

REGULAR ORDER #003980 Date Printed: 6/29/10 Page: 1 Center: 1		GREGORY AUTOMOTIVE 981 MARKET STREET CHARLESTON, INDIANA 47111 (812) 256-1000 YOUR TOTAL AUTO SERVICE & TIRES																						
Customer: [REDACTED] City: CHARLESTON, IN State: [REDACTED] Zip: [REDACTED]		Vehicle: 2000 GMC P 150 License: [REDACTED] VIN: 2FTKX17W9C [REDACTED] Engine: 4.6 Model: 16890E																						
Parts <table border="1"> <thead> <tr> <th>QTY</th> <th>Part Number</th> <th>Description</th> <th>Price</th> <th>Old Price</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>PISTON TANK CREEP</td> <td>PISTON TANK CREEP</td> <td>135.00</td> <td>58.89</td> </tr> <tr> <td>1.00</td> <td>PISTON TANK CREEP</td> <td>PISTON TANK CREEP</td> <td>135.00</td> <td>58.89</td> </tr> </tbody> </table>		QTY	Part Number	Description	Price	Old Price	1.00	PISTON TANK CREEP	PISTON TANK CREEP	135.00	58.89	1.00	PISTON TANK CREEP	PISTON TANK CREEP	135.00	58.89	Labor <table border="1"> <thead> <tr> <th>Time</th> <th>Charge</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>PISTON TANK CREEP</td> </tr> <tr> <td>1.00</td> <td>PISTON TANK CREEP</td> </tr> </tbody> </table>		Time	Charge	1.00	PISTON TANK CREEP	1.00	PISTON TANK CREEP
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Indiana State Police were on the scene and called the fire department. My husband didn't get anything in writing and we didn't request a report. He believes it was the Jeffersonville Fire Department, but he is not sure. He had just filled the tank with gas when the incident happened. The tank holds about 27 gallons and he said when we picked the truck up after repairs, it was about 3/4 full. He estimates 7 gallons lost. He said that the fire department used quite a bit of fire retardant on the spill. The receipt above was for the repairs. The truck was towed to them and the repairs were done immediately. The date of the incident is within one or two days to the date on the receipt. If the receipt is not a good copy on your end, please let me know and I will send an actual copy through the mail. Thank you for following-up on this incident. If the circumstances had been different and my husband or I wasn't at a section of road or interstate where you could pull off easily, I feel the outcome could have been a lot different. I think we were fortunate. I hope that this information is helpful in your investigation.

From: Larry.Hershman <Larry.Hershman@dot.gov>
To: [REDACTED]
Sent: Thu, Sep 23, 2010 5:18 pm
Subject: Complaint #10355671 for Your 2000 Ford F150

Dear [REDACTED]

My name is Larry Hershman and I am looking into the issue of corroding fuel tank straps on Ford F-150 trucks. I work for the National Highway Traffic Safety Administration (NHTSA), part of the U.S. Department of Transportation. We received your complaint about this problem on September 15.

In your complaint you mentioned that a policeman stopped to help and that the fire department came out and spread fire retardant on the fuel that leaked. Do you have any idea how much fuel may have leaked? Would you send me copies of the police and fire reports? If you don't have them, could you give me some contact information so I could contact the police and fire departments to get copies of the reports? Also, could you send me copies of your repair invoices?

You can simply email your response to me at this email address. Alternatively, you can it to me at the address below. I have to be out of the office until October 4 so I will not be able to reply to you until then.

Thank you for bringing your problem to our attention and for your assistance with our investigation.

Sincerely,
Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
Larry.Hershman@dot.gov
(202) 366-4929