

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



## IMPORTANT SAFETY RECALL

January 2019

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.

**Previously, you may have been notified that your 2003-2007 model year Pontiac Vibe was involved in GM recall 14491, 14735, or 15406. This letter is to inform you that, even if your vehicle received the repair, you must return to the dealership to have the front passenger air bag inflator replaced. The initial repair involved the use of temporary parts because re-designed permanent replacement parts were not yet available. The permanent replacement parts are now available and it is very important that you have your vehicle updated as soon as possible. Please contact any authorized GM dealer to schedule a service appointment for this free repair.**

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 currently registered or previously registered in Alabama, California, 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. We apologize for this inconvenience; however, we are concerned about your safety and continued satisfaction with our products.

### I M P O R T A N T

- Your vehicle is involved in GM safety recall 17478.
- Please schedule a service appointment with a GM dealer as soon as possible.
- This repair will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

Your vehicle is equipped with front passenger airbag 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 airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

#### Why am I receiving another recall notice if I already had the recalled inflator replaced?

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 your vehicle can still degrade over time as noted above and must be replaced.

#### What will we do?

Your GM dealer will replace your vehicle’s front passenger air bag module with a new airbag module that is of a different design and was not manufactured by Takata. 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?

Please contact any authorized GM dealer to schedule a service appointment for this repair as soon as possible. **Until the repair is performed, the front passenger seat should NOT be occupied.** We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

**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
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Saipan	1-800-762-2737	
U.S. Samoa	1-800-762-2737	
U.S. 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 18V025.

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

Maryann L. Combs  
Vice President  
Global Vehicle Safety

GM Recall Number: 17478