

From: [REDACTED]
To: [Hershman, Larry \(NHTSA\)](#)
Subject: Re: Your Ford F-150 Gas Tank Strap Complaint
Date: Wednesday, April 06, 2011 8:49:56 AM

Greetings Mr Hershman,

I am well thank you. Hope you are the same. Just been very busy lately. My boyfriend took some beautiful photographs and they are in a file on his computer however we both own our own businesses and have been really caught up in that. I am hoping in the next couple of days to get over to his pc and compress and send the photo files to you for he is not savy in that process. To answer your questions though: One strap appeared to me as though it was completely covered in rust from one end to the other and an apparent total rust through spot where it came apart and failed; The other strap was semi-shiney with an area where the rust was concentrated more but not completely through. The photo's will speak for themselves! Sorry for the delay. Trying to stay afloat with the daily grind here in Michigan...

Sincerely,
[REDACTED]

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

From: Larry.Hershman@dot.gov
To: [REDACTED]
Sent: Thursday, March 31, 2011 5:53 PM
Subject: RE: Your Ford F-150 Gas Tank Strap Complaint

Hello [REDACTED]

I thought I'd check in with you to follow up our previous correspondence. I've got a couple of questions for you: How would you describe the condition of the straps that failed? Would you say they appeared to be shiny or rusty, and if rusty, how severe was the rust? Also, you had mentioned the possibility of photographs. I would appreciate you emailing them to me if possible as that would effectively tell me the condition of the straps.

Hope you're well. Again, thanks for your help.

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

From: [REDACTED]
Sent: Friday, February 25, 2011 10:09 AM
To: Hershman, Larry (NHTSA)
Subject: Re: Your Ford F-150 Gas Tank Strap Complaint

Dear Larry,

Thank you for asking. I would love to cooperate in any way I can to help in your investigation. I have all my damaged parts from the incident and photo's which are not downloaded from the camera yet. The female representative from Ford Motor did call me back and left a message on my business phone on Feb.10th for which I was very busy at work that week and didn't have the time to call her back. I then filed my complaint with you on Feb.13th. Left a msg.on her v-mail at work on Fri.Feb.18th. Then I called again on Mon.Feb.21st and did get to speak to her which to my disappointment went nowhere other than her telling me to save my receipts in case there is ever a recall. I could tell you the whole conversation over the phone better when I'm not rushed to get to work today. Her name was Lynn (last name starts with "A"/ when you call after hours it is on her v-mail) 1-313-845-5808/Direct to her desk. This # also identifies as Ford Motor Executive Offices. To answer your other question about how much 3/4 of a tank on my truck is: I estimate that at being at least 15gal. I would say almost all the fuel leaked out. The fire dept. had to empty a little (I would guess again at 2gal.) out into a low wide bucket to completely empty all the fuel. Not sure if that is on the incident report that the police filed. I have that # on file as well. I have not looked it up or gone down to get a copy yet. I would like to let you know that I sincerely feel that people haven't come forward with more complaints because that they feel that their trucks are deemed too old for anyone to help them with this matter. Since this has happened to me I have found out 1 person for sure that had this happen on their 1999 F150, and 1 person that has a 2000 F150 whose straps are ready to go! I am warning everyone I know. Hopefully I can call you on my day off which is Monday the 28th. I have to run some errands in the morning but will try you later.

Thank you again, Sincerely,

[REDACTED]

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

From: Larry.Hershman@dot.gov

To: [REDACTED]

Sent: Wednesday, February 23, 2011 4:54 PM

Subject: Your Ford F-150 Gas Tank Strap Complaint

Dear [REDACTED]

My name is Larry Hershman and I am investigating 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. You submitted your complaint about this problem to us on February 13.

You estimated your tank was $\frac{3}{4}$ full when the strap failed; did all the fuel leak out, and if not, can you estimate the amount of fuel you lost?

Also in your complaint, you mentioned that you had the old straps. Would it be possible for you to photograph the old straps and email the photos to me? I'd also like to ask you to hold onto them in case I want to get them from you at some future date. 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.

Finally, you mentioned that you had a lengthy conversation with a Ford representative who told you they needed a week to research this. Do you know the name and title or office of this individual, and did you ever hear back from them? What information did they tell you?

Please feel free to contact me by email or phone. 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

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