



PROTECTING, PRESERVING, AND PERFORMING SINCE 1932

DATE: January 1, 2016

TO: All Gold Eagle/Golden Touch® Customers

From: Ross Mohrmann, Director of Private Brands / Installer Brands Division

Subject: Golden Touch® *Oil System Cleaner/Fast Flush*

The Golden Touch® Oil System Cleaner (OSC)/Fast Flush (FF) is a *petroleum-based* formula, which safely dissolves sludge deposits and allows them to be removed with the oil filter or when oil is drained. *The Golden Touch OSC/FF does not void car manufacturer's warranties whether new or extended.* Unlike many products, which contain Kerosene or Mineral Spirits, Golden Touch OSC/FF does not thin oil or cause engine leaks. In addition, it will not plug-up ports, galleys or screens.

The key ingredient of the OSC/FF is a safe dissolving solvent called *Butyl Cellosolve*. This solvent has proven so successful in eliminating unwanted sludge conditions, that General Motors (GM) used this same chemistry in their own **GM Crankcase Cleaner** formulation (#1052350).

Please keep in mind that a sludge condition forms primarily from *extended oil drain intervals* or mechanical problems causing engine oil contamination. If a consumer changes their oil on a consistent basis (3000 miles recommended) sludge conditions are minimized, thus extending the longevity of their vehicle.

If any issues arise regarding a customer complaint, please contact the Professional Services or Technical Services departments at **1-800-621-1251**. We have a specific procedure in place to monitor the complaint and will keep you and your customer advised of the outcome.

Key Contacts:

- Tech Services: Mike Profetto (X6356)