

# Product Safety Recall

## N192278940 Incorrect Passenger Airbag



**Release Date:** February 2020

**Revision:** 01

**Revision Description:** This bulletin has been revised to add the customer notification letter. Please discard all copies of N192278940.

**Attention:** 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	2004		

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>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2003-2004 model-year Pontiac Vibe vehicles. These vehicles may have received a replacement front-passenger airbag module that is the subject of Toyota recall 19V-627, which covered certain 2005-2008 model year Pontiac Vibe vehicles. Toyota’s Part 573 report for 19V-627 states, in part:  “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.”
<b>Correction</b>	Dealers will inspect the passenger air bag module and replace if necessary.

### Parts

Quantity	Part Name	Part No.
1	2003-2004 Passenger Air Bag Module Kit*	19355533

\* KIT INCLUDES PART NUMBER 84103466 - DO NOT ORDER THIS HARNESS.

**IMPORTANT NOTE:** 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: DO NOT use the Electronic Parts Catalog (EPC) to order the Passenger Air Bag Module Kit. The EPC is in the process of being updated and has the incorrect part number listed. Only order the part number listed in this field action for this repair.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104667	Inspect Air Bag Module Barcode-No Further Action Required	0.2	ZFAT	N/A
9104668	Replace Front Passenger Air Bag Module (Includes Inspection)	0.7	ZFAT	*
9104948	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	**
9104949	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction

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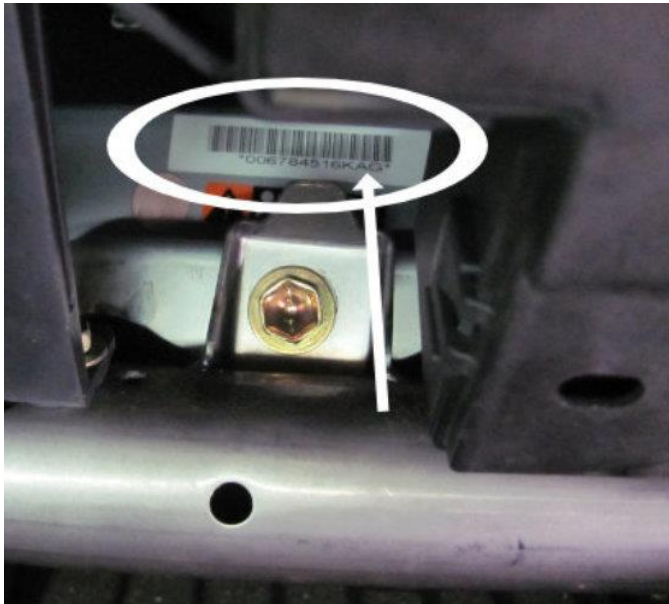
- \* As part of the Takata Air Bag Completion Rate Improvement Program, involved vehicle owners are eligible for courtesy transportation while their vehicle is being repaired. If courtesy transportation is required, add the actual cost in the Courtesy Transportation Net Item Field when submitting the repair transaction. Refer to GM Service Information Bulletin #18-NA-094 for program guidelines.
- \*\* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.
- \*\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

#### Front Passenger Air Bag Module Replacement

**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. Remove the instrument panel (I/P) compartment. Refer to *Instrument Panel Compartment Replacement in Instrument Panel, Gauges and Console* in SI.



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Picture above shows incorrect airbag module barcode "AG".

2. Inspect the barcode on the airbag module:
  - If the barcode ends in "AG", replace the instrument panel passenger air bag module. Continue to step 3.
  - If the barcode ends in "AF", no further action is required. Install the instrument panel (I/P) compartment. Refer to *Instrument Panel Compartment Replacement in Instrument Panel, Gauges and Console* in SI.
3. Connect the scan tool and determine if any diagnostic trouble codes (DTCs) have been set. Record set DTCs, if present, on the job card.
4. Remove the instrument panel (I/P) compartment. Refer to *Instrument Panel Compartment Replacement* in SI.
5. 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.

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

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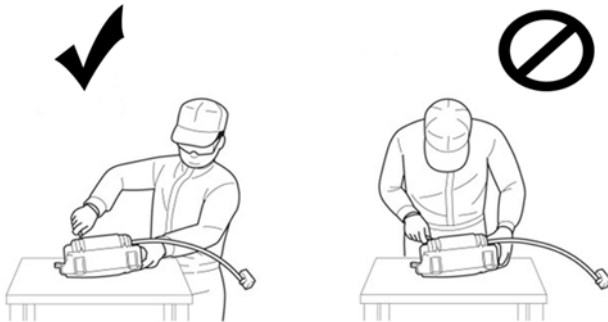


### Safety Precautions

**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.

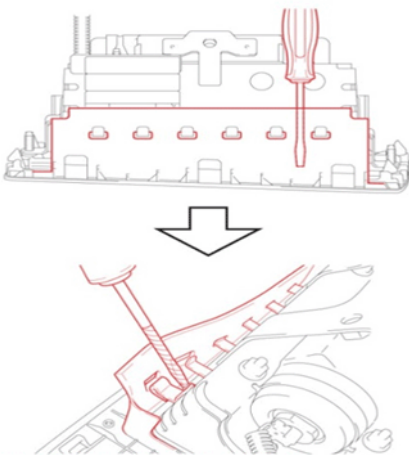


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**Caution:** Avoid standing directly over the inflator.

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

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



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3. Remove the cover.

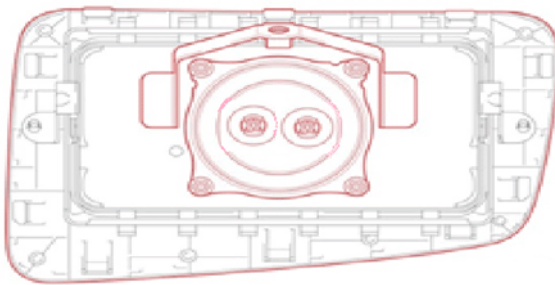
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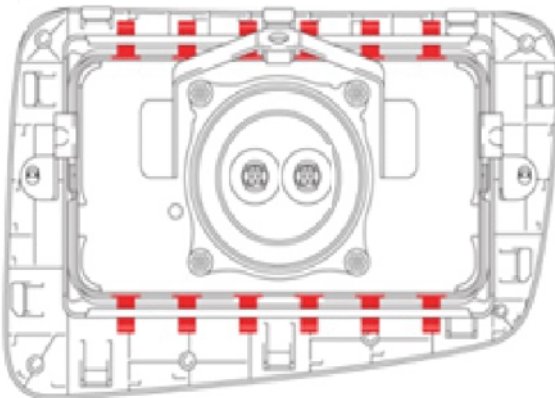
- 3.1. Gently insert the screwdriver between the airbag door and module and disengage the claws holding the door to the module.
- 3.2. After all the claws have been disengaged, separate the module from the door.
- 3.3. Mark the old module so it is not reused.
- 3.4. Inspect the door for damage to the 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 is installed into the vehicle by verifying the air bag part number and air bag bar code number 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.

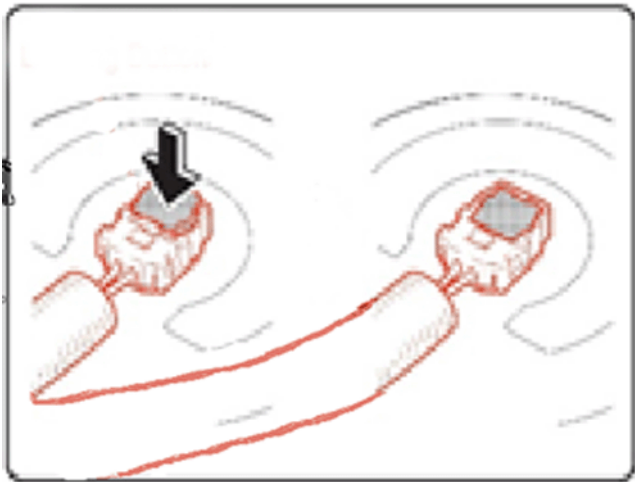


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- 4.2. Reengage the tangs of the module into the door using the screwdriver with the shaft wrapped in tape.

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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.
9. Deploy and discard the removed air bag. Refer to *Air Bag Inflatable Restraint Module Handling and Scrapping* in SI.

### Dealer Responsibility

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 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.

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/repared 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

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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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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. 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.

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

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

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 28, 2021. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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

February 2020

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.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2003-2004 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 N192278940.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Your vehicle may have received a replacement front-passenger airbag module that is the subject of Toyota recall 19V-627, which covered certain 2005-2008 model year Pontiac Vibe vehicles. Toyota's Part 573 report for 19V-627 states, in part:

"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."

### What will we do?

Your GM dealer will inspect the passenger air bag module and replace if necessary. 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 inspection and service correction time of approximately one hour.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2021, unless state law specifies a longer reimbursement period.

### 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	

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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 20V039.

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

Enclosure  
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