

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



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 certain 2003 and 2004 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 airbag inflator module. Based on new instructions from Toyota, the remedy is now being updated. GM will now replace the airbag inflator module on all vehicles covered under the safety recall that have not had the airbag 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 airbag 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 airbag 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 or 2004 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 airbag inflator which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag 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 airbag 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 airbag 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 14V312.

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