



# IMPORTANT SAFETY RECALL

September 2014

Dear General Motors Customer:

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

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

- This notice applies to your 2009-2010 model year Pontiac Vibe VIN: \_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14139
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The steering column assembly in your vehicle contains a spiral cable assembly with electrical connections to the driver's airbag module that could become damaged when the steering wheel is turned. If this occurs, the air bag readiness lamp will illuminate. In addition, the driver's air bag could become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver in certain types of crashes.

### What will we do?

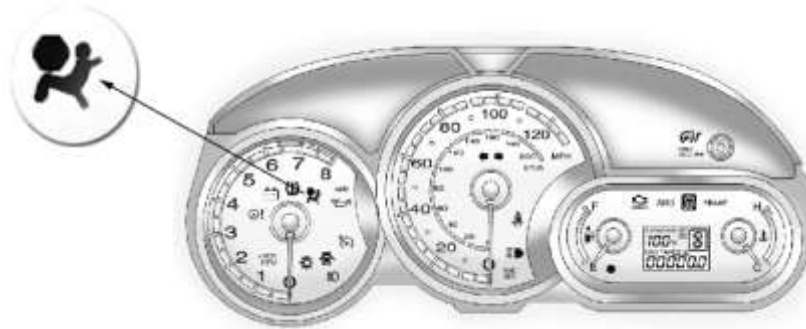
Your GM dealer will replace the spiral cable assembly on your vehicle. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

### What should you do?

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

Until your vehicle can be repaired, please pay close attention to the air bag readiness light. The air bag readiness light is designed to come on during the ignition cycle check function when the engine switch is turned to the "ON" position. The light then goes off after about six seconds. **This means the system is operating as**

**designed.** If the air bag readiness light (1) illuminates or remains illuminated **after** this six second check period, or (2) comes on while driving, or (3) at times previously stayed illuminated while driving, please contact your GM dealer immediately for diagnosis and appropriate repair. If the condition is related to this recall, the repair will be performed at **no charge**.



**Air Bag Readiness Light**

3902383

**Did you already pay for this repair?**

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed reimbursement form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2015, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Pontiac	1-800-762-2737	1-800-833-7668
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V168.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #14139