

## **Frequently Asked Questions (FAQs) for Safety Recall N192273760 Front Passenger Air Bag Inflator Module**

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) Certain 2005-2008 model year Pontiac Vibe vehicles.

**Q2) What is the issue or condition?**

A2) The subject vehicles are equipped with a front passenger air bag assembly containing an inflator, manufactured by an alternative supplier, installed as a replacement under a prior recall. There is a possibility that the air bag may not unfold as designed during inflation under high temperature conditions, resulting in air bag internal pressure rising differently than expected. Under such conditions, a portion of the air bag material could be torn during deployment, or the bag plate (which mounts the air bag to the air bag assembly case) could be damaged. In either instance, such damage during deployment could cause the air bag not to properly inflate, and this could increase the risk of occupant injury in the event of a crash.

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

A3) None.

**Q4) What is the remedy/repair?**

A4) Dealers are to replace the front passenger air bag assembly with an improved one.

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

A5) Under such conditions, a portion of the air bag material could be torn during deployment, or the bag plate (which mounts the air bag to the air bag assembly case) could be damaged. In either instance, such damage during deployment could cause the air bag not to properly inflate, and this could increase the risk of occupant injury in the event of a crash.

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

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

**Q7) Is the remedy/repair available now?**

A7) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

A8) If special instructions are provided, they will be included in the notification letters to customers.

**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.