

Product Safety Recall

15816 Front Passenger Air Bag Inflator



Reference Number: N150816

Release Date: October 2017

Revision: 03

Revision Description: This bulletin has been revised to coincide with the launch of the Takata Air Bag Completion Rate Improvement Program. The program includes a \$25.00 dealer completion bonus and authorization for dealers to provide vehicle owners with courtesy transportation. See GM GlobalConnect message GCUS-9-4734, dated September 28, 2017 for program details. Please discard all copies of bulletin 15816-02.

Attention:	<p>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.</p> <p>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.</p>
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Make	Model	Model Year		RPO	Description
		From	To		
Pontiac	Vibe	2008	2008		

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.

Condition	<p>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 all 2008 model year Pontiac Vibe vehicles currently registered or previously registered in Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Guam, Puerto Rico, Saipan, U.S. Samoa or U.S. Virgin Islands. As a result, GM is conducting a safety recall.</p> <p>The subject vehicles are equipped with front passenger air bag inflators (Takata-designated SPI, PSPI, or PSPI-L) which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this potential condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.</p>
Correction	Dealers are to replace the front passenger air bag inflator.

Dealer Completion Bonus – USA Only

General Motors will provide a \$25.00 dealer completion bonus for the performance of the service procedure described in this bulletin. To qualify for the bonus, the repair must be performed at a GM dealership from October 1, 2017 through December 31, 2017 and the used air bag inflator returned as per applicable shipping instructions.

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Part Information

An initial supply of part number 19355534 (Air Bag Asm, I/P Kit) will be pre-shipped to involved dealers of record. This pre-shipment will begin and conclude the week of October 31, 2016. Pre-shipped parts will be charged to dealer's open parts account.

All orders placed for part number 19355534 during, the pre-shipment, will be cancelled. Additional parts, if required, are to be obtained from GMCCA once the pre-shipment has been completed. Please refer to your "involved vehicles listing" before ordering parts. Note that parts are currently in limited supply and may have quantity limiters in effect. Dealers are encouraged to not order for shelf stock.

Important: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx Ground or with your normal PDC delivery. Therefore, dealers should order as CSO or DRO only. Please do not place orders as SPAC; it will delay shipment of the order and will not provide visibility in the parts ordering system. Note that parts will not be shipped overnight and dealers should plan accordingly for the extended transit time.

Special return instructions for part numbers 84103467 and 84103466 will be provided in the near future via a Parts Manager alert message.

Quantity	Part Name	Part No.
1	2005-2008 Air Bag Asm, I/P Kit * (Includes Part Numbers 84103467 and 84103466)	19355534

* 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.

ALL FRONT PASSENGER AIR BAG INFLATOR ASSEMBLIES REPLACED IN ACCORDANCE WITH THIS RECALL MUST BE RETURNED - DO NOT DEPLOY OR OTHERWISE SCRAP THESE PARTS.

The person packing and shipping the used front passenger air bag inflator assembly must have received hazardous material training as per section 1.7.4.1 of the GM Service Policies and Procedures Manual and the training records must be on file at your dealership.

Courtesy Transportation – USA Only

Dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for performance of this recall between October 1, 2017 and December 31, 2017. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental. Maximum courtesy transportation reimbursement is capped at one full-day vehicle rental. The availability of courtesy transportation to these vehicle owners is critical in encouraging them to make their vehicle available as soon as possible for this important safety related repair. When scheduling service appointments, it is imperative that dealers make sure these vehicle owners clearly understand that some form of courtesy transportation is available and will be provided at no charge while their vehicle is being repaired.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9101029	Replace Front Passenger Air Bag Inflator	0.7*	ZFAT	** ***

* 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 appropriate Net Item field when submitting the repair transaction.

** USA Only - In conjunction with the Takata Air Bag Completion Rate Improvement Program, for each repair performed from October 1, 2017 through December 31, 2017, dealers are eligible for a \$25.00 completion bonus. Add this amount in the appropriate Net Item field when submitting the repair transaction.

*** USA Only - In conjunction with the Takata Air Bag Completion Rate Improvement Program, for each repair performed from October 1, 2017 through December 31, 2017, vehicle owners are eligible for courtesy transportation while their vehicle is being repaired. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental. Maximum courtesy transportation reimbursement is capped at one full-day vehicle rental. 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 administrative guidelines.

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Service Procedure

Note: This field action bulletin provides service repair and labor time information for replacing the passenger side air bag inflator module. 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 module on a clean work bench.

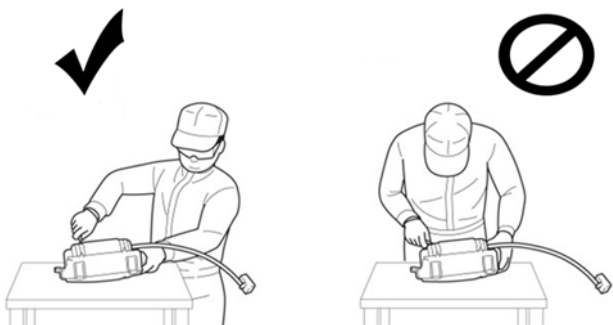
Safety Precautions

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.

Danger: To avoid personal injury or death, it is critical to use an air bag module bracket when replacing an inflator module. Carefully read and follow the instructions below:

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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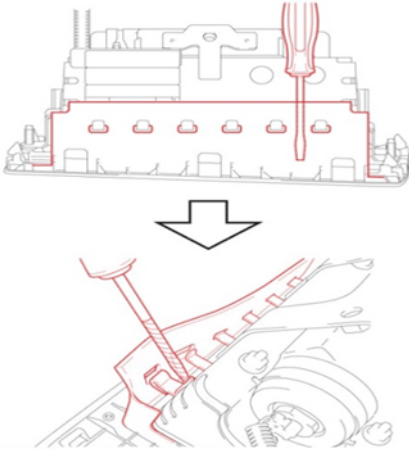
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Caution: Avoid standing directly over the inflator.

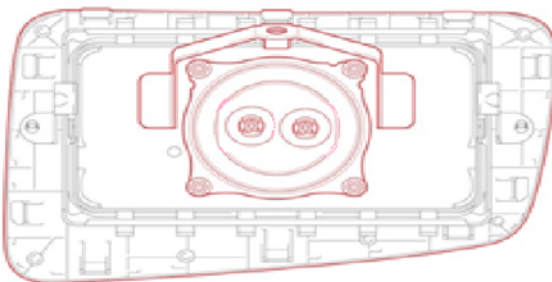
Note: Place clean sheets of paper on the bench inflator side up.

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.

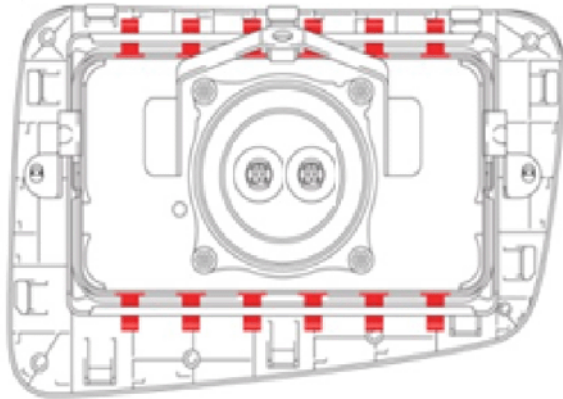


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4. Install the new module.
 - 4.1. Carefully slide the new module into the air bag door. Note the mounting direction.

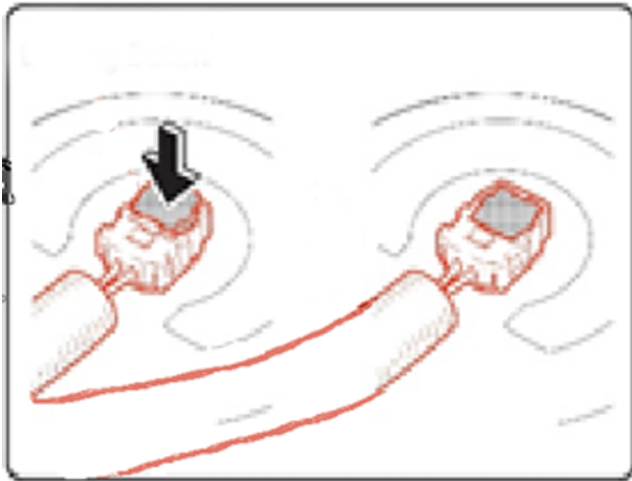
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- 4.2. Reengage the tangs of the module into the door using the screwdriver with the shaft wrapped in tape.



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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.

Dealer Responsibility – For USA and 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

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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 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 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 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.

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.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Courtesy Transportation – For USA and Canada

For purposes of this recall, it is permissible to provide a rental vehicle to those customers who express concern about continuing to operate their vehicle until the recall repair can be performed or who require alternate transportation while their vehicle is at the dealer for performance of the recall repair. The availability of courtesy transportation to such customers 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. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**



IMPORTANT SAFETY RECALL

May 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

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

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

Toyota has decided that a defect, which relates to motor vehicle safety, exists in all 2008 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 vehicle is involved in GM safety recall 15816.
- **Parts are available to repair your vehicle.** Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The subject vehicles are equipped with front passenger air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this potential condition could create excessive internal pressure when the air bag is deployed, which could result in the body of the inflator rupturing upon deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

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.

Until the repair is performed, the front passenger seat should NOT be occupied.

What should you do?

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	1-800-620-7668	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 16V128.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

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NOTES:

- 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.

Inflator Returns – LTL Shipping Instructions

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 B of this page.
- Place the un-deployed air bag inflator in the "cradle" of the box insert as pictured. (Passenger Inflator Shown)

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.

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.

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

4a. Shipping Instructions - Label each Box

- 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.

- GM Inflator Kit will contain this two-part label:
- Peel off 'Ship To' Label.
- Affix Label to Box. Do not cover up Class 9 Marking.

After affixing Address Label to the box, the other part of the label may be discarded.

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 Gorzales - 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

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*** 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