

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Please add to VOQ 10406044
Date: Tuesday, September 13, 2011 12:16:59 PM
Attachments: [Re Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up.msg](#)

Cynthia T. Wells

Operations Manager

BLF Technologies Inc.

on assignment with National Highway Traffic Safety Administration, Dept. of Transportation
W48-129



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202-366-5233 (office)



202-510-5259 (mobile)

Report Vehicle Safety Defects!



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From: Hershman, Larry (NHTSA)
Sent: Tuesday, September 13, 2011 12:10 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Please add to VOQ 10406044

Thanks

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]
To: [Reid, Danielle](#)
Subject: Re: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up
Date: Wednesday, July 13, 2011 6:52:07 AM

yes the fuel straps were rusted into in the center on the bottom of the tank, underneath the rubber or plastic covers. they both broke into dropping the fuel tank to the ground, there was a full tank of fuel, but no fuel was spilled, the new straps were 30.00. the labor was, 45.00. i still have the old straps. the straps were severely rusted at the bottom of the tank. the new straps were much thicker metal. thanks, [REDACTED]
[REDACTED]

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

From: Danielle.Reid@dot.gov

To: [REDACTED]

Sent: Monday, July 11, 2011 10:26 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. 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. Was there damage to the fuel tank? If fuel spilled, can you estimate how much 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
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue SE

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