

# Safety Recall

## N242437060 DO NOT DRIVE – Front Passenger Air Bag Inflator Module



Release Date: February 2024

Revision: 00

**Attention:** GM and Toyota are issuing a DO NOT DRIVE advisory for select 2003 – 2004 model year Pontiac Vibe vehicles to further encourage owners to obtain an **URGENT** and **FREE** safety recall repair. GM is recommending customers to stop driving their vehicles until the remedy is performed. GM is offering vehicle towing and alternate transportation or a loaner vehicle FREE OF CHARGE until the remedy is performed.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Pontiac	Vibe	2003	2004		

Involved vehicles are marked “Open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	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 2003-2004 model year Pontiac Vibe vehicles currently registered or previously registered in Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, Texas, Guam, Puerto Rico, Saipan, U.S. Samoa or U.S. Virgin Islands. As a result, GM is conducting a safety recall. These vehicles are equipped with front passenger air bag assemblies. When operated in areas with consistently high absolute humidity, the front passenger air bag inflator module could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant.
<b>Correction</b>	Dealers are to replace the front passenger air bag inflator assembly.

### Parts

Quantity	Part Name	Part No.
1	2003-2004 Air Bag Asm, I/P Kit	19355533

**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.

**Important:** The part number listed in this bulletin is the only part number 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-

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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.

**For Used Airbag Inflator Pickup:** Canadian dealers are to contact the email addresses below when a sufficient number of used airbag inflator kits have been accumulated. Disregard the email addresses in the attached shipping instructions provided at the end of this bulletin and inserted in the return box.

[yvr.airbags@craneww.com](mailto:yvr.airbags@craneww.com) and [SCTakataRestraints\\_International@rxo.com](mailto:SCTakataRestraints_International@rxo.com)

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

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107256	Replace Front Passenger Air Bag Inflator Assembly	0.7*	ZFAT	**

\* Submit a \$20.00 USD (\$25.00 CAD) 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.

\*\* GM is recommending customers to stop driving their vehicles until the remedy is performed. GM is offering vehicle towing and alternate transportation or a loaner vehicle **FREE OF CHARGE** until the remedy is performed. 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.  
US Dealers: Refer to GM Warranty Administration Bulletin 07-00-89-037 for Courtesy Transportation Program guidelines.  
Canada Dealers: Refer to GM Warranty Administration Bulletin 18-NA-094 for Courtesy Transportation Program guidelines.

### Service Procedure

**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

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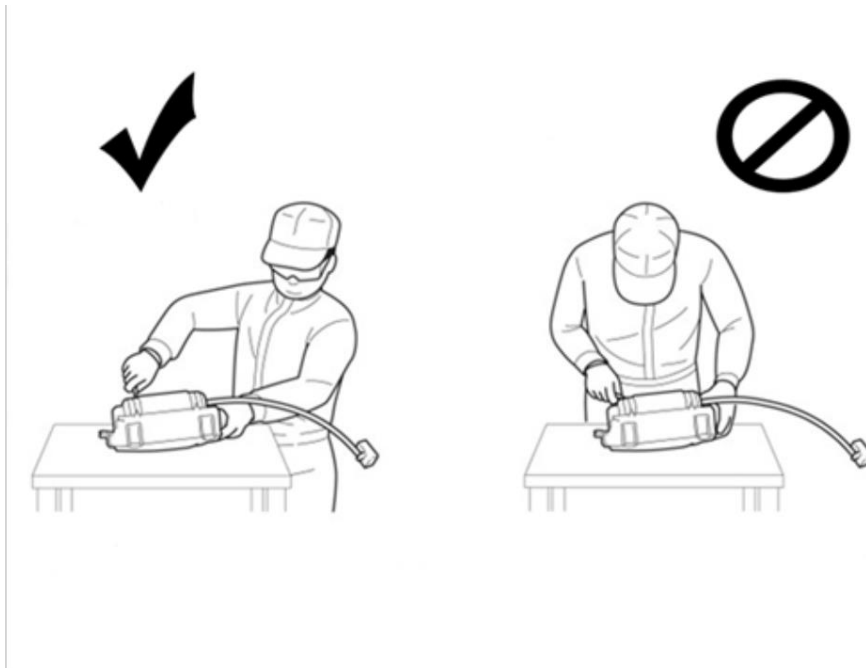
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may fail to activate when needed. Be sure to perform the proper work safely and according to the instructions in this service procedure.

- **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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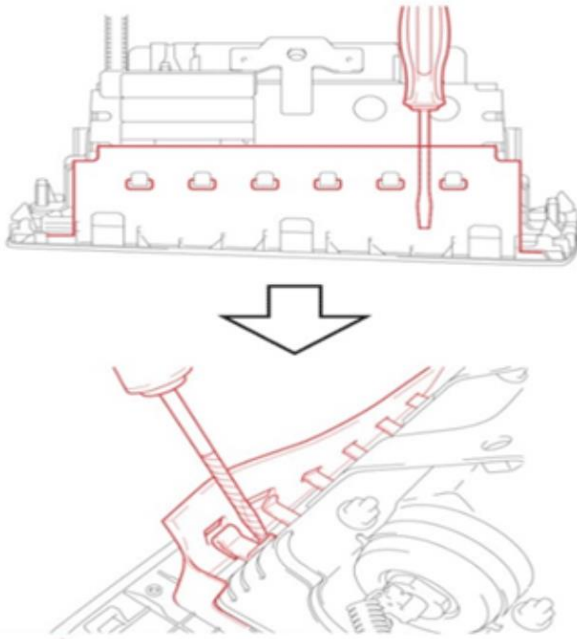
**Caution:** Avoid standing directly over the inflator.

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

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

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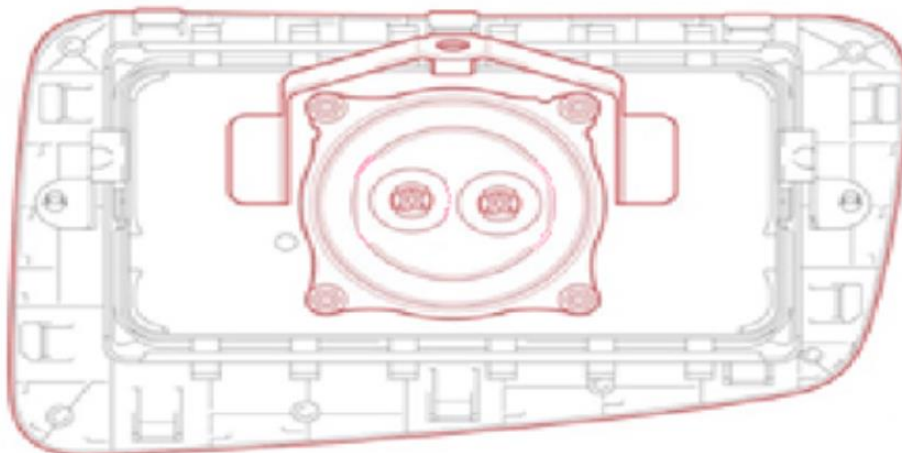
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8. Remove the cover.
  - 8.1 Gently insert the screwdriver between the air bag door and module and disengage the claws holding the door to the module.
  - 8.2 After all the claws have been disengaged, separate the module from the door.
  - 8.3 Mark the old module so it is not reused.
  - 8.4 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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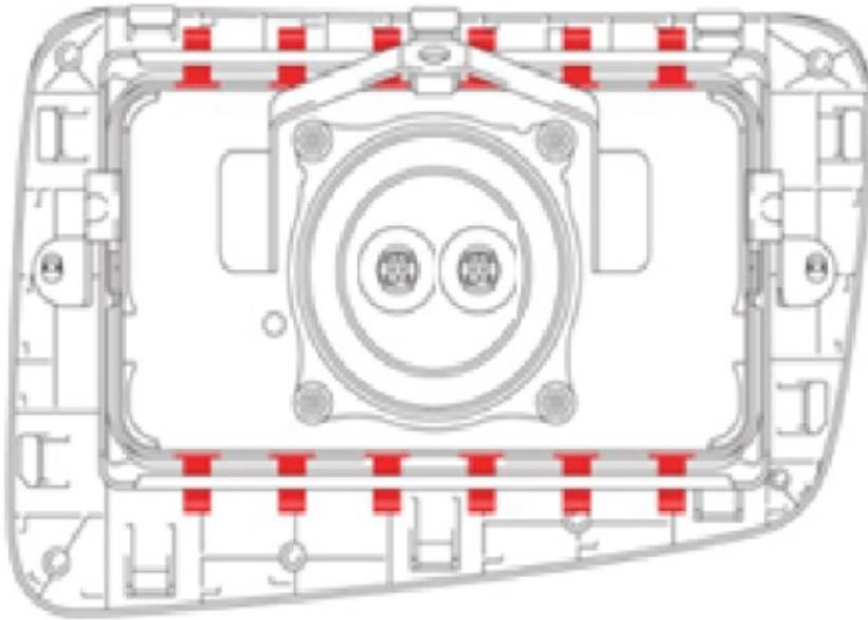
9. Install the new module.

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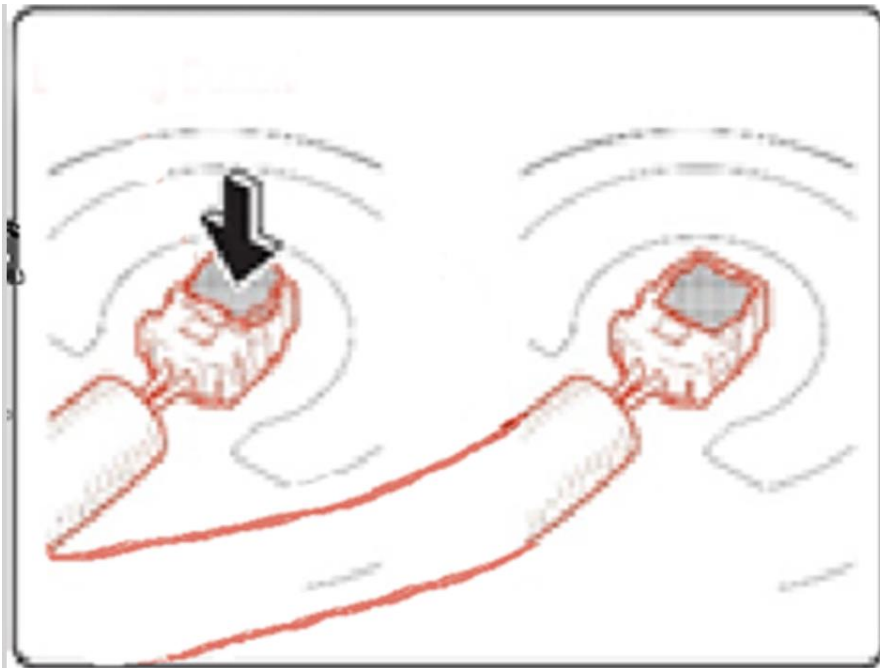


9.1 Carefully slide the new module into the airbag door. Note the mounting direction.



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



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9.3 Connect the new harness to the new module.

9.4 Press the lock tab down.

10. Install the instrument panel passenger air bag assembly. Refer to *Air Bag Instrument Panel Module Replacement* in SI.
11. Install the instrument panel (I/P) compartment. Refer to *Instrument Panel Compartment Replacement* in SI.
12. Connect cable from negative battery terminal. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
13. 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.

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14. 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.**

### Return Shipping Instructions (EXCLUDING CANADA)

**Inflator Returns – LTL Shipping Instructions**

**NOTES:**

- These return instructions are for Continental US Dealerships (48 States), Locations outside of the Continental United States (Hawaii, Alaska & Canada) ONLY. Follow below shipping instructions, unless otherwise indicated. For more information, please contact the following: [MLGTakataRestrains\\_International@menloworldwide.com](mailto:MLGTakataRestrains_International@menloworldwide.com)
- Continental US 48 State Dealerships: 2-Digit Zip Code: 3-Digit Driver
- Canada dealers should follow the Canadian Return Instructions included with the new Inflators.

**1. Shipping Documents**

- Box Label
  - Applied with each kit beginning August 2012.
  - To adhere to each kit.
- Over-pack Label
  - Printed on the outside of each pallet.
- Bill of Lading
  - Shrink-wrap
  - Print 2 copies: 1 for driver records, 1 for U.S. Driver
- ERG Document
  - Shrink-wrap
  - Must accompany the driver for each shipment.

**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.

**3. Closure Instructions**

- 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.

**4a. Shipping Instructions – Label each Box**

- Beginning on September 01, 2015, new box labels will be distributed and begin shipping each kit. If you have an inflator to return via LTL, with FedEx labels proceed to step 4b.
- Use the provided shipping label.
- Apply the label. Do not cover up Class 1 markings.

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

- For inflator kits use the original FedEx Documentation (instead of the 2-pair shipping labels).
  - 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 ODDSD (Old Driver Data) and the Plastic Pouch.

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

- Accumulate and palletize inflator kits.
  - Arrange Kits on Pallet as pictured here.
    - 20 boxes per row/kit (2x4)
    - 10 rows/rows per pallet (100 boxes)
- Shrink-wrap the Pallet.
- Apply Over-pack Label on (1) side of Pallet (Not on Top).
- If 100 boxes are not accumulated every 30 days, please proceed to step 6.

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

- When accumulating 200 kits (10 Over-pack) Minimum:
  - Call Derivycle at 1-877-523-9118
  - 4000 kits have not been accumulated in 30 days, call Derivycle for instructions.
- Have the following information available:
  - Dealer Number
  - Quantity of Over-pack/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

**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: [TakataInflatorCampaign@menloworldwide.com](mailto:TakataInflatorCampaign@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
  - New Over-pack Label
  - Bill of Lading
  - ERG form
- Dealer Shipping information:
  - Dealer Name
  - Dealer Address
  - Phone Number

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### Return Shipping Instructions (CANADA ONLY)

**\*\*\* 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**

- 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.
- 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@cranewww.com](mailto:MenloControlTower@cranewww.com)  
[MLGTakataRestrains\\_International@menloworldwide.com](mailto:MLGTakataRestrains_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: <a href="mailto:Becky.Argyropoulos@cranewww.com">Becky.Argyropoulos@cranewww.com</a>	Catherine Dadvias Office: +1 630 477 9100 Direct: +1 604 251 9896 Fax: +1 604 231 9856 Email: <a href="mailto:Catherine.Dadvias@cranewww.com">Catherine.Dadvias@cranewww.com</a>
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**4. Requesting a New Shipping Box:** If a new box is required, please contact: Armando Gonzales-Tel: 210-250-5079, E-Mail: [MLGTakataRestrains\\_International@menloworldwide.com](mailto:MLGTakataRestrains_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

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**For Used Airbag Inflator Pickup:** Canadian dealers are to contact the email addresses below when a sufficient number of used airbag inflator kits have been accumulated. Disregard the email addresses in the attached shipping instructions provided at the end of this bulletin and inserted in the return box.

[vvr.airbags@cranewww.com](mailto:vvr.airbags@cranewww.com) and [SCTakataRestrains\\_International@rxo.com](mailto:SCTakataRestrains_International@rxo.com)

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### Dealer Responsibility – For USA & Export (USA 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 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 Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

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. 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 you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

### Courtesy Transportation – For USA & Canada

GM is recommending customers to stop driving their vehicles until the remedy is performed. GM is offering vehicle towing and alternate transportation or a loaner vehicle **FREE OF CHARGE** until the remedy is performed. Refer to GM Service Information Bulletin #18-NA-094 for program guidelines.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**