

Birchwood Chevrolet offers current Toyota and Pontiac Vibe owners “Peace of Mind” bonus in wake of most recent safety recall

The Peace of Mind Program provides a \$1,000 purchase incentive to current owners and/or lessees of all Toyota models and Pontiac Vibe.

Our Chevrolet, Buick and GMC vehicles offer ‘Peace of Mind’ affordable transportation backed by a 5-year/ 160,000km powertrain warranty and the added safety and security of OnStar.

This program offers **ALL** current owners and/or lessees of any new or used **Toyota** vehicle an incentive to use towards the purchase, lease or finance of a new eligible GM vehicle until March 1, 2010.



VALID FOR ALL TOYOTA AND PONTIAC VIBE OWNERS



Redeem for \$1000.00 off the purchase of any eligible 2009 or 2010 GM vehicle



Valid until March 1st, 2010

Toyota recall affects some 2009-2010 Pontiac Vibe models

GM has received many questions from dealers and customers about the recently announced Toyota recall campaigns for unintended acceleration. Some of the inquiries have asked about the extent to which the Pontiac Vibe, a sister vehicle to the Toyota Matrix, also may be involved. The Vibe was engineered and designed by Toyota and built by New United Motor Manufacturing (NUMMI), a joint venture between Toyota and General Motors. We want to be as open as we can about these issues so our customers can feel confident about their vehicles and about what they should do.

On Jan. 27, Toyota informed GM about its intent to expand its October 2009 floor mat recall to include 2009-2010 Vibe models. The Vibe models also are included in a safety recall announced Jan. 21 to correct sticking accelerator pedals. There are a total of

99,293 Vibes in the United States (70,799) and Canada (28,484) included in the Toyota recalls. GM has not identified any incidents or customer complaints of sticking accelerator pedals on 2009-2010 Pontiac Vibe vehicles.

In addition, we have been informed about Toyota's decision to issue a stop sale order to its dealerships for the affected models. GM also has issued an order to stop sale of the 2009 and 2010 Pontiac Vibe units in dealer inventory in the US and Canada.

We don't have all of the information that has driven Toyota's decisions, but we intend to share more information when we can. We will communicate with affected Pontiac Vibe customers when Toyota informs us of its plan to remedy the vehicles included in the recalls so that customers can bring their vehicles to a GM dealership for repair.

Toyota Temporarily Suspends Vehicle Delivery of Selected Vehicles

Toyota Canada Inc (TCI) announced that it is instructing Toyota dealers to temporarily suspend vehicle delivery of the eight models involved in the recall for sticking accelerator pedal, announced on January 21, 2010.

Toyota will recall approximately 270,000 vehicles to correct sticking accelerator pedals on specific Toyota Division models. Toyota has investigated isolated reports of sticking accelerator pedal mechanisms in certain vehicles without the presence of floor mats. There is a possibility that certain accelerator pedal mechanisms may, in rare instances, mechanically stick in a partially depressed position or return slowly to the idle position.

Toyota's accelerator pedal recall and suspension of vehicle delivery is confined to the following Toyota Division vehicles:

2009-2010 RAV4,

2009-2010 Corolla,

2009-2010 Matrix,

2005-2010 Avalon,

Certain 2007-2010 Camry,

2010 Highlander,

2007-2010 Tundra,

2008-2010 Sequoia

Due to the vehicle delivery suspension, Toyota is expected to stop vehicle production on seven production lines for the week of February 1. The North

America vehicle production facilities affected are:

Toyota Motor Manufacturing, Kentucky - Line 1 (Camry, Avalon)

Subaru of Indiana Automotive, Inc. Indiana (Camry)

Toyota Motor Manufacturing, Canada (Corolla, Matrix, RAV4)

Toyota Motor Manufacturing, Indiana (Sequoia, Highlander)

Toyota Motor Manufacturing, Texas (Tundra)

The sticking accelerator pedal recall is separate from the on-going campaigns involving certain Toyota and Lexus vehicles to reduce the risk of pedal entrapment by incorrect or out of place accessory floor mats.

Attached below are questions and answers that may be helpful in any discussions with 2009-2010 Vibe owners.

Q&A for Toyota Safety Recalls including 2009-2010 Pontiac Vibe

Q1. Is it safe to drive the Pontiac Vibe?

A1. Yes, however, consistent with Toyota's Consumer Safety Advisory to address the risk of floor mat entrapment of the accelerator pedal in certain Toyota and Lexus models, customers are urged to take out removable drivers' side floor mats in their vehicles, pending the development of model-specific remedies.

GM has not received any reported incidents of a sticking accelerator pedal on the 2009-2010 Pontiac Vibe, which was added to the Toyota recall population on Jan. 27. But 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 used the brakes to make a controlled stop at the side of the road, and turn off the engine.

- If unable to put the vehicle in Neutral, turn the engine OFF. This will not cause loss of braking control, but the power assist to these systems will be lost.

As for the Jan. 21 recent accelerator pedal recall, we have not received any reported incidents of a sticking accelerator pedal on the 2009-2010 Pontiac Vibe. But if that happens:

- 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.

Q2. Is the accelerator pedal in the Pontiac Vibe the same design as the Toyota Matrix?

A2. Yes. The Vibe and Matrix were designed and engineered by Toyota.

Q3. Will GM be conducting a safety recall for the Pontiac Vibe?

A3. Yes. Toyota has informed GM that the 2009-10 Pontiac Vibe is included in two recalls – one issued Jan. 21 for faulty accelerator pedals and, a second recall issued Jan. 27 expanding a recall from October 2009. GM will issue recall letters to Pontiac customers when we have received the repair procedure from Toyota.

Q4. When will the Vibes be repaired?

A4. Toyota will let GM know when a repair procedure is available. In a filing with the National Highway Traffic Safety Administration on Jan. 27, Toyota indicated the repair for the Floor Mat Interference and Accelerator Pedal issue would involve:

- Modifying or replacing the accelerator pedals on the subject vehicles to address the risk of floor mat entrapment, even when an older-design all weather floor mat or other inappropriate mat is improperly attached, or is placed on top of another floor mat.
- Floor surface modifications are also being considered and will be included in the remedy plan for any model for which it is deemed appropriate.
- Initially, dealers will be instructed on how to reshape the accelerator pedal for the repair.
- As replacement parts with the same shape as the modified pedal become available, they will be made available to the dealers for the repair.
- Customers who have had the pedal reshape remedy completed will have the opportunity to receive a new pedal if they desire, after replacement pedals become available.

The field remedy for the accelerator pedal recall announced Jan. 21 is still under development by Toyota.

Q5. Can customers take their Vibe to a General Motors dealer for repair?

A5. Pontiac owners will be directed to a GM dealership for recall repairs to be made.

Q6. Are Pontiac Vibe still being sold?

A6. No. Following Toyota's lead, GM has placed a stop sale order on about 1,300 Vibe in dealer inventory in the U.S. and Canada. (If asked: There are only a few Vibe left in U.S. inventory; the remainder – but still a very small number – are in Canada. The last Vibe was built at New United Motor Manufacturing (NUMMI) in August 2009.

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.