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August 19, 2006

2006 AUG 21 PM 3:30

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Dear Sir or Madam:

I own a 1999 Ford Taurus with approximately 128000 miles. On July 25, 2006, I was driving this vehicle home when, while braking, I felt a sudden pop in the break pedal. I noticed an immediate and significant loss of braking effectiveness, to the point where I felt the car was unsafe to drive. I had the car towed to Monaco Ford in Glastonbury, CT for service.

The service manager at Monaco subsequently informed me that the driver's side brake line had failed, and that the passenger side brake line also needed replacement due to corrosion. The total repair bill was \$500.87.

I was extremely surprised by this event. While I can't claim understand the details of the brake actuation system well enough to know if such a failure could cause a complete loss of braking, my experience of July 25 indicates that this might be the case.

I am a licensed professional engineer in the state of Connecticut with extensive experience in the aerospace field, and I know well that the integrity of safety critical systems must be ensured by a combination of system design, component design, and appropriate maintenance procedures. In this case, I would expect that corrosion resistant materials would be used for brake lines to ensure adequate compatibility with their working environment. Furthermore, if the integrity of these components cannot be ensured beyond a certain period of time, they must be life-limited, with removal scheduled after a set interval, defined within the safe operating life of the part.

Anything less than this takes unreasonable risks with the lives of operators and passengers in Ford vehicles.

I have retained the original brake lines from the vehicle. I would be glad to forward sections of these lines (or digital images thereof) for your inspection.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Glastonbury, CT [REDACTED]

cc: National Highway Traffic Safety Administration / Office of Defects Investigation

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