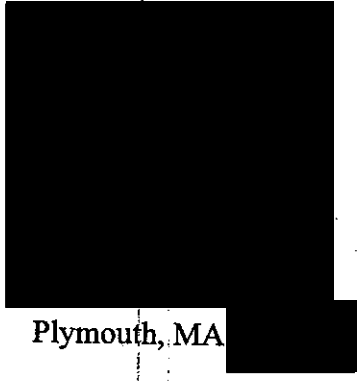


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Plymouth, MA

OCT 12 2011

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Oct 3, 2011

Ford Motor Company
P.O.Box6251
Dearborn, Michigan 48121-7332

Dear Sirs,

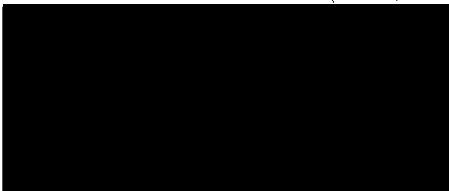
I received your notice of Recall 11S21 dated September 2011.

My Ford F250 Vehicle ID # 2FTPF28L4WC [redacted] did in fact, have corrosion on the gas tank straps, and the gas tank. I have made an appointment with Colonial Ford in Plymouth, MA on Oct 5, 2011. They will replace the straps again.

I presented them the original receipt (copy enclosed) for the straps and the gas tank, which was also corroded and leaked. When I presented the bill for reimbursement (per your letter), they told me I had to deal directly with Ford in Dearborn.

I called the 866 436 6251 number and was assigned case number 0519932761, but I was told that I had to go back to the dealership to get the reimbursement for the straps. Apparently the full tank is only reimbursable if it actually falls off the vehicle and hits the ground. This seems rather odd since it was the straps that corroded the gas tank that eventually leaked.

I will attempt to resolves this with Colonial Ford on Wednesday, Oct 5, 2011.



Cc Nat'l Highway Traffic Safety Admin. Washington, DC

MC
102411
TGW



AUTO PARTS

STORE

200005205
Manomet Auto Supply Inc.
21 ROBERT J WAY
508-732-9861
PLYMOUTH, MA 02360
(508) 224-2900

Time: 08:30 Date: 04/08/2009 Page: 1/1

Employee: 36 Chalmers, Scott
Sales Rep: 0 0, Salesman
Accounting Day: 8

SOLD TO

1
PLYMOUTH CASH ACCOUNT
Preferred Pricing
NO RETURNS ON SPECIAL ORDERS
NO RETURNS, ON

Delivery:
Attention:
Tax Exemption:
PO#: TAX 47-0863267
Terms: 2%10/N25

Part Number	Line	Description	Quantity	Price	Net	Total
ST131	RAD	TANK STRAPS	1.00	0.00	43.9048	43.90
F45A	RAD	GAS TANK	1.00	0.00	230.0000	230.00

Subtotal		273.90
SALES TAX 5.0000%		0.00
Total		273.90
MC	273.90	

Customer Signature
ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

I agree to pay total amount according to card issuer agreement.

Reprint

Invoice Number 296376



AUTO PARTS

STORE

200005205
Manomet Auto Supply Inc.
21 ROBERT J WAY
508-732-9861
PLYMOUTH, MA 02360
(508) 224-2900

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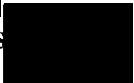
Reprint

Invoice Number 296376



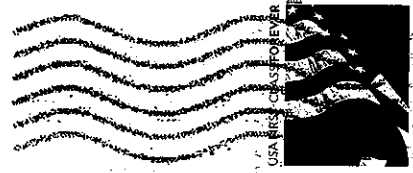


Plymouth, Massachusetts



BOSTON MA 021

03 OCT 2011 PM 18 T



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY
1200 NEW JERSEY AVE. S.E.
WASHINGTON, DC
20590

RECALL
11521

