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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10406041-4198

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 4:41:21 PM

Dear Ms. Reid,

Thank you for your follow up message in response to my F-150 complaint. Yes, the repair shop I towed my truck to confirmed that both straps had rusted causing my tank to fall off my truck. I tried to include my VIN when filing my complaint, but the Web site would not accept the number. The VIN for your records is 1FTRW08L11k

Please let me know if I can be of further assistance in this investigation.

Regards, [REDACTED]

From: "Danielle.Reid@dot.gov" <Danielle.Reid@dot.gov>
To: [REDACTED]
Sent: Mon, July 11, 2011 11:42:04 AM
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 12, 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. You stated that it appeared that both straps and the tank had rusted. Did the repair shop that diagnosed your vehicle confirm your observations?
2. Do you have the VIN for the vehicle?

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
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
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