



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Front Passenger Air Bag Inflator Module

MODELS: 2003-2007 Pontiac Vibe

This bulletin has been revised to provide warning information to ensure correct airbag installation, new part number information, updated repair labor code, and WCAP reimbursement. Please discard all copies of bulletin 14491H.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

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

Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003-2007 model year Pontiac Vibe vehicles. As a result, GM is conducting a safety recall. Some of these vehicles have a condition in which the front passenger air bag inflator could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger air bag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

CORRECTION

Dealers are to replace the front passenger air bag inflator assembly.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

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 U.S. 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.

PART INFORMATION

Warning: The air bag and air bag harness for 2003-2004 and 2005-2008 vehicles are identical in appearance and installation. The two air bag designs, however, are NOT interchangeable and have different performance characteristics. Installing an incorrect air bag module may reduce occupant protection in the event of a crash and increase the risk of personal injury. Ensure the correct air bag kit is installed into the vehicle by verifying the air bag kit part number on the outside of the box BEFORE installing the air bag.

Part Number	Description	Quantity/Vehicle
19355533	2003-2004 Air Bag Asm, I/P Kit	1
19420398	2005-2008 Air Bag Asm, I/P Kit	1

Important: The part numbers listed in this bulletin are the only part numbers approved for this repair. **DO NOT USE PART NUMBER 19355534 FOR THIS REPAIR.**

Important: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **ONLY as DRO = Daily Replenishment Order or CSO = Customer Special Order. Please do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

Important: All front passenger air bag modules replaced in accordance with this recall must be returned to Takata. Do not discard or destroy the box containing the new air bag module, it will be needed to return the replaced air bag module. The box also contains shipping instructions, forms and labels for the return of the replaced air bag module. **Disregard these documents, they have been superseded and are no longer applicable.**

U.S. Dealers: XPO Logistics is now the designated shipping agent for TK Holdings Incorporated, which is a subsidiary of Takata Corporation. Dealers should contact XPO Logistics at 877-523-9118 whenever they have accumulated a substantial number of replaced air bag modules to return. A full pallet, not to exceed five feet in height, is preferable for LTL (Less Than Truckload) shipping, however, XPO Logistics will also facilitate the handling of smaller pallet quantities as needed. When contacted, XPO Logistics will email dealers additional instructions along with all required shipping documents and labels. Dealers who do not accumulate seven (7) or more front passenger air bag modules within a two-week period are not eligible for LTL shipping. Contact XPO Logistics at 877-523-9118 and they will provide the appropriate PRP (Package Return Program) label for FedEx Ground shipping. Upon receipt of the label, dealers should contact FedEx Ground for package pickup.

If the original box cannot be reused or additional shipping documents and/or labels are needed, contact XPO Logistics at 877-523-9118. When affixing the return shipping label to the box do not obstruct the bar code label. A copy of the job card must also be included in the box with the

returned inflator. The job card number, repair date, repair mileage and full 17-character VIN must be clearly visible on the job card.

Canada Dealers: Follow the Canada only return shipping instructions provided at the end of this bulletin.

DO NOT DEPLOY OR OTHERWISE SCRAP ANY FRONT PASSENGER AIR BAG MODULE PRIOR TO SHIPMENT.

SERVICE PROCEDURE

Front Passenger Air Bag Inflator Assembly Replacement

Important: Do not discard or destroy the box containing the new front passenger air bag inflator assembly, it will be needed to return the used part. The box contains special instructions for the packaging and return shipment of the used part. There are different instructions for U.S. and Canadian dealers. The instructions must be followed without exception. Copies of the instructions are also included at the end of this bulletin.

Note: This recall bulletin provides service repair and labor time information for replacing the front passenger air bag inflator assembly. Other repairs, if required, are to be billed under warranty, goodwill assistance or customer pay.

1. Connect the scan tool and determine if any diagnostic trouble codes (DTCs) have been set. Record set DTCs, if present, on the job card.
2. Remove the instrument panel (I/P) compartment. Refer to *Instrument Panel Compartment Replacement* in SI.
3. Disconnect cable from negative battery terminal. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

Danger: Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent air bag and seat belt pretensioner deployment.

Caution: Avoid scratching or damaging the dashboard assembly. Place protective tape on the dashboard if needed.

4. Remove the instrument panel passenger air bag assembly. Refer to *Air Bag Instrument Panel Module Replacement* in SI.
5. Place the air bag assembly on a clean work bench.

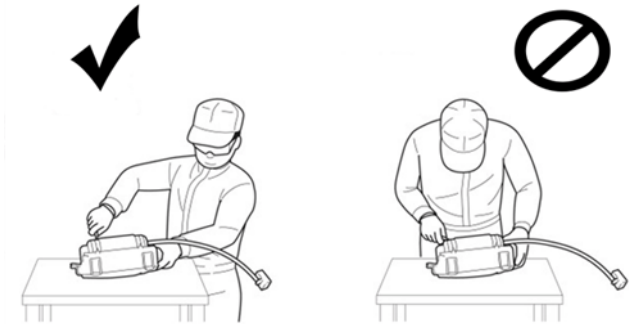
Safety Precautions

Warning: If an air bag system is not handled using proper procedures and methods, it may be activated accidentally during work resulting in a life-threatening serious accident. If the service procedure is NOT performed correctly, the system may fail to activate when needed. Be sure to perform the proper work safely and according to the instructions in this service procedure.

- **Eliminate Static Electricity.** Before start of work, touch a metallic portion of the vehicle with a bare hand to discharge static electricity charged on your body.
- **DO NOT Measure Resistance.** DO NOT measure resistance of air bag components. Measuring current of a circuit tester may cause accidental activation.
- **Handle The Air Bag Properly.** If an inflator is dropped, replace it with a **NEW** inflator.

- **DO NOT Allow Foreign Objects Near Air bag.** Collect and account for all removed nuts/bolts to prevent them from landing in the air bag assembly. Any foreign objects in the air bag assembly may cause damage or injury if the air bag is activated.
- **Wear Protective Equipment.** Always wear appropriate protective equipment when working on the air bag.

Caution: Remember to periodically touch a metallic part of the vehicle to discharge static electricity in the body if the anti-static kit is not being used.

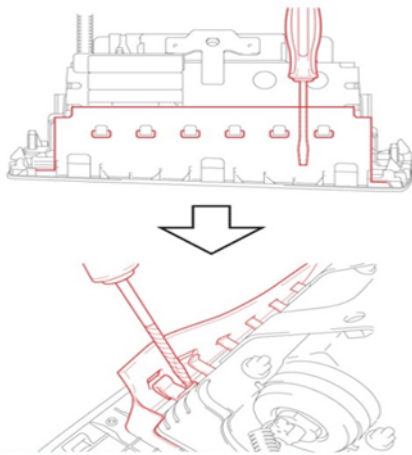


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Caution: Avoid standing directly over the inflator.

Note: Place clean sheets of paper on the bench inflator side up.

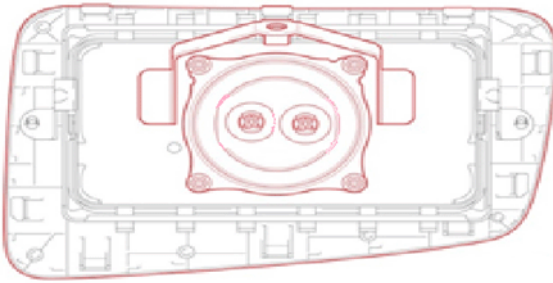
1. Carefully place the air bag on the bench inflator side up.
2. Wrap a flat-blade screwdriver with tape.



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3. Remove the cover.
 - 3.1. Gently insert the screwdriver between the air bag door and module and disengage the claws holding the door to the module.
 - 3.2. After all the claws have been disengaged, separate the module from the door.
 - 3.3. Mark the old module so it is not reused.
 - 3.4. Inspect the door for damage to the mounting slots.

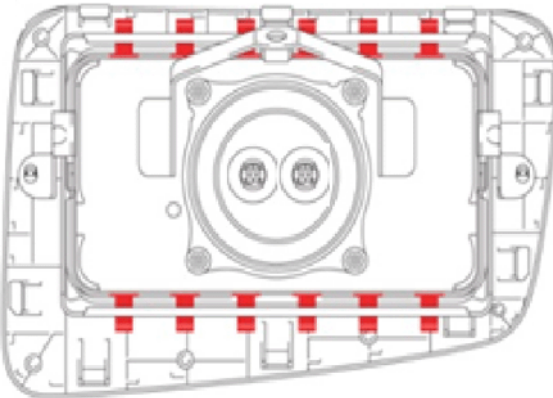
Warning: The air bag and air bag harness for 2003-2004 and 2005-2008 vehicles are identical in appearance and installation. The two air bag designs, however, are NOT interchangeable and have different performance characteristics. Installing an incorrect air bag module may reduce occupant protection in the event of a crash and increase the risk of personal injury. Ensure the correct air bag kit is installed into the vehicle by verifying the air bag kit part number on the outside of the box BEFORE installing the air bag.



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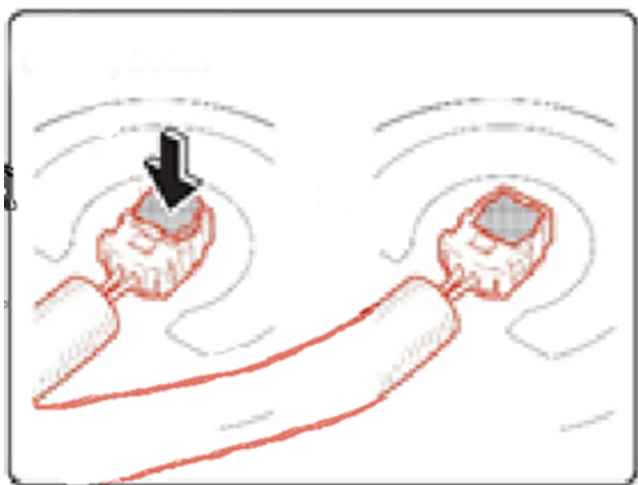
4. Install the new module.

4.1. Carefully slide the new module into the air bag door. Note the mounting direction.



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4.2. Re-engage the tangs of the module into the door using the screwdriver with the shaft wrapped in tape.



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- 4.3. Connect the new harness to the new module.
- 4.4. Press the lock tab down.
5. Install the instrument panel passenger air bag assembly. Refer to *Air Bag Instrument Panel Module Replacement* in SI.
6. Install the instrument panel (I/P) compartment. Refer to *Instrument Panel Compartment Replacement* in SI.
7. Connect cable from negative battery terminal. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
8. Connect the scan tool and determine if any diagnostic trouble codes (DTCs) have been set. Clear set DTCs, if required. Ensure no DTCs set after scan tool evaluation.
9. Convey the used front passenger air bag inflator assembly along with the box that contained the new front passenger air bag inflator assembly, to the Parts Department for packaging and return shipment. DO NOT DEPLOY OR OTHERWISE SCRAP THESE PARTS.

COURTESY TRANSPORTATION

In conjunction with the Takata Air Bag Completion Rate Improvement Program, dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for performance of this recall. Refer to GM Service Information Bulletin #18-NA-094 for program guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9105231	Replace Front Passenger Air Bag Inflator Assembly	0.7*	**
9104772	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	***

- * Submit a \$20.00 administrative allowance for return of the used front passenger air bag inflator assembly (document preparation and packaging). Add this amount in the Administrative Allowance Net Item field when submitting the repair transaction.

** Involved vehicle owners are eligible for courtesy transportation while their vehicle is being repaired. If courtesy transportation is required, add the actual cost in the appropriate Net Item field when submitting the repair transaction. Refer to GM Warranty Administration Bulletin 07-00-89-037 for Courtesy Transportation Program guidelines.

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800033, provided in the dealer message sent on October 7, 2019 (USA) or January 30, 2020 (Canada transition to WCAP GCCA-5-1614), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

*** For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (August 23, 2019) to the date the inspection or repair closed the recall bulletin. (not to exceed 354 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2005 Pontiac Vibe	\$0.82	\$1.00
2006 Pontiac Vibe	\$0.88	\$1.00
2007 Pontiac Vibe	\$0.75	\$1.04

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 U.S. (U.S. States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The U.S. 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 U.S. National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. 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.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

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.





IMPORTANT SAFETY RECALL

August 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 all 2003-2007 model year Pontiac Vibe vehicles. You may have previously been notified that your 2003 or 2004 model year Pontiac Vibe was involved in GM safety recall 13112. The Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and GM.

The original remedy for the safety recall included an inspection and, if necessary, replacement of the air bag inflator module. Based on new instructions from Toyota, the remedy is now being updated. GM will now replace the air bag inflator module on all vehicles covered under the safety recall that have not had the air bag inflator module replaced under the original safety recall. This new safety recall (14491) supersedes safety recall 13112 and should be completed on your vehicle as soon as possible.

According to our records, you had the previous recall completed and the air bag inflator module was not replaced, or you did not have the previous recall completed. In either case, we are asking that you please bring your vehicle to your GM dealer to have the air bag inflator module replaced.

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 2003-2007 model year Pontiac Vibe, VIN _____.
- Your vehicle is involved in GM safety recall 14491.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your vehicle is equipped with a front passenger air bag inflator which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger air bag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

What will we do?

Your GM dealer will replace your vehicle's front passenger air bag inflator. 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 one hour.

What should you do?

Even if you had the previous recall completed and the air bag serviced, you should contact your GM dealer to arrange a service appointment as soon as possible.

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 14V-312.

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 Number: 14491

NOTES:

Inflator Returns – LTL Shipping Instructions

- These return instructions are for Continental US Dealerships (48 States). Locations outside of the Continental United States (Hawaii, Alaska & Canada) **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel#: 210-250-5078 or Email MLGTakataRestraints_International@menloworldwide.com
- Continental US 48 State Dealerships: Follow steps 1-8 below
- Canada dealers should follow the Canadian Return Instructions included with the new Inflators.

1. Shipping Documents**a) Box Label**

- Supplied with each Kit (beginning August 2015)
- To be affixed to each box

**b) Over-pack Label**

- To be emailed by Stericycle
- To be affixed to the outside of each pallet

**c) Bill of Lading**

- To be emailed by Stericycle
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver

**d) ERG Document**

- To be emailed by Stericycle
- To be provided by the Dealer to the LTL Driver for each shipment

**4b. Shipping Instructions – Label each Box (Continued)**

- b) For Inflator kits with the original FedEx Documentation (instead of the 2-part shipping label):

- Place the Barcode label on the box as pictured below
- The Address info on the Label DOES NOT need to be completed
- Throw away the OP900 (Red Stripe Form) and the Plastic Pouch



- Proceed to Step 5, parts will be sent via LTL

2. Packing Instructions****DO NOT DEPLOY THE INFLATOR****

- Confirm box is in acceptable condition. Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.
- If a new box is needed, follow the New Box instructions located in Step 8 of this page.
- Place the un-deployed air bag inflator in the "cradle" of the box insert as pictured.



(Passenger Inflator Shown)

3. Closure Instructions

- a) Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely close the box.

**5. Shipping Instructions – Prepare the Pallet**

- Accumulate and palletize inflator kits
- Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)
- If 200 boxes are not accumulated every 30 days, please proceed to step 6.

**6. Shipping Instructions – Schedule LTL Pickup**

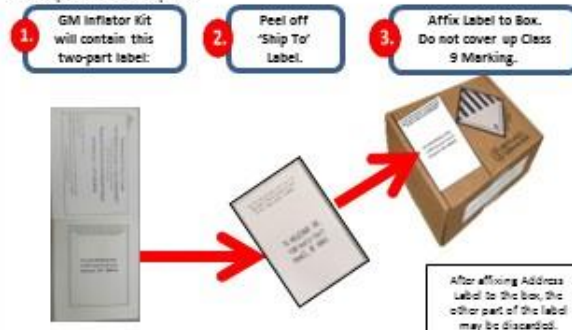
- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Call Stericycle at 1-877-523-9118
 - If 200 Kits have not been accumulated in 30 days, call Stericycle for instructions
- Have the following Information Available
 - Dealer Number
 - Quantity of Over-packs/Pallets
 - Quantity of Driver Kits and Quantity of Passenger Kits on each Pallet
 - Email Address where shipping Documentation can be received

7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for at least 2 Years

4a. Shipping Instructions – Label each Box

- a) Beginning on September 01, 2015, new box labels will be distributed and begin shipping in each kit. If you have an inflator to return via LTL with FedEx Labels proceed to step 4b.

**8. Requesting a New Box / Shipping Labels**

If a new box or replacement box shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: Armando Gonzales - Tel #: 210-250-5079

E-Mail: Takata.InflatorCampaign@menloworldwide.com To help

expedite your request, please be prepared to provide the following information:

- Serial number on the original box (if replacement box is needed)
- What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- Dealer Shipping Information
 - Contact Name
 - Dealer Address
 - Phone Number



***** Passenger Airbag Recall – Return Shipment Preparation for Canada Only *****

These following instructions support mandatory return of ALL passenger airbag inflators. Additional information is available in the Safety Recall Bulletin

IMPORTANT: Do not deploy any inflator. The person packing the used inflator must read & follow the instructions below.

1. Packaging Instructions:

a) Confirm the box is in good condition with no visible signs of damage. If a new box is required, follow the "Requesting A New Shipping Box" instructions below.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert, with a completed copy of the R.O. attached to it. The R.O. must contain the following information: Repair Date, 17-digit VIN, and odometer reading. **Do not include any other parts or hardware in the box other than the un-deployed inflator.**

**2. Closure Instructions:** Close the top box flap, per box closure instructions located on front panel of box. Use a 2" wide x 4" long piece of clear packing tape to seal the box as shown below.**3 Shipping/Handling Instructions:**

Accumulate and palletize the used inflator kits by arranging the sealed boxes in 10 rows of 20 boxes/row (200 boxes per pallet). Shrink wrap the boxes to the pallet. Secure the pallet in an indoor location away from your normal daily returns or scrap. Once 200 boxes have been accumulated or if 200 boxes have not been accumulated within 30 days, send an email to both of the following email addresses to arrange for pickup. **Note: The email must include the address and contact information of the Pickup location and the quantity of inflators to be collected. Also include "Takata Inflator Campaign" in the subject line. Discard the FedEx forms enclosed in the box (For USA use only).**

Email to: MenloControlTower@craneww.com
MLGTakataRestraints_International@menloworldwide.com

Escalation Contact info: (Crane Worldwide Logistics – ORD)

Becky Argyropoulos,

Office: +1 630 477 9100

Direct: +1 630 477 9023

Mobile: +1 312 617 8289

Email: Becky.Argyropoulos@craneww.com

Catherine Dadvias

Office: +1 630 477 9100

Direct: +1 604 231 9896

Fax: +1 604 231 9856

Email: Catherine.Dadvias@craneww.com

4. Requesting a New Shipping Box: If a new box is required, please contact:

Armando Gonzales-Tel: 210-250-5079, E-Mail: MLGTakataRestraints_International@menloworldwide.com

To expedite your request, please provide the following information with your email:

- The serial number on the original box
- Dealer Address and Contact Name and Phone Number