



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 120

Date Received

16-JUL-2004 2004

Repository

Reference No.
10082181 6:08

OWNER INFORMATION (Type or Print)

Name

Address

City SAINT LOUIS

State MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 7/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1G3GR82C8V4

Make OLDSMOBILE

Model ALPORA

Model Year 1987

Date Purchased
8-9-02

Dealer's Name and Telephone Number
IMPORTS LIMITED 314-771-2021

Engine:
No. Cylinders

Fuel Type:
GAS

Original Owner

Dealer's City
ST. LOUIS

State MO

Zip Code 63116

Transmission Type
AUTOMATIC

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)
16-JUL-2004

Failure Mileage
122,697

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM16ABC036)

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).

CONSUMER TOOK VEHICLE TO DEALER FOR RECALL REPAIRS ON THE CHASSIS FUEL RETURN LINE LEAKING. BUT HAD NOT SEEN ANY FUEL IN THE DRIVEWAY OR GROUND. HE WAS TOLD BY THE DEALER THAT THERE WAS A RECALL ON FUEL RAIL. HE STATED THAT THEY WILL NOT REPAIR ONE WITHOUT THE OTHER, AND HE DID NOT HAVE A RECALL NOTICE FOR THE OTHER. THIS COST \$500.00 TO REPAIR. *AK

PLEASE see ATTACHED LETTER.

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

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 response 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.

[REDACTED]
St. Louis, Mo.

**Home
Cell**

8/17/04

To: U S Dept of Transportation
NHTS Administration

Re: Recall Specifics for 1997 Aurora Fuel Rail

I have contacted the DOT Hotline to address an incident that happened with my 1997 Aurora. A copy of the recall pertaining to this incident is attached (attachment #1).

Around the end of June I read a newspaper article that 1995 to 1997 Aurora's were having a recall involving the fuel rail assembly, issued by the NHTS. Occasionally I had smelled fuel when exiting my car so I researched the recall further. In my research I found that the recall could only be repaired at an authorized Oldsmobile Dealer in order for GM to cover the charges. On the evening of July 7th I dropped my car off at Dave Sinclair Oldsmobile. On July 8th the service manager for Dave Sinclair stated that he would not be able to repair the recall item unless I was willing to authorize the repairs on the fuel feed and return lines. He further stated that the repair price would be \$520.00 (attachment #2). I told him to just fix the recall item and that I would take care of the other problem. His reply was, and I quote, "that in order to fix the recall item he would have to cause damage to the fuel feed and return line", (also stated in writing, attachment #3). He informed me that GM was aware of this and would not authorize the repair of the recalled item unless the customer fixed the fuel line return and feed lines. These repairs, GM further stipulated, had to be performed at the same time as the recalled item was repaired. When I balked at this the manager informed me, and I quote again, "mine was at least the 3rd or 4th vehicle in the last week and a half who had the same problem, they were not happy about having to pay for the repairs either." Since the nature of the problem causes a serious fire hazard I finally authorized the repairs.

I ask the NHTS to review the following concerns of mine and let me know what recourse, if any, is available to me.

- 1) I believe the remedy paragraph of the recall (attachment #1) requires GM to fix both the fuel rail and the return lines on 1995-1997 Auroras. GM states differently.
- 2) If fixing the recall item causes damage to another part (attachment #3), shouldn't GM be responsible for fixing the damage they caused.

- 3) One dealership in one city has 4 to 5 vehicles with the same dangerous fuel leakage problem in a week and a half. It seems to me that part should be recalled also.
- 4) I feel that I was strong-armed into having my vehicle repaired at the higher shop rate of a dealership instead of at my usual repair shop. Is GM allowed to refuse to honor a recall unless the customer spend money with the dealership?

I thank you for the time and consideration you have given my concerns and hope to be hearing from you. If you have any questions regarding this matter please feel free to contact me.

Sincerely,



- following driver, which could lead to a crash. In addition, if the switch and/or associated wiring fail in the open position, the brake lights will not actuate and the driver will not be able to shift the vehicle out of "Park." If they fail in the closed position, the brake lights will remain on, which will not allow the speed control to be activated. This could also cause the battery to discharge.

Remedy: Dealers will remove the stop lamp switch and associated wiring assembly and install a newly designed stop lamp switch and wire assembly. The manufacturer has reported that owner notification began on April 5, 2004. Owners may contact Ford at 1-800-392-3673.

[NHTSA Recall No. 04V106/Ford Recall No. 04S12]

General Motors Corporation

Models: Oldsmobile Aurora **Years:** 1995-1997

Number Potentially Involved: 93,572

Dates of Manufacture: September 1993 – June 1997

Defect: Certain passenger vehicles equipped with a 4.0-liter V8 engine have a condition in which the nylon tubing used in the fuel rail construction may degrade and crack. Additionally, the MY 1995 Aurora uses a unique underhood fuel return line that may crack. Cracking of the fuel rail or return line tubing can result in a fuel leak into the engine compartment. Fuel leakage, in the presence of an ignition source, could result in a fire.

Remedy: Dealers will install a new fuel rail assembly constructed out of stainless steel. Dealers will also install a revised chassis fuel return line. The manufacturer has reported that owner notification is expected to begin during May 2004. Owners may contact Oldsmobile at 1-800-630-6537.

[NHTSA Recall No. 04V110/GM Recall No. 04014]

General Motors Corporation

Models: Chevrolet Silverado **Years:** 2000-2004

GMC Sierra **Years:** 2000-2004

Chevrolet Avalanche **Years:** 2002-2004

Cadillac Escalade EXT **Years:** 2002-2004

Number Potentially Involved: 3,662,211

Dates of Manufacture: October 1999 – November 2003

Defect: On certain pickup trucks and sport utility vehicles, the galvanized steel tailgate support cables that retain the tailgate in the full open (horizontal) position may corrode, weaken, and eventually fracture. If both cables fractured, the tailgate would suddenly drop and strike the top surface of the rear bumper. Anyone sitting or standing on the horizontal surface of the tailgate when both cables fractured could be injured by falling from the tailgate. On vehicles that have had the bumper removed, the tailgate may drop even lower. Additionally, if there is cargo on the tailgate the cargo may fall off if the support cables fracture.

Remedy: Dealers will replace the cables. The manufacturer has reported that owner notification is expected to begin during the third quarter of 2004. Owners may contact Chevrolet at 1-800-630-2438; Cadillac at 1-866-982-2339; or GMC at 1-866-996-9463.

[NHTSA Recall No. 04V129/GM Recall No. 04007]

Attachment #1

**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).**