



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Front Passenger Air Bag Inflator Module

**MODELS:** 2003-2007 Pontiac Vibe

This bulletin has been revised to announce the extension of the Takata Air Bag Completion Rate Improvement Program through March 31, 2018 for U.S. dealers only. The program includes a \$50.00 dealer completion bonus along with authorization for dealers to provide involved vehicle owners with courtesy transportation while their vehicle is being repaired. Please discard all copies of bulletin 14491F.

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.

### CONDITION

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. As a result, GM is conducting a safety recall. Some of these vehicles have a condition in which the front passenger air bag inflator could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger air bag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

### CORRECTION

Dealers are to replace the front passenger air bag inflator assembly.

### DEALER COMPLETION BONUS – U.S. DEALERS ONLY

General Motors will provide a \$50.00 dealer completion bonus for the performance of the service procedure described in this bulletin. To qualify for the bonus, the repair must be performed at a

GM dealership from January 1, 2018 through March 31, 2018 and the used air bag inflator returned as per applicable shipping instructions.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

### PART INFORMATION

An initial supply of part number 19355534 (Air Bag Asm, I/P Kit) will be pre-shipped to involved dealers of record. This pre-shipment will begin and conclude the week of October 31, 2016. Pre-shipped parts will be charged to dealer's open parts account.

All orders placed for part number 19355534 during, the pre-shipment, will be cancelled. Additional parts, if required, are to be obtained from GMCCA once the pre-shipment has been completed. Part number 19355533 (Air Bag Asm, I/P Kit) is available for open ordering. Please refer to your "involved vehicles listing" before ordering parts. Note that parts are currently in limited supply and may have quantity limiters in effect. Dealers are encouraged to not order for shelf stock.

**Important:** Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx Ground or with your normal PDC delivery. Therefore, dealers should order as CSO or DRO only. Please do not place orders as SPAC; it will delay shipment of the order and will not provide visibility in the parts ordering system. Note that parts will not be shipped overnight and dealers should plan accordingly for the extended transit time.

Special return instructions for part numbers 84136542, 84103467 and 84103466 will be provided in the near future via a Parts Manager alert message.

Part Number	Description	Quantity/Vehicle
19355533	2003-2004 Air Bag Asm, I/P Kit* (Includes Part Numbers 84136542 and 84103466)	1
19355534	2005-2008 Air Bag Asm, I/P Kit* (Includes Part Numbers 84103467 and 84103466)	1

\* 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.

ALL FRONT PASSENGER AIR BAG INFLATOR ASSEMBLIES REPLACED IN ACCORDANCE WITH THIS RECALL MUST BE RETURNED - DO NOT DEPLOY OR OTHERWISE SCRAP THESE PARTS.

The person packing and shipping the used front passenger air bag inflator assembly must have received hazardous material training as per section 1.7.4.1 of the GM Service Policies and Procedures Manual and the training records must be on file at your dealership.

## SERVICE PROCEDURE

### **Front Passenger Air Bag Inflator Assembly 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.

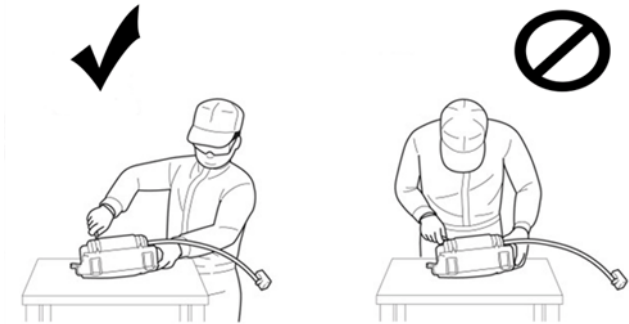
### **Safety Precautions**

**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.

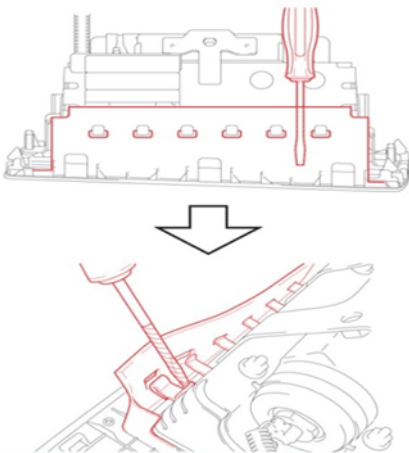


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**Caution:** Avoid standing directly over the inflator.

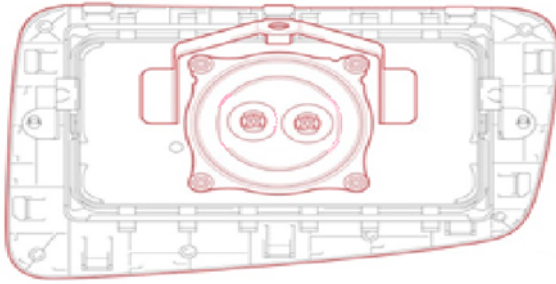
**Note:** Place clean sheets of paper on the bench inflator side up.

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



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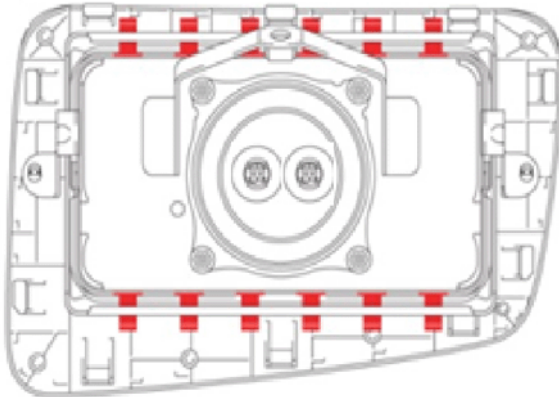
3. Remove the cover.
  - 3.1. Gently insert the screwdriver between the air bag door and module and disengage the claws holding the door to the module.
  - 3.2. After all the claws have been disengaged, separate the module from the door.
  - 3.3. Mark the old module so it is not reused.
  - 3.4. Inspect the door for damage to the mounting slots.



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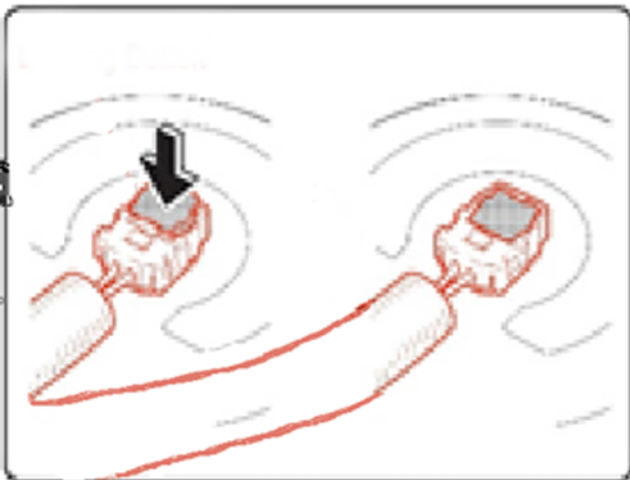
4. Install the new module.

4.1. Carefully slide the new module into the air bag 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. 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.**

### COURTESY TRANSPORTATION – U.S. DEALERS ONLY

Dealers are authorized to provide alternate transportation to affected vehicle owners while their vehicle is at a GM dealership for performance of this recall between January 1, 2018 and March 31, 2018. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental. Maximum courtesy transportation reimbursement is capped at one full-day vehicle rental. The availability of courtesy transportation to these vehicle owners is critical in encouraging them to make their vehicle available as soon as possible for this important safety related repair. When scheduling service appointments, it is imperative that dealers make sure these vehicle owners clearly understand that some form of courtesy transportation is available and will be provided at no charge while their vehicle is being repaired.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9102308	Replace Front Passenger Air Bag Inflator Assembly	0.7*	** ***

- \* Submit a \$20.00 administrative allowance for return of the used front passenger air bag inflator assembly (document preparation and packaging). Add this amount in the Administrative Allowance Net Item field when submitting the repair transaction.
- \*\* U.S. Dealers Only - In conjunction with the Takata Air Bag Completion Rate Improvement Program, for each repair performed from January 1, 2018 through March 31, 2018, dealers are eligible for a \$50.00 completion bonus. Add this amount in the Miscellaneous Net Item field when submitting the repair transaction.
- \*\*\* U.S. Dealers Only - In conjunction with the Takata Air Bag Completion Rate Improvement Program, for each repair performed from January 1, 2018 through March 31, 2018, vehicle owners are eligible for courtesy transportation while their vehicle is being repaired. This could include one-way or two-way shuttle service, one half-day vehicle rental or one full-day vehicle rental. Maximum courtesy transportation reimbursement is capped at one full-day vehicle rental. 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 administrative guidelines.

## CUSTOMER NOTIFICATION – For U.S. and Canada

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

## DEALER RECALL RESPONSIBILITY – For U.S. (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 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 RECALL 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/repared per the service procedure of this recall bulletin before customers take possession of these vehicles.

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.

Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

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 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 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.





# IMPORTANT SAFETY RECALL

August 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Toyota has decided that a defect, which relates to motor vehicle safety, exists in all 2003-2007 model year Pontiac Vibe vehicles. You may have previously been notified that your 2003 or 2004 model year Pontiac Vibe was involved in GM safety recall 13112. The Pontiac Vibe was manufactured by New United Motor Manufacturing, Inc. (NUMMI), a joint venture between Toyota and GM.

The original remedy for the safety recall included an inspection and, if necessary, replacement of the air bag inflator module. Based on new instructions from Toyota, the remedy is now being updated. GM will now replace the air bag inflator module on all vehicles covered under the safety recall that have not had the air bag inflator module replaced under the original safety recall. This new safety recall (14491) supersedes safety recall 13112 and should be completed on your vehicle as soon as possible.

**According to our records, you had the previous recall completed and the air bag inflator module was not replaced, or you did not have the previous recall completed.** In either case, we are asking that you please bring your vehicle to your GM dealer to have the air bag inflator module replaced.

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

- This notice applies to your 2003-2007 model year Pontiac Vibe, VIN \_\_\_\_\_.
- Your vehicle is involved in GM safety recall 14491.
- 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 is equipped with a front passenger air bag inflator which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger air bag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

### What will we do?

Your GM dealer will replace your vehicle's front passenger air bag inflator. 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?**

Even if you had the previous recall completed and the air bag serviced, you should contact your GM dealer to arrange a service appointment as soon as possible.

**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
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
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 14V-312.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall Number: 14491

NOTES:

**Inflator Returns – LTL Shipping Instructions**

- These return instructions are for Continental US Dealerships (48 States). Locations outside of the Continental United States (Hawaii, Alaska & Canada) **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel#: 210-250-5078 or Email [MLGTakataRestraints\\_International@menloworldwide.com](mailto:MLGTakataRestraints_International@menloworldwide.com)
- Continental US 48 State Dealerships: Follow steps 1-8 below
- Canada dealers should follow the Canadian Return Instructions included with the new Inflators.

**1. Shipping Documents**

a) Box Label

- Supplied with each Kit (beginning August 2015)
- To be affixed to each box



b) Over-pack Label

- To be emailed by Stericycle
- To be affixed to the outside of each pallet



c) Bill of Lading

- To be emailed by Stericycle
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



d) ERG Document

- To be emailed by Stericycle
- To be provided by the Dealer to the LTL Driver for each shipment



**4b. Shipping Instructions – Label each Box (Continued)**

b) For inflator kits with the original FedEx Documentation (instead of the 2-part shipping label):

1. Place the Barcode label on the box as pictured below
2. The Address info on the Label DOES NOT need to be completed
3. Throw away the OP900 (Red Stripe Form) and the Plastic Pouch



- Proceed to Step 5, parts will be sent via LTL

**2. Packing Instructions**

**\*\*DO NOT DEPLOY THE INFLATOR\*\***

- Confirm box is in acceptable condition. Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.
- If a new box is needed, follow the New Box instructions located in Step 8 of this page.
- Place the un-deployed air bag inflator in the "cradle" of the box insert as pictured.



(Passenger Inflator Shown)

**5. Shipping Instructions – Prepare the Pallet**

- Accumulate and palletize inflator kits
- Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)
- If 200 boxes are not accumulated every 30 days, please proceed to step 6.



**3. Closure Instructions**

- Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely Close the box.



**6. Shipping Instructions – Schedule LTL Pickup**

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
  - Call Stericycle at 1-877-523-9118
  - If 200 Kits have not been accumulated in 30 days, call Stericycle for instructions
- Have the following Information Available
  - Dealer Number
  - Quantity of Over-packs/Pallets
  - Quantity of Driver Kits and Quantity of Passenger Kits on each Pallet
  - Email Address where shipping Documentation can be received

**7. Shipping Instructions – Ship**

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for at least 2 Years

**4a. Shipping Instructions - Label each Box**

a) Beginning on September 01, 2015, new box labels will be distributed and begin shipping in each kit. If you have an inflator to return via LTL with FedEx Labels proceed to step 4b.

1. GM Inflator Kit will contain this two-part label:
2. Peel off "Ship To" label.
3. Affix Label to Box. Do not cover up Class 9 Marking.

After affixing Address Label to the box, the other part of the label may be discarded.

**8. Requesting a New Box / Shipping Labels**

If a new box or replacement box shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: Armando Gorzales - Tel #: 210-250-5079

E-Mail: [Takata.InflatorCampaign@menloworldwide.com](mailto:Takata.InflatorCampaign@menloworldwide.com) To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box (if replacement box is needed)
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- Dealer Shipping Information
  - Contact Name
  - Dealer Address
  - Phone Number



**\*\*\* Passenger Airbag Recall – Return Shipment Preparation for Canada Only \*\*\***

These following instructions support mandatory return of ALL passenger airbag inflators. Additional information is available in the Safety Recall Bulletin

**IMPORTANT: Do not deploy any inflator. The person packing the used inflator must read & follow the instructions below.**

**1. Packaging Instructions:**

a) Confirm the box is in good condition with no visible signs of damage. If a new box is required, follow the "Requesting A New Shipping Box" instructions below.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert, with a completed copy of the R.O. attached to it. The R.O. must contain the following information: Repair Date, 17-digit VIN, and odometer reading. **Do not include any other parts or hardware in the box other than the un-deployed inflator.**



**2. Closure Instructions:** Close the top box flap, per box closure instructions located on front panel of box. Use a 2" wide x 4" long piece of clear packing tape to seal the box as shown below.



**3 Shipping/Handling Instructions:**

Accumulate and palletize the used inflator kits by arranging the sealed boxes in 10 rows of 20 boxes/row (200 boxes per pallet). Shrink wrap the boxes to the pallet. Secure the pallet in an indoor location away from your normal daily returns or scrap. Once 200 boxes have been accumulated or if 200 boxes have not been accumulated within 30 days, send an email to both of the following email addresses to arrange for pickup. **Note: The email must include the address and contact information of the Pickup location and the quantity of inflators to be collected. Also include "Takata Inflator Campaign" in the subject line. Discard the FedEx forms enclosed in the box (For USA use only).**

Email to: [MenloControlTower@craneww.com](mailto:MenloControlTower@craneww.com)  
[MLGTakataRestraints\\_International@menloworldwide.com](mailto:MLGTakataRestraints_International@menloworldwide.com)

**Escalation Contact info: (Crane Worldwide Logistics – ORD)**

**Becky Argyropoulos,**

Office: +1 630 477 9100

Direct: +1 630 477 9023

Mobile: +1 312 617 8289

Email: [Becky.Argyropoulos@craneww.com](mailto:Becky.Argyropoulos@craneww.com)

**Catherine Dadvias**

Office: +1 630 477 9100

Direct: +1 604 231 9896

Fax: +1 604 231 9856

Email: [Catherine.Dadvias@craneww.com](mailto:Catherine.Dadvias@craneww.com)

**4. Requesting a New Shipping Box:** If a new box is required, please contact:

Armando Gonzales-Tel: 210-250-5079, E-Mail: [MLGTakataRestraints\\_International@menloworldwide.com](mailto:MLGTakataRestraints_International@menloworldwide.com)

To expedite your request, please provide the following information with your email:

- a) The serial number on the original box
- b) Dealer Address and Contact Name and Phone Number