

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

From: [REDACTED]
To: [Hershman, Larry \(NHTSA\)](#)
Subject: Re: Your Ford F-150 Complaint to NHTSA
Date: Monday, April 18, 2011 7:52:59 PM

sorry about that registration was in the truck when I filled the form out and the truck was at the shop.

1FTRW08L51K [REDACTED]

Thank you and it is no bother at all

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

From: Larry.Hershman@dot.gov
To: [REDACTED]
Sent: Mon, Apr 18, 2011 12:09 pm
Subject: RE: Your Ford F-150 Complaint to NHTSA

Dear [REDACTED],

I'm sorry to bother you again, but I have one more request: Could you please email me your Vehicle Identification Number (VIN)? It's located on the dashboard at the bottom of the windshield on the driver's side. You should be able to read it while standing outside the truck near the outside driver's side mirror. If the truck is unavailable, the VIN may be on receipts for work done by service shops or records of vehicle purchase or registration. The VIN helps us with identification of specific aspects of your vehicle, including its production date, body style, etc.

Thank you,
Larry Hershman

From: Hershman, Larry (NHTSA)
Sent: Monday, April 18, 2011 11:28 AM
To: [REDACTED]
Subject: RE: Your Ford F-150 Complaint to NHTSA

Got it...And congratulations!

From: [REDACTED]
Sent: Monday, April 18, 2011 11:27 AM
To: Hershman, Larry (NHTSA)
Subject: Re: Your Ford F-150 Complaint to NHTSA

I am sorry. I recently got married and use [REDACTED] for work as I have used that name for 22 years and am know for it in my profession. I sometimes forget to change my name in my personal correspondence. Please keep it as [REDACTED]

Thank you

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

From: Larry.Hershman@dot.gov

To: [REDACTED]

Sent: Mon, Apr 18, 2011 11:24 am

Subject: RE: Your Ford F-150 Complaint to NHTSA

Dear [REDACTED],

You're welcome, and thank you for getting back to me right away. Your mechanic gave you good advice to hold onto the parts and your receipts in case there is a recall. If there is a recall, Ford will contact you directly.

You provided me the information I needed. I see your name is different than the name on our Vehicle Owner's Questionnaire. Should I correct your name on that form from [REDACTED] to [REDACTED]

Again, thank you.

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: Monday, April 18, 2011 11:18 AM
To: Hershman, Larry (NHTSA)
Subject: Re: Your Ford F-150 Complaint to NHTSA

Mr. Hershman.

Thank you for taking the time to email me.

In response to your questions:

- 1) Both straps broke
- 2) They broke in the middle.
- 3) There is some rust and corrosion in the middle of the straps and less as they go towards where the bolts went through them.

My vehicle is a 2001 and has over 180,000 miles on it. I do not drive off road with the truck. I live in Ohio and it does get driven during the winter. My mechanic told me to hang on to the parts and the

invoice as they may be needed if there is a recall on these parts.

I appreciate your time on this and if I may be of any further assistance please let me know.

Thank you
[REDACTED]

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

From: Larry.Hershman@dot.gov

To: [REDACTED]

Sent: Mon, Apr 18, 2011 11:03 am

Subject: Your Ford F-150 Complaint to NHTSA

Dear [REDACTED],

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 about the fuel tank strap failure that occurred while you were driving, you described similar symptoms. I'd like to ask you for some follow up information:

Did one or both fuel tank straps break?

Did it/they break in the middle or where they attach to the frame?

Please describe the condition of the fuel tank support strap(s). Aside from the break, did the straps appear to be in good shape? If not, how would you describe their condition (mostly shiny, mostly rusty, severe corrosion, etc.)?

Our investigation continues, and we are very appreciative of receiving your complaint and any additional information you provide us.

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