

August 9, 2016

From:

Poulsbo, WA

To: National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

cc: Bosch Brake Components LLC  
2800 S 25<sup>th</sup> Ave.  
Broadview IL 60155-4532

AUG 18 2016

Reference: NHTSA Recall No. 16E-026

Sirs,

I received a letter advising me of the referenced safety recall, of Brake Pads manufactured by Robert Bosch. The letter identified the product (Brake Best D598), and a list of vehicles which use the product, and directed me to call Bosch Technical Support to obtain material and labor to replace the defective brake pads. The letter further advised that if I am unable to obtain a remedy, to submit a complaint to you. This is my complaint.

The Bosch representative told me that the recall only applies to brake pads installed on the vehicles listed in the letter I received. My vehicle, a 1997 Ford Thunderbird LX, is not on that list. However, a cursory check of application data shows that the brake pads and rotors for my car are identical (Brake Pad D598, Rotor 66794RGS) to those for the cars listed in the recall letter.

If the brake pads and/or rotors subject to recall are unsafe, then they are unsafe on any car for which they are used. Bosch should not be allowed to capriciously refuse to replace defective brakes, simply because someone mistakenly left off the list one of the affected car models.

I request that you direct Bosch to replace the defective brake components, regardless of the car on which they are installed.

I may be reached at

Thank You,

NM  
82516  
SMD

# IMPORTANT SAFETY RECALL

**NHTSA Recall No. 16E026**

**May 2016**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Bosch Brake Components LLC (Bosch) has decided that a defect which relates to motor vehicle safety exists in certain aftermarket brake pads manufactured by Bosch and shipped to distributors and retailers from October 2014 through November 2015. Bosch is recalling the affected product. Our records indicate that you may have purchased one of these products. Therefore, please review this letter carefully.

## **What Products Are Involved?**

This recall involves the following 598/765 model aftermarket (replacement) front brake pads produced by Bosch:

| BRAND      | PART NUMBER    | VEHICLE APPLICATIONS                                                                                                                                                                   |
|------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Brake Best | D598<br>MKD765 | 2001 - 2007 Ford Taurus sedan and wagon<br>2001 - 2005 Mercury Sable sedan or wagon<br>1999 - 1995 Ford Taurus SHO<br>1995 - 2002 Lincoln Continental<br>1993 - 1998 Lincoln Mark VIII |

Attachment A to this letter contains photos of the affected brake pads (subject to recall) and photos of unaffected brake pads. Also included in Attachment A is a photo of a representative label provided with the brake pad along with the affected date codes that you may be able to use to determine whether a brake pad you purchased is subject to this recall

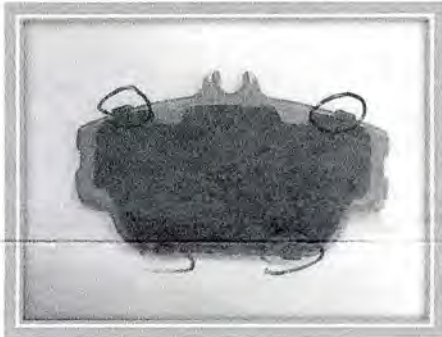
## **What is the Problem?**

Under certain conditions, the shim on the subject brake pads can shift out of the original position and can come into contact with and cut a groove in the rotor. If the shim contacts the "hat" area of the rotor and the condition remains undetected for an extended period of time, the rotor could eventually break, resulting in a loss of brake function at that wheel end. A loss of brake function at a wheel may cause an increase in vehicle stopping distance, thereby increasing the risk of a vehicle crash. Noise associated with the shim contacting the rotor during braking should provide advance warning to the driver of this condition.

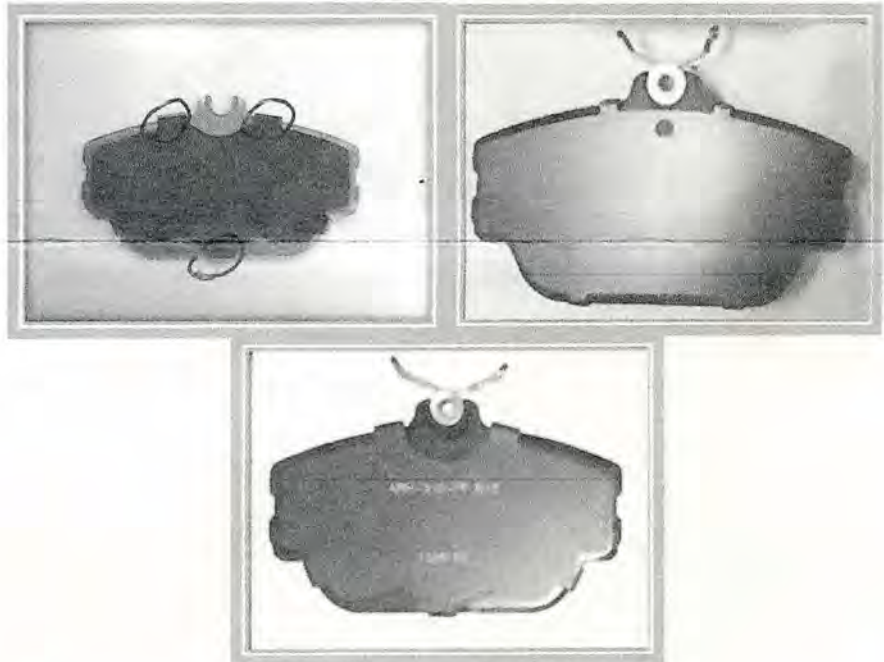
## Attachment A - Affected Product Identification

### Part Verification

Affected brake pad

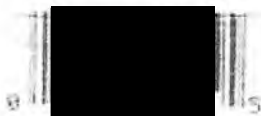


Accepted brake pads, not part of recall



### Label Date Code Verification

**D598**



ORGANIC **B B**  
Made in Mexico  
Hecho En Mexico



15026

007

F 038 301 324 - E7X

**Brake Best date code: YY365 day**

Range to return 14274 - 15304

Poulsbo, WA

TACOMA WA 983  
OLYMPIA WA  
10 AUG 2016 PM 3 L



NATSA

WHO-404

1200 New Jersey Ave.

Washington DC 20590

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