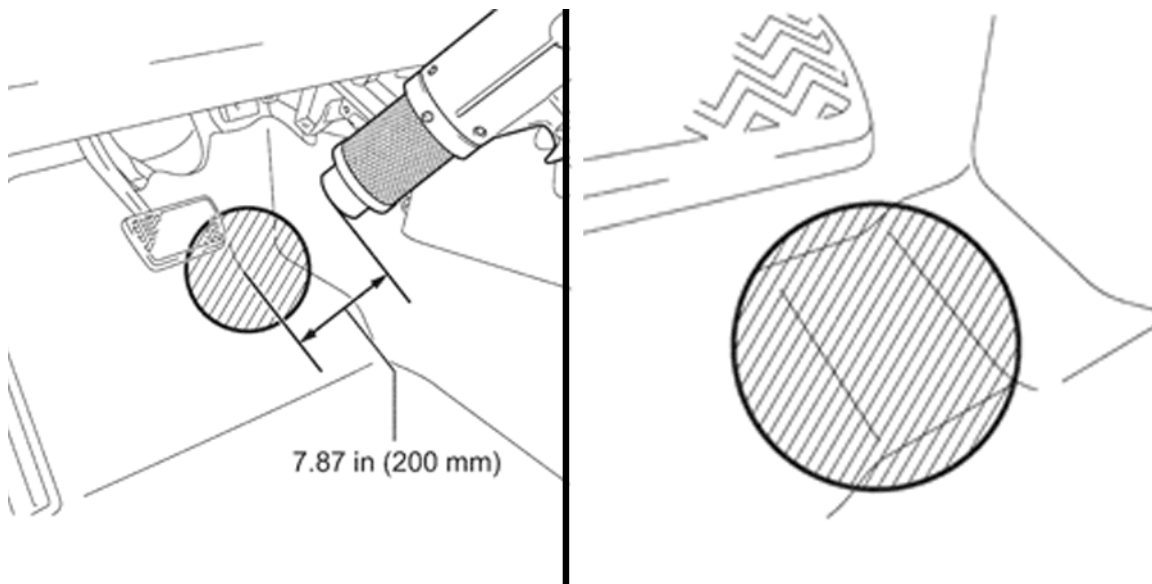
2443114

8. Place back the floor carpet.
  - 8.1. Place the floor carpet back into position as shown in the illustration.
  - 8.2. Engage the 2 fasteners.



8.3. Install the clip B.

8.4. Install the clip A.

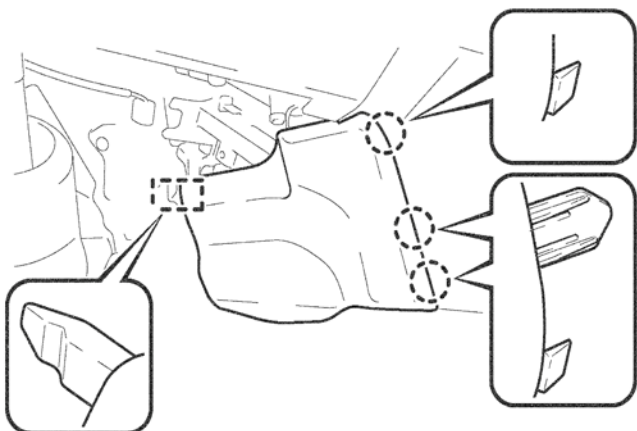


9. Smooth the floor carpet.

**Note:**

- Always wear protective gloves when heating the floor carpet.
- Keep the hair dryer/heat gun more than 200 mm (7.98 in) away from the floor carpet, and stop after 1-2 minute intervals. Continuous heating of the floor carpet may cause damage.
- DO NOT leave the hair dryer/heat gun inside of the vehicle when it is hot to prevent unintended heat damage on interior parts.

9.1. Heat the floor carpet as shown in the illustration for 2 minutes, and smooth it out by pushing it with your hand. Heat the same area again for 1 minute, and smooth the carpet firmly.



2443124

10. Install the front No. 1 console box insert.

10.1. Engage the guide.

10.2. Engage the 3 claws and install the front No. 1 console box insert.

### Reinstall the Accelerator Pedal Assembly

1. Reinstall the accelerator pedal assembly.

#### Note:

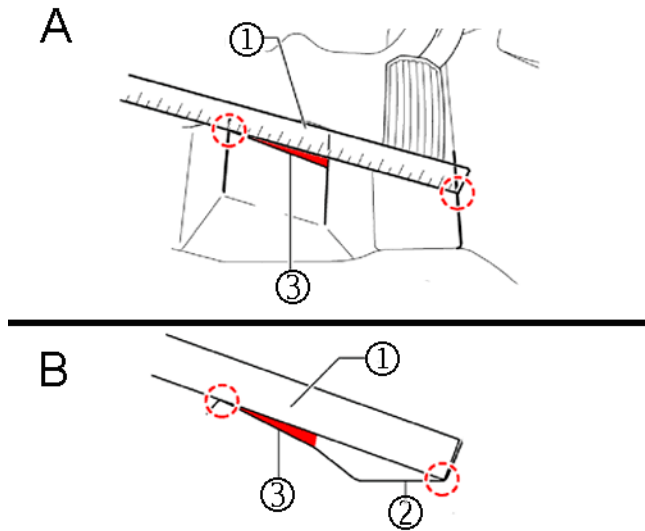
- DO NOT reuse the bubble wrap.
- For additional information on accelerator pedal installation, refer to SI.

- 1.1. Remove and discard the masking tape and bubble wrap from the accelerator pedal assembly while it is inside the vehicle.
- 1.2. Reinstall the pedal with the 2 bolts and torque to specification.

#### Torque Specification:

**5.5 N·m (49 in lb)**

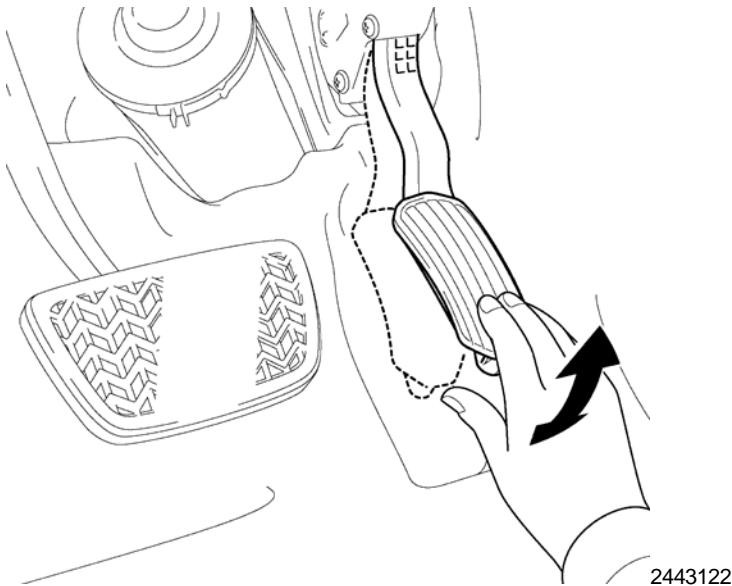
- 1.3. Reconnect the accelerator pedal connector.



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(A) Make sure there is clearance between the ruler and the floor. (B) Cross Section View (1) Ruler (2) Floor Carpet (3) Clearance Between Ruler and Floor

2. Inspect the floor carpet.
  - 2.1. Depress the accelerator pedal fully and place a ruler at the front tip of the pedal as shown in the illustration, and then make sure that there is a clearance between the ruler and the floor.
  - 2.2. If no clearance exists, reshape the carpet again.
  - 2.3. Confirm a claw and all fasteners are securely fixed with floor carpet.

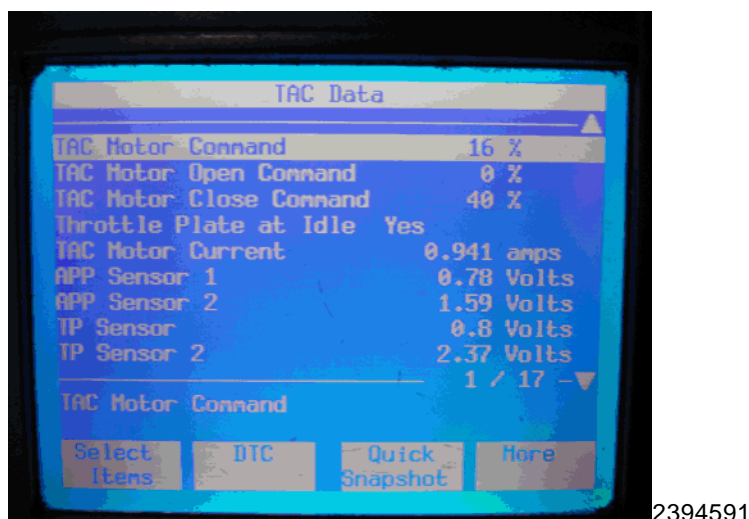


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3. Inspect the accelerator pedal operation.
4. Inspect the accelerator pedal assembly operation.

**Note:** Ensure the most recent Tech 2<sup>®</sup> software download is loaded onto the Tech 2<sup>®</sup> BEFORE performing step 4.1.

- 4.1. Connect the Tech 2<sup>®</sup> to the vehicle.



4.2. From the Main Menu of the Tech 2<sup>®</sup>, select Diagnostics>Year>Passenger Car>Division>Model>Powertrain>Transmission Selection>Engine Selection>ECM>Data Display> TAC Data. The TAC Data screen provides voltage information for the Accel Sensor Out No.1 and Accel Sensor Out No.2.

4.3. Check the values by referring to the table below.

Tester Display	Measurement: Range (Display)	Normal Condition	Diagnostic Note
Accel Sensor Out No. 1	APP Sensor No. 1 Voltage	Accelerator Pedal Released: 0.5 to 1.1 V	Read value with ignition switch to ON (Do not start engine)
		Accelerator Pedal Fully Depressed: 2.6 to 4.5 V	
Accel Sensor Out No. 2	APP Sensor No. 2 Voltage	Accelerator Pedal Released: 1.2 to 2.0 V	Read value with ignition switch to ON (Do not start engine)
		Accelerator Pedal Fully Depressed: 3.4 to 5.0V	

- Check for diagnostic trouble codes (DTCs). If DTCs are displayed, verify the code(s) and record the freeze frame data, and then perform repairs as necessary.
- Install the driver floor mat.
  - If the vehicle was equipped with a Pontiac Vibe AWFM, install the new floor mat.
  - If the vehicle is equipped with a standard (carpeted) or aftermarket floor mat, reinstall the floor mat. These mats do not require replacement.
- Test drive the vehicle and inspect it for any problems

### COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**CLAIM INFORMATION**

1. Submit a claim using the table below.
2. Courtesy Transportation - submit as Net Item under the repair labor code.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2276	Pedal Asm & Floor Modification (inc. floor mat exchange if applicable)	1.5	N/A
V2277	Floor & Tibia Pad Modification Only (inc. floor mat exchange if applicable)	0.7	N/A
T5772*	Install Second Design Pedal Asm	0.2	N/A
V2278	Cost of Saw and Sander (only 1 claim per dealership allowed)	N/A	**

\* The Second Design pedal is not to be installed unless the pedal modification in this bulletin has been performed and the customer returns requesting a new pedal.

\*\* Submit the actual cost of the orbital sander and sanding disc, and reciprocating saw and blades, not to exceed \$225.00 USD, \$238.00 CAD.

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

**DEALER RECALL RESPONSIBILITY – For US (US States, Territories, and Possessions)**

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**DEALER RECALL RESPONSIBILITY – All**

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin

for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



July 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.

Recently, you may have been informed by General Motors of the safety recall on your vehicle regarding interference between the driver's floor mat and the accelerator pedal. This letter is to inform you that we now have a repair to correct this condition.

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

Toyota has decided that a defect, which relates to motor vehicle safety, exists in all 2009 and 2010 model year Pontiac Vibe vehicles.

As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

**IMPORTANT**

- Your 2009 or 2010 model year Pontiac Vibe is involved in safety recall 10038.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at no charge.

**Why is your vehicle being recalled?**

In your vehicle, there is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to stick in the wide open (depressed) 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. Toyota has determined that this condition does not exist in vehicles in which the carpeted or original equipment driver side floor mat is compatible with the vehicle and properly secured.

**What will we do?**

To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal on your vehicle, your GM dealer will modify the accelerator pedal and the floor surface in the driver's foot-well.



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If your vehicle is equipped with a set of Pontiac Vibe All Weather Floor Mat (AWFM) (see above), the driver's side mat will be replaced. All this will be performed for you at no charge.

Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour and 30 minutes.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

Until these important remedies are completed, we request that you take out **any removable** driver's floor mat, place it in the trunk, and NOT replace it with any other floor mat until the recall remedy has been performed on your vehicle. ***If you have a Pontiac Vibe AWFM, please inform your dealer and bring it to the dealership at the time of your service appointment.***

In the event that you choose not to take out your removable floor mat, GM 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.

**What should you do if you**

Should your vehicle continue to accelerate rapidly after releasing the accelerator pedal, this could be an indication of floor mat

**experience  
accelerator  
pedal  
interference?**

interference. If this occurs, GM recommends that you take the following actions:

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

**Please place this letter in your Owner Manual for future reference.**

**Do you have  
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Pontiac Customer Assistance Center. Your satisfaction is extremely important to us. In the event that you are not satisfied with the modification of your accelerator pedal after it is completed, a replacement accelerator pedal will be offered to you at no charge.

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