

Schuler, Kelly (NHTSA)

From: joy.m.hotchkiss@gm.com
Sent: Monday, September 27, 2010 7:44 AM
To: Lopez, Delia (NHTSA); RMD.ODI, RMD.ODI (NHTSA)
Subject: 10V-387 10282 - Safety Recall - Engine Stall Due to PCM Failure - Special Advisory Letter
Attachments: N010282 Customer Advisory Letter.pdf

GM CUSTOMER CARE AND AFTERSALES

DCS2472

URGENT - DISTRIBUTE IMMEDIATELY

Date: September 27, 2010

Subject: 10282 - Safety Recall – Special Advisory Letter
Engine Stall Due to PCM Failure

Models: 2005-2008 MY Pontiac Vibe
Equipped with 1.8L MFI Engine (RPO LV6) and
Two-Wheel Drive Transmission

To: All GM Dealers (Except Saturn and HUMMER)

Attention: General Manager, Service Manager, Parts Manager,
Used Car Manager and Warranty Administrator

General Motors announced Safety Recall 10282 on August 25, 2010 in order to prepare dealers for potential media and customer inquiries.

That announcement message also contained the following statement:

“.....GM will mail a special advisory letter to all involved customers informing them of this recall and the fact that they will receive a future notice when parts become available to complete repairs.”

The purpose of this message is to provide dealers with an advance copy of the special advisory letter which will be mailed to all involved customers later today.

Please open the attached file to view or print the letter.

Specific vehicle information for this recall will not be available in the GWM–IVH (GMVIS2) application until the recall bulletin is released to dealers. The bulletin release date has not yet been determined.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES



September 2010

Dear General Motors Customer:

Part of our commitment to you as a member of the General Motors family is giving you important information whenever a specific concern or problem may affect your vehicle.

The Pontiac Vibe was engineered and designed by Toyota and built 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 2005-2008 model year Pontiac Vibe vehicles equipped with the 1.8L MFI engine and two-wheel drive transmission. With that, GM announced a safety recall involving your vehicle.

On some of these vehicles, the Powertrain Control Module (PCM) may have been improperly manufactured and include components that can fail prematurely. In most cases, the engine warning lamp could be illuminated, harsh transmission shifting could result, the engine may stall, or the engine may not start. In limited instances, the engine could stall while the vehicle is being driven increasing the risk of a crash.

We are working with our suppliers to obtain the parts needed for this recall as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to your GM dealer to have this condition corrected.

When parts are available, your GM dealer will inspect the production number of the PCM in your vehicle and, if necessary, replace it. Of course, this will be at no charge to you.

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center listed below.

Division	Number	Text Telephones (TTY)
Pontiac	1-800-620-7668	1-800-833-7668
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We understand the concern that this situation may cause and the need to correct it as soon as possible. We are sorry for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Jim Moloney
General Director – Customer and Relationship Services