

Frequently Asked Questions (FAQs) for Safety Recall 17478 Front Passenger Air Bag Inflator

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the safety recall identified above.

Q1) Which vehicles are involved?

A1) 2003-2007 model year Pontiac Vibe.

Q2) What is the issue or condition?

A2) The subject vehicles are equipped with front passenger air bag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high-temperatures. Degraded propellant can cause inflator rupture during air bag deployment. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking the vehicle occupants, and result in serious injury or death.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None.

Q4) What is the repair?

A4) Dealers are to replace the vehicle's front passenger air bag module with a new airbag module that is of a different design and was not manufactured by Takata.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking the vehicle occupants, and result in serious injury or death. Until the repair is performed, the front passenger seat should NOT be occupied. These vehicles were previously recalled for this condition. At that time, the only inflator available for use as a replacement was a new one of the same design (a "like for like" replacement). The replacement inflator now in the vehicle can still degrade over time as noted above and must be replaced.

Q6) Does the customer have to pay for this repair?

A6) No, this repair will be done at no cost to the customer.

Q7) Is the repair available now?

A7) Yes, this repair is available at any GM dealer.

Q8) What should customers do until the repair can be completed? Are there any special instructions?

A8) Until the repair is performed, the front passenger seat should NOT be occupied.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

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Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.