



PONTIAC

2009-2010 PONTIAC VIBE SAFETY RECALL INFORMATION

PARTS NOTIFICATION (UPDATED 2/9/2010)

Repair parts for the sticking accelerator pedal condition in the 2009-2010 Pontiac Vibe began being shipped to General Motors dealers on Monday, Feb. 8. Letters to Vibe customers will be mailed Feb. 16 with instructions to call their General Motors dealer for an appointment after Feb. 22.

The dealership service department will install a precision-cut steel reinforcement bar into the accelerator pedal assembly. The installation will take about 30 minutes but customers may need to leave their vehicles with dealers for a longer period of time.

Customers will receive a second letter when a remedy is available for the recall covering floor mat interference with the accelerator pedal. For now, customers are urged to take out any removable floor mat and place it in the trunk of the Vibe and not replace it with any other mat. Customers who choose against taking out the removable floor mat are encouraged to check the operation of the accelerator, brake and, if applicable, the clutch pedals to assure the floor mat does not interfere with them.

GM has tested the accelerator pedal on the Vibe, a sister vehicle to the Toyota Matrix, and the vehicle can be stopped from a speed of 60 mph with firm and steady application of the brakes, which is well within the GM internal wide open throttle stopping distance requirement of 169 meters.

Since the Toyota-led recall was announced Jan. 21, several customers have complained of sticky accelerator pedals. GM is investigating each of the claims. Six crashes, some with property damage, are alleged. There are no reported injuries or fatalities.

If a Vibe customer experiences a sticky accelerator pedal, he should stop the vehicle with steady application of the brakes. The vehicle also can be shifted into neutral, allowing the driver to coast to a stop on the side of the road. Any customer experiencing a sticky accelerator pedal should call his dealer and have the Vibe towed to the dealership.

FREQUENTLY ASKED QUESTIONS (UPDATED 2/9/2010)

Q1. Is it safe to drive the Pontiac Vibe?

A1. The field experience for the 2009 – 2010 Pontiac Vibe has been excellent. While we initially had no complaints regarding unintended acceleration, since the Vibe was included in two Toyota recalls, we have received about 20 complaints of alleged sticking accelerator pedals, including six alleged crashes and some possible property damage. We are investigating each of the claims. None of the claims we have received involved any reported injuries or fatalities.

Q2. What are the specifics of the recalls?

A2. On Jan. 21, the 2009-10 Vibe was included in a Toyota recall for possible sticking accelerator pedals.

According to Toyota, if this situation occurs:

- The driver can control the vehicle with firm and steady application of the brakes. Do not pump the brakes repeatedly because that may deplete vacuum assist, requiring increased brake pedal force.
- The engine can also be disabled by shifting the transmission to neutral. After shifting to neutral, firmly apply the brakes and steer the vehicle to a safe location on the side of the road. Come to a complete stop, shift to Park, and turn the ignition key off.
- Finally, park the vehicle, and have it towed to a GM dealer for inspection and repair.

On Jan. 27, the Vibe was added to the Toyota recall population from October 2009 for possible floor mat entrapment population.

According to a National Highway Transportation Safety Administration (NHTSA) consumer advisory, when an accelerator pedal is depressed to or almost to the floor, as is done during attempts to merge onto a freeway or pass another vehicle at highway speeds, it can become trapped in the fully open position by an out of position or unsecured floor mat.

As part of the October 2009 recall, Toyota issued a Safety Recall Campaign (Interim Notice) letter to customers to address the risk of floor mat entrapment of the accelerator pedal in certain Toyota and Lexus models, urging customers to take out any removable drivers' side floor mat and NOT replace it with any other floor mat until the campaign remedy is ready and implemented on your vehicle.

BASED ON TOYOTA'S INSTRUCTIONS, IF A DRIVER EXPERIENCES AN ACCELERATOR PEDAL INTERFERENCE THEY SHOULD:

- If possible and safe to do so, pull back the floor mat and dislodge it from the accelerator pedal; then pull over and stop the vehicle.
- If the floor mat cannot be dislodged, then firmly and steadily step on the brake pedal with both feet. Do not pump the brake pedal repeatedly as this will increase the effort required to slow the vehicle.
- Shift the transmission gear selector to the Neutral (N) position and use the brakes to make a controlled stop at the side of the road, and turn off the engine.

Q3. How many crashes have there been? Has anyone been hurt?

A3. We have received about 20 complaints of alleged sticking accelerator pedals, including six alleged crashes and some possible property damage. We are investigating each of the claims. None of the claims we have received involved any reported injuries or fatalities.

Q4. What will you do if I don't feel safe driving this vehicle?

A4. Bring the vehicle into the dealer for inspection. Cases will be handled individually.

Q5. Is the accelerator pedal in the Pontiac Vibe the same design as the Toyota Matrix?

A5. Yes. The Vibe and Matrix were designed and engineered by Toyota.

Q6. When will the Vibes be repaired?

A6. Parts shipments to dealers to repair the sticky accelerator pedals began on Feb. 8. Customer letters will be mailed Feb. 16. Customers can go to any GM dealership for repairs. Customers can call their dealer for a service appointment after Feb. 22.

Dealer service departments will install a steel shim about the size of a postage stamp in the pedal assembly behind the top of the gas pedal to eliminate excess friction between two pieces of the accelerator mechanism. A stop sale on the remaining Pontiac Vibes in dealer inventories was lifted Feb. 9, and they can be sold as soon as repairs are made.

A second customer letter with a remedy for possible floor mat entrapment will be sent when the repair is received from Toyota.

In the meantime Pontiac Vibe owners are urged to take out any removable drivers' side floor mat and place them in the trunk and do NOT replace it with any other floor mat until the campaign remedy is ready for their vehicle. If you choose against taking out your removable floor mat, GM strongly recommends you ensure that the correct floor mat is being used, that it is properly installed and secured; that it is not flipped over with the bottom-side up, and that one floor mat is not stacked over another.

Q7. How many Pontiac Vibe vehicles are affected by these recalls?

A7. A total of 99,293 with 70,799 in the United States and 28,484 in Canada.