

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up
Date: Thursday, August 11, 2011 10:39:14 AM



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From: Hershman, Larry (NHTSA)
Sent: Wednesday, August 10, 2011 5:07 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up

Please add the email below to VOQ # 10410638.

Thanks,
Larry

From: [REDACTED]
Sent: Monday, August 01, 2011 10:19 PM
To: Reid, Danielle
Subject: Re: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up

Danielle,

Both straps failed, breaking in the middle of the strap. The tank did drop to the ground and was dragged a short distance. There was damage to the fuel tank and it had to be replaced, as a result I lost an entire tank of gas as I had just filled the tank - approx. 20 gallons. The police did respond to the scene but as the gas leak there was minimal, the fire department did not respond.

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

From: Danielle.Reid@dot.gov
To: [REDACTED]
Sent: Thursday, July 28, 2011 1:41 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 July 6, 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. Did the tank drop to the ground? Was it dragged across the ground? Was there damage to the fuel tank (and where was the source of the leak)? If fuel spilled, can you estimate how much was lost?
3. Did the police or fire department respond to the scene for clean up?

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