



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received

7001 110
17-JUN-2004

Repository

Telephone No.
10078406

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City RANDALLSTOWN

State MD

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

Evening Telephone Number

[REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 6/17/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1G3GR62C254 [REDACTED]

Make OLDSMOBILE

Model AURORA

Model Year 1995

Date Purchased

Gift

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

Original Owner

Dealer's City Syracuse NY

State

Zip Code

8

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

073100 FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM:FUEL RA

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-JUN-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM123ABC086)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING CONSUMER SMELLED GAS COMING FROM THE VENTS. CONSUMER TOOK THE VEHICLE TO A DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE FUEL RAIL FAILED. *AK

There is a recall for precisely this problem - but the 1995 Aurora is not covered. However, the Automobile Dispute Resolution Center sent me a copy of a draft recall letter - which ~~still~~ would include my car - but the expansion recall has still not been issued -

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

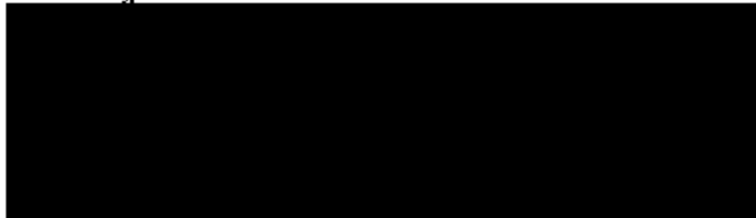
and Oldsmobile does not admit to its existence.

Monday, July 19, 2004

To Whom It May Concern:

Attached is the relevant information re my complaint. In addition to your claim form, I have also included copies of:

- The released recall letter for other years of the same model, and
- The draft recall letter I received from the Automobile Dispute Resolution Program.



Customer Claim Form

Case Number : OLD0444346
Contact Date : 06/18/04
Start Date :

Have you contacted the mfr regarding your claim.? [X] YES [] NO

Customer Name Address

[Redacted]
RANDALLSTOWN, MD [Redacted]
Day Phone : [Redacted]
Fax Number: [Redacted]
Customer Contact Info:

Evening Phone: [Redacted]
E-mail address : [Redacted]

Vehicle Information

Name(s) that appear on vehicle title: ALICE MCKENDRY
Is Vehicle titled to a business: no
Transmission Type: Automatic
Make: Oldsmobile Model: Aurora Model Year: 1995 Current Mileage: 105000
Vehicle Identification Number: 1G3GR62C51147205
Servicing Dealer/City/State : ALL TECH AUTO REPAIR, 254 [Redacted]
Selling Dealer/City/State :
Insurance Carrier : Policy Number:
Has vehicle been in an accident/had body damage? Yes ___ No ___X Date of accident:
Description of Damage :

Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 12/01/99 Mileage at purchase: Lease Date: Mileage at lease:
Purchased As : Leased As :
Is the vehicle in your possession? yes no Is the vehicle in your possession?
Lienholder's Name: none sold on 6/23/04 Leasing Company's Name:
Address: Address:
City/St/Zip: City/St/Zip:
Phone: () Phone:
Lienholder Acct # : Leasing Company's Acct #:

Resolution Sought

THERE IS A RECALL FOR PRECISELY THIS PROBLEM--BUT MY YEAR AURORA IS NOT COVERED. THIS IS AN ORIGINAL EQUIPMENT FAILURE--AND SHOULD BE COVERED FOR ALL CARS THAT EXPERIENCE THE SAME PROBLEM.
Further, I have a draft copy of a recall that would cover my vehicle--but the draft has never been issued and Olds does not admit its existence.

Signature of Owner(s): [Redacted] Date: 7/18/04
I am authorizing any lienholder lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.
Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Note: I received a call from Oldsmobile (Laura Garcia) - she asked some questions and promised to call again - but never has.

R5140

410816-2233

6/7 - 2 weeks b/f
get parts in



June 2004

Dear Oldsmobile Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in all 1997 model year Oldsmobile Aurora vehicles. These vehicles have a condition in which the original equipment nylon tubing used in the fuel rail construction may degrade and crack. Cracking of the fuel rail can result in a fuel leak into the engine compartment. The operator may experience fuel odor and possibly engine stalling due to loss of fuel pressure to the engine. If this event were to occur, and if an ignition source were present, an engine compartment fire could occur.

What Will Be Done: Your Oldsmobile dealer will inspect and, if necessary, replace the engine fuel rail with a new stainless steel fuel rail. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately one hour. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Oldsmobile dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Oldsmobile dealer be unable to schedule a service date within a reasonable time, you should contact the Oldsmobile Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.6537. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.633.6537.

If, after contacting the Oldsmobile Customer Assistance Center, you are still not satisfied that 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, 400 Seventh Street, SW, Washington, DC 20590 or call 1.888.327.4238.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Customer Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Program Information Online: More information about this program (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Oldsmobile Division
General Motors Corporation

Enclosure
04014



Looks like we
like all 1995
Oldsmobiles
were recalled
Elizabethton Dist
Center for Public
Safety

04V-110
Expansion

April 16, 2004

Mr. K. N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W., Room 5321
Washington, D.C. 20590

Dear Mr. Weinstein:

The following is an update to the information in our March 3, 2004 letter about recall
04014/NHTSA 04V-110.

Since the recall decision regarding the 1995-1997 Oldsmobile Aurora model vehicles in late
February 2004, GM continued its investigation. Updated information was presented to the
Powertrain Senior Management Committee and GM has now decided to include 1995-1997
Cadillac Eldorado, Seville and Deville model vehicles equipped with V8 L06 and L37 engines in
recall 04014/NHTSA 04V-110. The fuel rail assemblies in the Cadillac will be replaced.

This information is submitted pursuant to the requirements of 49 CFR 573.6.

Draft copies of the dealer bulletin and owner letter are attached. GM will launch this recall for
the 1995-97 Aurora vehicles in May 2004, 1995 Aurora vehicles in June 2004 and the 1995-97
Eldorado, Seville and Deville vehicles in August 2004. Please call me if you have any questions
regarding this update.

Sincerely,

Gary F. Kent

Director

Product Investigations

STBA / 04014 / 04V110
Attachments

Product Investigations
Mail Code: 490-700-001 • 30000 Mound Road • Warren, MI 48090-2200
Phone: (586) 890-2000 • Fax: (586) 947-2510
www.gm.com





Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: ENGINE FUEL RAIL - REPLACE

MODELS: 1995-1997 OLDSMOBILE AURORA; CADILLAC DEVILLE, SEVILLE, ELDORADO

DRAFT

A FINAL VERSION OF THIS DRAFT WILL BE USED
IF THERE IS A DECISION TO RECALL

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in all 1995-1997 Oldsmobile Aurora; Cadillac Deville, Seville and Eldorado model vehicles. These vehicles have a condition in which the original equipment nylon tubing used in the fuel rail construction may degrade and crack. Additionally, the 1995 Oldsmobile Aurora uses a unique underhood fuel return line that may crack at unusually high rates. Cracking of the fuel rail or return line tubing can result in a fuel leak into the engine compartment. The operator may experience fuel odor and possibly engine stalling due to loss of fuel pressure to the engine. If this event were to occur, and if an ignition source were present, an engine compartment fire could occur.

CORRECTION

Dealers are to inspect and, if necessary, replace the engine fuel rail with a new stainless steel fuel rail. For 1995 Aurora models only, the fuel line bundle will also be replaced.

VEHICLES INVOLVED

Involved are all 1995-1997 Oldsmobile Aurora; Cadillac Deville, Seville and Eldorado model vehicles and built within these VIN breakpoints:

| YEAR | DIVISION | MODEL | FROM | THROUGH |
|------|------------|----------|----------|----------|
| 1995 | Oldsmobile | Aurora | 84100001 | 84147771 |
| 1995 | Cadillac | Deville | | |
| 1995 | Cadillac | Seville | | |
| 1995 | Cadillac | Eldorado | | |
| 1996 | Oldsmobile | AURORA | T4100001 | T4124133 |

| | | | | |
|------|------------|----------|----------|----------|
| 1998 | Cadillac | DeVille | | |
| 1998 | Cadillac | Seville | | |
| 1998 | Cadillac | Eldorado | | |
| 1997 | Oldsmobile | Aurora | V4100007 | V4127827 |
| 1997 | Cadillac | DeVille | | |
| 1997 | Cadillac | Seville | | |
| 1997 | Cadillac | Eldorado | | |

IMPORTANT: Dealers should confirm vehicle eligibility through GMVDS (GM Vehicle Inquiry System) prior to beginning recall repairs.

For US: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned, will not have a report available in GM DealerWorld.

For IPC: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned, will not receive a report with the recall bulletin.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "Involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

| Part Number | Description | Quantity/Vehicle |
|-------------|---|------------------|
| 12499849 | 1995 Fuel Kit, Oldsmobile M/Port F/in/n Fuel | 1 |
| 3000000x | 1995 Kit, Oldsmobile Chevelle Fuel Return Line | 1 |
| 12499850 | 1995-97 Fuel Kit, Oldsmobile M/Port F/in/n Fuel | 1 |
| 3000000x | 1995-97 Fuel Kit, Cadillac M/Port F/in/n Fuel | 1 |

SERVICE PROCEDURE

Category - Recall Service Procedure and Labor Time Allowance is Different Than Service Manual Information and Labor Time Guide.

IMPORTANT: The service procedure contained in this recall is different from the service procedure found in the appropriate service manual. As a result, the labor time allowance has been revised to correspond with this new service procedure. In the near future the service manual and labor time guide will be updated with this new information.

Inspection Procedure

1. Prep the Vehicle.
2. Remove the Acoustic Engine Cover and inspect the fuel rail for replacement qualification:
 - a. If the fuel rail has the words "GM213M Type F" or "M-Bond" written on the tubing with a dot ink-jet type white/yellow printing, it is a service fuel rail with the M-Bond tubing and does not need replacement. Submit a claim for inspect only and close the recall.
 - b. If the fuel rail is a stainless steel material, it is a service fuel rail and does not need replacement. Submit a claim for inspect only and close the recall.
 - c. If the words "GM213M Type F" or "M-Bond" are not clearly readable on the tubing or the rail is not constructed of stainless steel, the fuel rail requires replacement. Continue with the fuel rail replacement procedure.

Fuel Rail Replacement Procedure

- 1.
- 2.
-

1995 Aurora Chassis Fuel Line Replacement Procedure

- 1.
- 2.
-

CUSTOMER REIMBURSEMENT For US

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section B.1.12, for specific procedures regarding customer reimbursement and the form.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

| REPAIR PERFORMED | PART COUNT | PART NO. | PARTS ALLOW | CC-PC | LABOR OP | LABOR HOURS | NET ITEM |
|--|------------|----------|-------------|-------|----------|-----------------------|----------|
| Inspect engine fuel rail, no replacement required | N/A | N/A | | | V114B | 0.2 | |
| Inspect and Replace engine fuel rail. 1985-87 Aurora 1986 Aurora only: Replace chassis fuel line. 1985-87 Cadillac | 1 | - | ** | MA-88 | V114B | 1.0* Add 0.1 0" | *** |
| Customer Reimbursement | N/A | N/A | N/A | MA-88 | V1150 | 0.2 | **** |

- * For Recall Administrative Allowance, add 0.1 hours to the "Labor Hours".
- ** The "Parts Allowance" should be the sum total of the current GMSPC Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the fuel rail kit needed to complete the repair.
- *** The amount identified in the "Net Item" column should represent the sum total of the current GMSPC Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for shop supplies needed to perform the required repairs.
- **** The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION - For US

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

<Month Of Making>, 2004

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in all 1995-1997 Oldsmobile Aurora; Cadillac Deville, Seville and Eldorado model vehicles. These vehicles have a condition in which the original equipment nylon tubing used in the fuel rail construction may degrade and crack. Additionally, the 1995 Oldsmobile Aurora uses a unique underhood fuel return line that may crack at unusually high rates. Cracking of the fuel rail or return line tubing can result in a fuel leak into the engine compartment. The operator may experience fuel odor and possibly engine stalling due to loss of fuel pressure to the engine. If this event were to occur, and if an ignition source were present, an engine compartment fire could occur.

What Will Be Done: Your dealer will inspect and, if necessary, replace the engine fuel rail with a new stainless steel fuel rail. For 1995 Aurora models only, the fuel line bundle will also be replaced. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately one hour. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your <Division> as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Oldsmobile | 1-800-830-8537 | 1-800-833-8537 |
| Cadillac | 1-888-652-2339 | 1-800-833-8522 |
| Puerto Rico - English | 1-800-498-8882 | |
| Puerto Rico - Español | 1-800-498-8883 | |
| Virgin Islands | 1-800-498-8884 | |

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that 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, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Form: The attached customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Customer Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Recall Information Online: More information about this recall (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle. To join, visit www.mymgmlink.com and enter your vehicle's Vehicle Identification Number, shown on the attached card, to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation

Enclosure
04014

**VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE**

| MAKE | MODEL SERIES | MODEL YEAR | NUMBER INVOLVED | INCLUSIVE MANUFACTURING DATES (FROM) (TO) | | DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH. | EST. NO. IN CONDITION |
|-------------------|--------------|------------|-----------------|---|-------|---|-----------------------|
| | | | | | | | |
| Oldsmobile | G Car | 1985 | 43,844 | 08/83 | 08/85 | Aurora | * Unknown |
| Oldsmobile | G Car | 1986 | 22,349 | 08/85 | 08/86 | Aurora | . |
| Oldsmobile | G Car | 1987 | 25,572 | 08/86 | 08/87 | Aurora | . |
| Oldsmobile Total: | | | 91,572 | | | | |
| Cadillac | E/K Car | 1985 | 78,109 | 08/83 | 08/85 | Eldorado / Seville / Deville | . |
| Cadillac | E/K Car | 1986 | 181,895 | 08/85 | 08/86 | Eldorado / Seville / Deville | . |
| Cadillac | E/K Car | 1987 | 182,831 | 08/86 | 08/87 | Eldorado / Seville / Deville | . |
| Cadillac Total: | | | 368,805 | | | | |
| Grand Total: | | | 460,477 | | | | |

* All involved vehicles will be recalled.

2125A / 0814 / 08/10

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**