

From: [REDACTED]
To: [Hershman, Larry \(NHTSA\)](#)
Subject: Re: Your Complaint #10356281 to NHTSA about your Ford F-150
Date: Saturday, April 02, 2011 11:37:46 PM

Larry,

My answers are below in red.

Thank you,

[REDACTED]

On Fri, Apr 1, 2011 at 4:20 PM, <Larry.Hershman@dot.gov> wrote:

Dear Ford F-150 Owner,

My name is Larry Hershman and I work for the National Highway Traffic Safety Administration (NHTSA), part of the U.S. Department of Transportation. I am investigating alleged problems with Ford F-150 pick-up trucks involving fuel tank strap failure. In your complaint to us, you described similar symptoms. I'd like to ask you for some follow up information:

- 1) Did one strap fail or did both straps fail? Did they break in the middle or where they attached to the frame? **One strap failed and the second was bound to fail very soon. The straps rusted and flaked in layers in the middle where the plastic sleeve was.**
- 2) Please describe the condition of the fuel tank support straps. Aside from the break, did the straps appear to be in good shape? If not, how would you describe them? **The straps were not in good shape. They were very flaky. Matter of fact I had looked at them 6-8 months earlier and they appeared in good shape, so I would say that once they started to show signs of rusting, it didn't take long to corrode through.**
- 3) If fuel spilled, can you estimate how much fuel spilled? **Had I been the average driver, I probably would not have noticed it until the tank fell off. I did notice it while I was on vacation deep in the woods camping. Luckily I used a ratchet strap for temporary support.**

Our investigation continues, and we are very appreciative of receiving your complaint and any additional information you provide us. Please feel free to contact me by email or by telephone.

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

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