



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
2004 SEP 27 AM 7:04
30-SEP-2004

Repository

Reference No.
10094753

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City MORGANTON State NC Zip Code [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address

Evening Telephone Number
Same

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 9/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) 1G3GR62C154 [Redacted]
Make OLDSMOBILE Model AURORA Model Year 1995
Date Purchased July '04 Dealer's Name and Telephone Number John Greene Chrysler 828-584-5337 Engine: 4.0L V8 Fuel Type: Gas
Original Owner Dealer's City Morganton State NC Zip Code 28655 No: Cylinders 8
Transmission Type 4T80-E Auto Antilock Brakes Powertrain FWD Cruise Control
Vehicle Component Code 073100 FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM:FUEL RP
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-SEP-2004 Failure Mileage 91200 Failure Speed Fuel Return Line

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: DOTMALSABC036) 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 RECEIVED A RECALL NOTICE FOR THE FUEL RAIL. CONSUMER TOOK VEHICLE TO THE DEALER, AND THEY ORDERED THE PART. BUT CONSUMER WAS TOLD THAT DEALER WILL CHARGE HIM \$428.00 FOR REPAIRS. WHEN CONSUMER INQUIRED AS TO WHY HE WAS TOLD THAT REPLACING THE FUEL RETURN CHASSIS FULL RETURN LINE WAS NOT INCLUDED IN THE RECALL. CONSUMER DID NOT UNDERSTAND THIS BECAUSE HE HAD A FUEL LEAKING PROBLEM, AND THE RECALL STATED THAT THE REMEDY WAS FOR THE DEALER TO INSTALL A CHASSIS FUEL RETURN LINE. COMPLAINT WAS FILED BY KEITH HAWTHORNE POB 370, MORGANTOWN, NC, 828 437 4231. *AK

Filed Against

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 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.

To: NHTSA-Office of Defects Investigation

From:

Morganton, NC

VIN #: 1G3GR62C1S4
1995 Oldsmobile Aurora
4.0L V8

To Whom it may concern:

I called a local Cadillac dealership (Rooster-Bush) here in Morganton on September 28, 2004 to inquire as to whether my Aurora was in the recall issued by Olds. The reason why was I had fuel leaking from the fuel return line in the engine compartment. I had heard via an online forum that 1995 Olds Aurora's had a recall on both the fuel rail and the return line. The Assistant Service Manager told me it was effective for my car. I asked him how soon he could do it. It was going to be 4 days latter. I was concerned that my vehicle would catch on fire if I couldn't get it done sooner. So, I called the local Chevrolet dealership and he asked me to bring it in the next day. Therefore, I did. He calls me at work to tell me that the fuel rail was leaking and so was the return line. He then told me that the fuel rail was in the recall but not the return line. I questioned him to as why? He gave no explanation. I researched myself and found out that all 1995 Aurora's are affected in both area's, and it would be repaired by GM under recall. I called Olds Customer Service to get more info, however I got very little info. Her name was Rebecca. She called the dealership to speak with the Service Manager at the Chevrolet dealership. She said that he explained to her that my car wasn't covered. That's all she could do, she said. The dealership is Keith Hawthorne Chevrolet in Morganton. The Service Manager's name is Jim Pfaff. I decided to speak with his supervisor, and he said he trusted his service manager's decision. I spoke with Jim one last time, and he said he called GM and said he was right. Fed up with this dealership, I went to the Cadillac dealership. He run my VIN through their system, and there in plain print, my car did in

fact have those recalls. He said obviously, the Chevrolet Dealer did not know what they were doing. I took my car in on appointment, and everything was taken care of as prescribed in the Recall. Please tell me why this Chevrolet Dealership would endanger my life, yet the Cadillac dealer took care of everything.

The place of complaint is:

Keith Hawthorne Chevrolet
P O Box 370
814 West Union Street
Morganton, NC 28655

The recall code for this from GM is:

#04014 (Fuel Rail)

#04014B (Fuel Return Line) {1995 Oldsmobile Aurora's only}

I know this isn't standard, but I'd like to see a remedy in the nature that this dealership loses it's license to sell cars. They are obviously inept at doing recalls that are needed.

Thank You,

