

# Product Safety Recall

## 17478 Front Passenger Air Bag Inflator



**Reference Number:** N161644422

**Release Date:**

August 2020

**Revision:**

03

**Revision Description:** 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 17478-02.

**Attention:** The Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and General Motors. Toyota previously recalled these vehicles for the condition described below under Safety Recalls 14491, 14735, and 15406. Because the permanent replacement inflator was not yet available when the recall was announced, these vehicles were repaired with a temporary replacement inflator.

While Takata has not yet declared these temporary replacement airbag inflators to be defective, Toyota is recalling these inflators now because a sufficient supply of permanent replacement inflators is available to begin final repairs.

Note: Some vehicles repaired under Safety Recalls 14491, 14735, and 15406 ARE NOT included in Safety Recall 17478 because they were repaired with components made by other suppliers, and the recall is closed.

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	2007		

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 General Motors. Toyota has decided that a defect, which relates to motor vehicle safety, exists in all 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. The subject vehicles are 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.
<b>Correction</b>	Dealers are to replace the front passenger air bag module. Until the repair is performed, the front passenger seat should NOT be occupied.

### Parts

**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.

Quantity	Part Name	Part No.
1	2003-2004 Air Bag Asm, I/P Kit	19355533
1	2005-2008 Air Bag Asm, I/P Kit	19420398

**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.

# Product Safety Recall

## 17478 Front Passenger Air Bag Inflator



**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.**

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105236	Replace Front Passenger Air Bag Module	0.7*	ZFAT	**
9104777	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

\* Submit a \$20.00 administrative allowance for return of the replaced front passenger air bag module. This includes 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, 9800038, 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

# Product Safety Recall

## 17478 Front Passenger Air Bag Inflator



### Service Procedure

#### Front Passenger Air Bag Module 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.

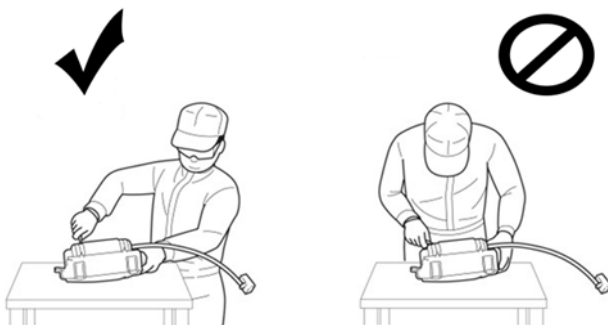
4. Remove the instrument panel passenger air bag assembly. Refer to *Air Bag Instrument Panel Module Replacement* in SI.
5. Place the air bag assembly on a clean work bench.

#### 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.



# Product Safety Recall

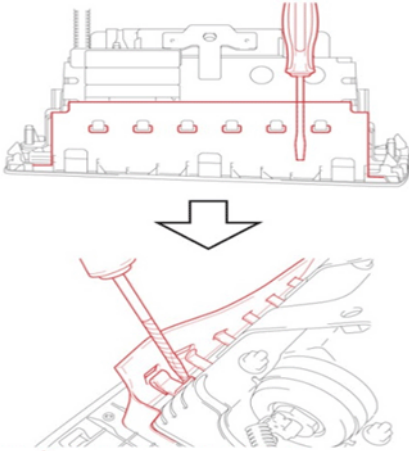
## 17478 Front Passenger Air Bag Inflator



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

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

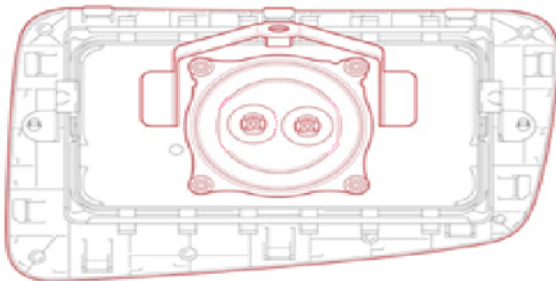
1. Carefully place the airbag on the bench inflator side up.
2. Wrap a flat-blade screwdriver with tape.



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3. Remove the cover.
  - 3.1. Gently insert the screwdriver between the airbag 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.

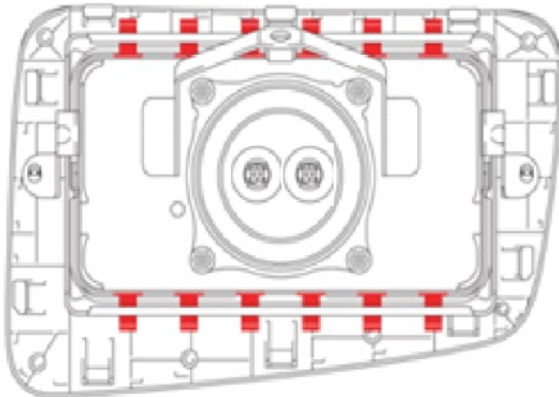


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4. Install the new module.
  - 4.1. Carefully slide the new module into the airbag door. Note the mounting direction.

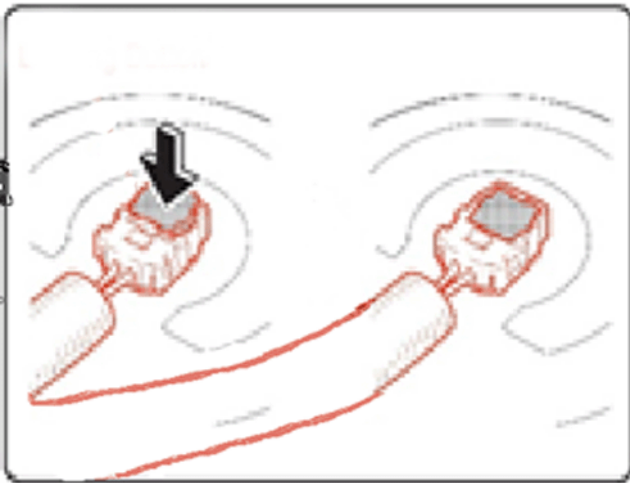
# Product Safety Recall

## 17478 Front Passenger Air Bag Inflator



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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.**

### Dealer Responsibility – For U.S. and Export (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

# Product Safety Recall

## 17478 Front Passenger Air Bag Inflator



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 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. 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

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.

### Customer Notification

U.S. 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.

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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**



## 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.

### IMPORTANT

- 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	

**Product Safety Recall**  
**17478 Front Passenger Air Bag Inflator**



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



# Product Safety Recall

## 17478 Front Passenger Air Bag Inflator



### **Canada Only - "Used Airbag Return Process - for Recalls Only"**

The following instructions is the return process for used airbag as identified in Recall Bulletins.  
**IMPORTANT: Do not deploy any airbag. The person packing the used airbag module must read & follow the instructions below.**

**Shipping/Handling Instructions:** On top of the Box CLEARLY WRITE (Large Print):

#### **"USED AIRBAG - RECALL # (IDENTIFY RECALL NUMBER)"**

Insert a completed copy of the R.O. The following information about the vehicle being serviced with the replacement inflator must be documented and returned with the suspect inflator removed from the vehicle.

VIN (17 Characters):

Vehicle Make, Model and Model Year:

Odometer reading:

Dealership Postal Code:

Canadian Dealers: Airbag returns are to be processed through your normal return process. No return tag/credit will be issued for used airbags. Refer to Recall Bulletins for applicable returns required.

- Complete a PC0302C (302C) form and ensure that the TDG section is completed correctly.
- At time of returns pickup, provide driver with the 302C form with the used airbag(s) properly manifested, for shipment back to your PDC.  
(Driver will not pick up any product without this document filled out and signed.)

PDC contact and fax numbers for YOUR Servicing PDCs:

- Woodstock Service Dealers (519) 536-7410 Fax: (519) 536-7409
- Edmonton Service Dealers (780) 451-7019 Fax: 1-866-350-6233
- Montreal Service Dealers (514) 630-6162 Fax: (514) 630-7362
- Vancouver Service Dealers (604) 857-4347 Fax: (604) 857-4402

### **« Processus de retour des sacs gonflables usagés – Rappels seulement »**

#### **Uniquement au Canada**

Les renseignements suivants concernent le processus de retour des sacs gonflables usagés, comme indiqué dans les bulletins de rappel. **IMPORTANT : Ne pas déployer le sac gonflable. La personne qui emballe le module de sac gonflable usagé doit lire et suivre les instructions ci-dessous.**

**Directives relatives à l'expédition et la manutention :** Sur le dessus de la boîte, INSCRIVEZ LISIBLEMENT (en gros caractères) :

#### **« SAC GONFLABLE USAGÉ – RAPPEL N° (INDIQUEZ LE NUMÉRO DE RAPPEL) »**

Insérer une copie dûment remplie du bon de réparation. Les renseignements suivants sur le véhicule dans lequel sera installé le dispositif de gonflage neuf doivent être fournis et retournés avec le dispositif de gonflage suspect retiré du véhicule.

NIV (17 caractères) :

Marque, modèle et année modèle du véhicule :

Kilométrage:

Code postal du concessionnaire :

Concessionnaires canadiens : Les retours de sac gonflable doivent être effectués selon votre procédure de retour normale. Aucune étiquette de retour/de crédit ne sera émise pour les sacs gonflables usagés. Reportez-vous aux bulletins de rappel pour les retours applicables requis.

Remplissez le formulaire PC0302C (302C) et assurez-vous que la section TMD est remplie correctement.

- Au moment du ramassage, donnez le formulaire 302C au conducteur avec les sacs gonflables usagés correctement étiquetés pour qu'ils soient retournés à votre CDP.  
(Le conducteur ne ramassera pas de produit sans ce document rempli et signé.)

Numéros de téléphone et de télécopieur des CDP :

- Concessionnaires desservis par le CDP de Woodstock : 519 536-7410 Télécopieur : 519 536-7409
- Concessionnaires desservis par le CDP d'Edmonton : 780 451-7019 Télécopieur : 1 866 350-6233
- Concessionnaires desservis par le CDP de Montréal : 514 630-6162 Télécopieur : 514 630-7362
- Concessionnaires desservis par le CDP de Vancouver : 604 857-4347 Télécopieur : 604 857-4402