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

From: [redacted]
To: Reid, Danielle
Subject: Re: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up
Date: Tuesday, July 12, 2011 10:05:32 PM

The front strap broke in the middle and fell to the pavement. The rear strap held. When this happened there was no place to pull over. I drove two blocks to an auto repair parking lot thinking my exaust pipes had fallen. I surely didn't expect my fuel tank to drop. I had filled the tank the day before It holds 25 gallons) and there was at least 24 gallons in the tank. I would estimate that at least 15 gallons leaked into auto repair parking lot. The fire department came and hosed down the spilled fuel and placed blocks under the front of the tank to slow the leak. The auto repair shop syphoned any remain fuel before they moved the truck into a bay. I didn't see the condition of the rear strap or where the front strap was attached. I am just grateful that I wasn't out on the interstate or busy highway and the truck didn't catch on fire.

.---- Original Message -----

From: Danielle.Reid@dot.gov
To: [redacted]
Sent: Monday, July 11, 2011 12:12 PM
Subject: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up

Dear [redacted]

My name is Danielle Reid and I work for the National Highway Traffic Safety Administration (NHTSA), through the U.S. Department of Transportation. I am assisting an investigation into the alleged problems with Ford F-150 pick-up trucks involving fuel tank strap failure. We received your complaint dated June 9, 2011, and I want to thank you for bringing it to our attention.

In your complaint to us, you described symptoms similar to what we have been looking at and I'd like to ask you for some follow up information. Please respond to the following questions by replying to this email:

1. Did one strap fail or both? Did the break occur in the middle of the straps or where they were attached to the frame?
2. 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 (be as detailed as possible)?
3. Can you estimate how much fuel was lost?

Your response is greatly appreciated. As our investigation continues, we are very appreciative of receiving your complaint and any additional information you provide us. Feel free to contact me by email or telephone. Thank you.

Regards,

Danielle Reid
Investigative Assistant
Office of Defects Investigations

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