

From: [REDACTED]
To: [Hershman, Larry \(NHTSA\)](#)
Subject: RE: Complaint # 10356707 - Your 2001 Ford F-150
Date: Monday, October 04, 2010 8:44:54 AM
Attachments: [Truck Receipt.PDF](#)

Hi Larry,

Attached is the repair receipt. I did not realize this earlier but on the receipt the mileage is listed as well. Just thought I'd let you know.

Thanks,

[REDACTED]

Subject: RE: Complaint # 10356707 - Your 2001 Ford F-150
Date: Thu, 23 Sep 2010 17:06:50 -0400
From: Larry.Hershman@dot.gov
To: [REDACTED]

[It does help. Thanks](#) [REDACTED]

[Larry](#)

From: [REDACTED]
Sent: Thursday, September 23, 2010 5:03 PM
To: Hershman, Larry (NHTSA)
Subject: RE: Complaint # 10356707 - Your 2001 Ford F-150

Hi Larry,

I can tell you for certain that I lost almost exactly a quarter tank of gas in about the hour from the time the tank fell out of the frame to the time we got it back to the mechanics lot. We checked the gas guage because we were curious to how fast it was leaking. I believe the gas tank is approximately 24 gallons, so that would leave me to believe I was losing about 6 gallons per hour. It was pretty significant as far as I was concerned and was lucky it was raining pretty heavily that day as I dragged the tank about a tenth of a mile before pulling over in a safe area on the road.

Hope this helps

Thanks,

[REDACTED]

Subject: RE: Complaint # 10356707 - Your 2001 Ford F-150
Date: Thu, 23 Sep 2010 16:54:13 -0400
From: Larry.Hershman@dot.gov
To: [REDACTED]

[Dear](#) [REDACTED]

Thanks very much for getting back to me right away. I'll look forward to receiving the photos, but there's no need for you to search for more information about how much gas you had in the tank – I'll just consider it a nearly full tank. However, if gasoline spilled out when the tank separated, I'd be curious approximately how much spilled (just a small puddle a few inches across, or a big leak of several gallons, or none at all, for example).

Again, thank you,
Larry Hershman

From: [REDACTED]
Sent: Thursday, September 23, 2010 4:41 PM
To: Hershman, Larry (NHTSA)
Subject: RE: Complaint # 10356707 - Your 2001 Ford F-150

Hi Larry,

Thanks for the reply. I can email you copies of my pictures from that day. I will also send you a copy of the invoice of my repairs.

I do not have the corroded straps anymore as the problem happened back in March of this year. For whatever reason,

I did not report the incident until I heard about it on the news just recently. However, the rusted and broken straps can be seen clearly from a couple of the pictures.

The tank was a near full tank of gasoline. I remember filling the tank up on Thursday or Friday the day before the incident

occurred (which was on Saturday afternoon). Although I felt lucky that my son and I survived the incident without an issue,

I specifically remember being mad about having to lose a full tank of gas as a result of the fuel leak. I could probably look through my bank records and find out exactly when I went to the gas station if that would help.

Thanks,

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Subject: Complaint # 10356707 - Your 2001 Ford F-150
Date: Thu, 23 Sep 2010 16:03:18 -0400
From: Larry.Hershman@dot.gov
To: [REDACTED]

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 20.

In your complaint you mentioned that you had the tank, straps and fuel pump replaced and that you have many pictures. I would like to ask if you would send me your photographs documenting the incident, as well as copies of the invoices for the repair work. Also, if you have the old straps, I'd like to ask you to hold onto them in case I want to get them from you at some future date. Finally, could you please describe as best you can how full the tank was and how much fuel leaked from it.

If you agree to send me your photos, you can simply email them to me at this email address. Alternatively, you can mail them to 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

Fogle, Brenda CTR (NHTSA)

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To: Hershman, Larry (NHTSA)
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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

From: [REDACTED]
To: [Hershman, Larry \(NHTSA\)](#)
Subject: RE: Complaint # 10356707 - Your 2001 Ford F-150
Date: Sunday, October 03, 2010 10:56:48 PM
Attachments: [REDACTED] [Truck Pics.zip](#)

Hi Larry,

Attached are the pics of my truck with the defective gas tank.
I will scan and attach my receipt for the parts and labor to replace
the tank by tomorrow or Tuesday.

Thanks,

[REDACTED]

Subject: RE: Complaint # 10356707 - Your 2001 Ford F-150
Date: Thu, 23 Sep 2010 17:06:50 -0400
From: Larry.Hershman@dot.gov
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Office of Vehicle Safety - Enforcement
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Washington, DC 20590
Larry.Hershman@dot.gov
(202) 366-4929













[illegible]

STEINER'S AUTO REPAIR

NAME _____

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.