

GM SERVICE AND PARTS OPERATIONS
DCS1143
URGENT DISTRIBUTE IMMEDIATELY

Date: March 5, 2004

Subject: Upcoming Product Safety Recall
04014 – Engine Fuel Rail – Replace

Models: 1995-1997 Oldsmobile Aurora

To: All Oldsmobile Dealers

Attention: Dealer Operator, General Manager, Sales Manager,
Service Manager, Parts Manager, Used Car Manager and
Warranty Administrator

Based on information from the National Highway Traffic Safety Administration (NHTSA) Web site, the media may report that General Motors will be announcing a safety recall involving certain 1995-1997 Oldsmobile Aurora passenger car equipped with the L47 4.0L V8 engine.)

In these vehicles exposure to time, heat, and certain fuels is causing nylon tubing in the fuel rails to develop an unusual number of leaks. Additionally, the 1995 Oldsmobile Aurora uses a unique underhood fuel return line that may also develop leaks. Failure of the fuel rail tubing or underhood fuel return line can result in a fuel leak into the engine compartment. The operator may experience fuel odor and possibly stalling due to loss of fuel pressure to the engine. If a fuel leak were to occur, and if an ignition source were present, an engine compartment fire could occur.

To correct this condition Oldsmobile dealers will install a new fuel rail assembly constructed out of stainless steel. Dealers will also install a revised chassis fuel return line on 1995 Auroras. These repairs will be performed at no cost to the customers.

There are approximately 100,000 vehicles involved. GM is working with its suppliers to obtain the parts needed to correct this condition as quickly as possible. Based on the anticipated schedule, we plan to notify customers about this recall in May 2004. **GMVIS information will not be available until the recall is formally announced.**

Listed below are some anticipated questions and answers to assist in responding to customer inquiries.

Q1: What is the condition that prompted a safety recall?

A1: In 1995-1997 Oldsmobile Aurora passenger cars with 4.0L V8 engines, exposure to time, heat, and certain fuels is causing nylon tubing in the fuel rails to develop an unusual number of leaks. Additionally, the 1995 Oldsmobile Aurora uses a unique underhood fuel return line that may also develop leaks.

Q2: What might occur as a result of this condition?

A2: Failure of the fuel rail tubing or underhood fuel return line can result in a fuel leak into the engine compartment. The operator may experience fuel odor and possibly stalling due to loss of fuel pressure to the engine. If a fuel leak were to occur, and if an

ignition source were present, an engine compartment fire could occur.

Q3: Is there reason for being concerned about this condition?

A3: The failure of the fuel rail tubing or chassis return line can result in a fuel leak. If the fuel leaking is ignited, injury could result.

Q4: How would a vehicle owner realize the condition exists?

A4: The operator may notice a gasoline odor and possibly engine stalling.

Q5: What is a fuel rail?

A5: The fuel rail is an engine component which distributes fuel from the chassis feed line to the eight injectors on the engine and excess fuel to the chassis return line.

Q6: How is the fuel rail constructed?

A6: The fuel rail is primarily composed of nylon tubing and nylon glass filled injector pods. The fuel rail also utilizes stainless steel for the inlet, outlet, and crossover piping. The tubing is pressed over the various components to form a complete assembly.

Q7: How can the fuel rail leak?

A7: The tubing used in the fuel rail construction can degrade over time and possibly crack.

Q8: What prevents later model year Oldsmobile Aurora vehicles from experiencing the same condition?

A8: GM changed the materials used in the construction of the fuel rail beginning in the 1998 model year. The design of the chassis fuel return line was changed beginning in the 1996 model year.

Q9: A NHTSA defect investigation of the fuel rail included some 1995-1997 Cadillac models with the 1995-1997 Auroras. Why are you recalling the Auroras and not the Cadillacs?

A9: The data that we collected on the Auroras gave us sufficient reason to conduct the recall on that model. General Motors is still investigating fuel rail performance on 1995 – 1997 Cadillac vehicles equipped with the 4.6L (LD8, L37) engines.

Q10: Have there been any reports of crashes, injuries, or fatalities related to the condition?

A10: There are no crashes. There are three minor injuries potentially related to this condition and no reports of fatalities.

Q11: Have there been any reports of fires?

A11: GM is aware of reports of 35 fires potentially related to this condition.

Q12: What will GM do to correct this condition on the subject vehicles?

A12: Oldsmobile dealers will install a new fuel rail assembly constructed out of stainless steel. Dealers will also install a revised chassis fuel return line on 1995 Auroras. These repairs will be performed at no cost to the customers.

Q13: How will GM notify customers about the recall on their vehicles?

A13: GM will send a letter to customers in May 2004.

Q14: Are parts at the dealers, and can customers bring in their vehicles for repair right away?

A14: No. The recall begins in mid-May 2004.

Q15: Why are you waiting until May to conduct this recall?

A15: Parts will not be available until then.

Q16: Is it safe to drive these vehicles?

A16: The 1995-1997 Oldsmobile Auroras meet all federal safety standards. If drivers are experiencing no difficulties with their vehicles, they can continue operating them. Owners should bring their vehicles to the dealers as soon as they receive their notification letters.

Q17: What if customers notice some of the warning signals of the condition or experience a fuel leak before they get the recall letter?

A17: If a customer notices some of the warning signals of the condition or experiences an underhood fuel leak, the customer should contact the dealer to arrange for service as soon as possible. The dealer should install the fuel rail assembly that is currently available at GMSPO. In May, when the customer receives the recall letter, they need to bring their vehicle back in for repair. The dealer will install the stainless steel fuel rail assembly outlined in the recall.

Q18: What if a customer's vehicle already has a replacement fuel rail installed because of a leak?

A18: The vehicle owner will still have to bring the vehicle to the dealer to obtain the stainless steel rail. Customers who receive the recall letter do need to bring their vehicles in for repair.

Q19: Will customers be reimbursed for previous repairs?

A19: All customer requests for reimbursement for previous repairs for the recall condition will be considered by the Customer Assistance Center under GM's reimbursement policy. A General Motors Product Recall Customer Reimbursement Procedure Form will be included with the customer letter.

Please contact the GM Dealer Business Center at 1-888-414-6322 (Prompt #3) if you have questions about this message.

END OF MESSAGE

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