

Frequently Asked Questions (FAQs) for Safety Recall N192278940
Vehicles Serviced with Incorrect Passenger Airbag

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) 2003-2004 Pontiac Vibe

Q2) What is the issue or condition?

A2) The incorrect front-passenger airbag module may have been installed in these vehicles during service. The recalled component at issue in Toyota recall 19V627 was the replacement front-passenger airbag module for 2005-2008 model year Pontiac Vibe vehicles.

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 will inspect the passenger air bag module and replace if necessary.

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.

Until the repair is performed, the front passenger seat should NOT be occupied.

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

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

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

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/>.

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

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.