



GENERAL MOTORS NORTH AMERICA
 Structure & Safety Integration

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OFFICE OF
 DEFECTS INVESTIGATION



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

*04V-110
 Expansion*

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 1985-1987 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 1985-1987 Cadillac Eldorado, Seville and Deville model vehicles equipped with V8 LD8 and L37 engines in recall 04014/NHTSA 04V-110. The fuel rail assemblies in the Cadillacs 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 1986-97 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,

Gay P. Kent

Gay P. Kent
 Director

Product Investigations

2132A / 04014 / 04V110
 Attachments

Product Investigations

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 2132A - 573 Expansion Letter.doc



573.6(c)(2)(3)(4)

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

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Oldsmobile	G Car	1995	45,644	09/93	06/95	Aurora	* Unknown
Oldsmobile	G Car	1996	22,349	03/95	06/96	Aurora	*
Oldsmobile	G Car	1997	<u>25,579</u>	03/96	06/97	Aurora	*
Oldsmobile Total:			93,572				
Cadillac	E/K Car	1995	76,109	09/93	06/95	Eldorado / Seville / Deville	*
Cadillac	E/K Car	1996	161,265	03/95	06/96	Eldorado / Seville / Deville	*
Cadillac	E/K Car	1997	<u>152,531</u>	03/96	06/97	Eldorado / Seville / Deville	*
Cadillac Total:			389,905				
Grand Total:			483,477				

* All involved vehicles will be corrected.

2132A / 04014 / 04V110



Recall Bulletin

File In Section: Product Recalls
 Bulletin No.: 04014
 Date: Month, 2004
 Draft: #4



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	S4100001	S4147771
1995	Cadillac	DeVille		
1995	Cadillac	Seville		
1995	Cadillac	Eldorado		
1996	Oldsmobile	Aurora	T4100001	T4124133

1996	Cadillac	DeVille		
1996	Cadillac	Seville		
1996	Cadillac	Eldorado		
1997	Oldsmobile	Aurora	V4100001	V4127927
1997	Cadillac	DeVille		
1997	Cadillac	Seville		
1997	Cadillac	Eldorado		

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (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 Rail Kit, Oldsmobile M/Port F/Injn Fuel	1
XXXXXXXX	1995 Kit, Oldsmobile Chassis Fuel Return Line	1
12499850	1996-97 Rail Kit, Oldsmobile M/Port F/Injn Fuel	1
XXXXXXXX	1995-97 Rail Kit, Cadillac M/Port F/Injn 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 6.1.12, 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-FC	LABOR OP	LABOR HOURS	NET ITEM
Inspect engine fuel rail, no replacement required	N/A	N/A			V1148	0.2	
Inspect and Replace engine fuel rail. 1995-97 Aurora 1995 Aurora only: Replace chassis fuel line. 1995-97 Cadillac	1	--	**	MA-96	V1148	1.0* Add: #.# #*	***
Customer Reimbursement	N/A	N/A	N/A	MA-96	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 GMSPO 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 GMSPO 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).

CUSTOMER NOTIFICATION – For IPC

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and IPC (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



<Month Of Mailing>, 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	1-800-630-6537	1-800-833-6537
Cadillac	1-866-982-2339	1-800-833-2622
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.mygmlink.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
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