

From: [REDACTED]
To: [Reid, Danielle](#)
Subject: Re: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up
Date: Sunday, July 17, 2011 10:32:56 PM

Danielle,

The problem was noticed when attempting to refuel my F-150. I heard the sound of liquid spilling. Upon looking under the vehicle I saw that the rear strap had broken, the tank was hanging down, consequently the fuel filler pipe was disconnected, and when refueling I was pumping fuel directly on the ground. The front strap was still holding the fuel tank off the ground. I was able to drive my pick-up to my mechanic for repair.

I was informed that the rear strap had rusted through and the front strap was not far behind. Both had to be replaced. Also, the tank was rusted so that when the fuel tank dropped, the filler neck tore out of the tank causing fuel to spilled on the ground when refueling. The tank also had to be replaced. Thus both support straps were rusted out to the point where they needed to be replaced.

The tank never did drop to the ground or was dragged across the ground. The front strap, although badly rusted, did not give way and held the tank up. The tank was rusted to a point where the filler neck tore out when the tank dropped (tank damage) requiring replacement of the tank. The fuel lost was less than 1 gallon from the refueling before I noticed fuel was not entering the tank but flowing onto the ground. No other fuel was lost.

Hope this information is useful. Please contact me if you need more information.

Sincerely,

[REDACTED]