

From: [REDACTED]
To: [Hershman.Larry \(NHTSA\)](mailto:Hershman.Larry@NHTSA)
Subject: Re: Your Complaint #10360984 to NHTSA about your Ford F-150
Date: Friday, April 01, 2011 8:44:24 PM

Hello Mr. Hershman,

Both straps were broken when I checked after pulling over. they appeared to fail where they made a bend to go around the tank edge. I don't know if one failed and the weight of the full gas-tank caused the other to break or if they both failed together. I would say they had minor rusting mostly at the bends. The tank did impact the road but was only slightly dented with no compromise to the tank itself (I still drive it every day).

Thanks for taking the time to look into this problem.,

Sincerely,

[REDACTED]

----- Original Message -----

From: Larry.Hershman@dot.gov

To: [REDACTED]

Sent: Friday, April 01, 2011 4:17 PM

Subject: Your Complaint #10360984 to NHTSA about your Ford F-150

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?
- 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?
- 3) If fuel spilled, can you estimate how much fuel spilled?

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

(202) 366-4929

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