

[Redacted]
San Francisco, CA [Redacted]

October 21, 2015

Natl. Highway Traffic Safety Admin.
West Building
1200 New Jersey Ave., SE
Washington, D.C. 20590

OCT 27 2015

Dear NHTSA:

I have been unable to get an answer from Ford Motor Company as to whether DOT 4 brake fluid could damage the braking system on my 2007 Ford Mustang GT. I have not received any response to the letter I wrote to Mr. Fields on August 10, 2015.

One of my Ford dealership's service managers said he can not get a straight answer from Ford Motor Company. The dealership had a meeting among several of its employees quite a few months ago, and decided to install DOT 4 in all the Fords they serviced, even if the Owner's Guide and the cap on the brake master cylinder say to use DOT 3.

DOT 4 contains borate ester, which is an acidic salt. It is my understanding that if a brake system is designed for DOT 4, then it is fine to use DOT 4. If, however, the brake system is designed for DOT 3, it could be made out of materials not compatible with DOT 4, and DOT 4 could cause damage to the hoses, seals, fittings, and other brake components. This could eventually cause a problem with the braking system, which might be a danger not only to the occupants of the vehicles that contain incorrect brake fluid but to others on the road if the braking system suffers a failure.

I would appreciate anything you could do to resolve this issue. Thank you very much.

Sincerely

[Redacted Signature]

(3) Encl. (Copies of correspondence with Ford Motor Company)

NAM
11/2/15
SMD

[REDACTED]
San Francisco, CA [REDACTED]

August 10, 2015

Mark Fields
President and Chief Executive Officer
Ford Motor Company
One American Road
Dearborn, MI 48126

Dear Mr. Fields:

Enclosed are copies of two letters. One is from me to Ford Motor Company and the other is the response.

The response does not answer the question in my letter. All it does is seek to send me on a fool's errand, making phone call after phone call after phone call.

I would like a straightforward answer to the concern raised in my letter of July 23, 2015. I have highlighted it for your convenience.

For your information, it has been my experience that the dealership's opinion is *not* the best source of information. The technical staff that is employed by Ford Motor Company is the best source, but I have not been able to reach them to get a technical answer.

To give some indications of the incompetence of the service managers at my dealership, I discovered that my tires had been rotated front to rear, without crossing from left front to right rear and from right front to left rear. I had to show the service manager the diagram in my Owner's Guide. When the dealership did a cooling system flush, they used less than the amount of antifreeze specified by Ford Motor Company. They were also prepared to use tap water rather than distilled water as specified in the Owner's Guide until I called it to their attention.

Would you kindly see that I receive a straightforward answer?

Thank you very much.

Sincerely,

COPY
[REDACTED]

Encl. (2)



August 4, 2015

[REDACTED]
San Francisco, CA [REDACTED]

CAS- [REDACTED]

VIN: 1ZVFT82H575 [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company.

Inquiries of a technical nature are best referred to any Ford or Lincoln dealership, because they have factory trained technicians, comprehensive service information and specialized equipment to resolve your concerns. We recommend seeking another Ford or Lincoln dealership's opinion. They are in the best position and most qualified to discuss and review your concern.

If you have any additional questions or concerns, please contact us at our Customer Relationship Center at 1-800-392-3673 between 8 a.m. and 5 p.m. local time, Monday to Friday. Any representative that answers will be happy to discuss the situation with you as a summary of your correspondence has been documented in our database.

Thank you for writing. We appreciate the opportunity to consider your request.

Sincerely,

A handwritten signature in cursive script that reads "D. Williams".

Dorothy Williams
Ford Motor Company
Customer Relationship Center

[REDACTED]
San Francisco, CA [REDACTED]

July 23, 2015

Ford Motor Company
P.O. Box 1899
Dearborn, MI 48121

Dear Ford Motor Company:

I am the owner of a 2007 Mustang GT. The Owner's Guide specifies that DOT 3 brake fluid is to be used. My Ford dealership serviced my brake system using DOT 4 brake fluid.

Has Ford Motor Company approved DOT 4 for my vehicle?

My general understanding is that DOT 4 can damage the braking system unless the vehicle is designed to be used with the chemical composition of DOT 4, and I have no idea if my vehicle is equipped with brake hoses, etc., that could be damaged by DOT 4.

Thank you for the information.

Sincerely,

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[REDACTED]

San Francisco, CA

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West Building
1200 New Jersey Ave., SE
Washington, D.C. 20590

