

From: [Reid, Randy \(NHTSA\)](#)
Cc: [Hillman, Daniel \(NHTSA\)](#)
Subject: FW: Ford F-150 Complaint to U.S. Dept. of Transportation Agency
Date: Monday, August 29, 2011 9:53:33 AM
Attachments: [IMG00492-20110805-1310.jpg](#)
[IMG00502-20110805-1314.jpg](#)

From: Hillman, Daniel (NHTSA)
Sent: Monday, August 29, 2011 9:40 AM
To: Reid, Randy (NHTSA)
Subject: FW: Ford F-150 Complaint to U.S. Dept. of Transportation Agency

Sent: Sunday, August 28, 2011 10:08 PM
[REDACTED] Hillman, Daniel (NHTSA)
Subject: RE: Ford F-150 Complaint to U.S. Dept. of Transportation Agency

Hello Daniel,

I sent the prior e-mail to you back on August 2nd, 2011 and I have not received any reply as of yet. I consider this a formal complaint, please advise regarding my situation. I have also attached photographs of the areas of concern. 1310 is the front support and 1314 is the underside of the pick-up bed attached to the rotting frame.

[REDACTED]
[REDACTED]
[REDACTED]
Halifax, MA [REDACTED]

From: [REDACTED]
Sent: Tuesday, August 02, 2011 11:25 PM
To: 'daniel.hillman@dot.gov'
Subject: Ford F-150 Complaint to U.S. Dept. of Transportation Agency

Hello Daniel,

I was directed to you by Danielle Reid U.S. Department of Transportation in regards to my 2001 Ford F150. My F150 is also part of the recall regarding the rusting gas tank straps. Ford Motor Company must have used the same material on other areas of my vehicle as I have major rusting. Prior e-mails are

NAM
082911
TGW

below.

There is rusting/rotting on the underside of the vehicle where the cab connects to the frame and the where the pick-up bed attaches to the frame (the frame rails that go across).

The entire lower radiator support and body mounts are rotted out. The radiator support and body mounts hold the front fenders in place and the entire radiator and cooling assembly in place. When the support gave out the radiator and radiator shroud fell onto the fan that is mounted to the engine. Ford declined to aid in my dilemma and guided me to go to my nearest dealership and have a Ford Technician look at it. They did not seem very interested in this safety issue.

I just paid the vehicle off last year (I am the second owner) and I am in no position to invest in having this vehicle rebuilt. I think that Ford Motor Company should be backing there quality of their vehicles that they boast about in their commercials. Unfortunately they don't build them New England Tough.

While I am on my soap box Daniel, I have another issue, and that is the choice of the automotive industry to eliminate and or limit grease fittings in the suspension and steering mechanisms of automobiles and trucks. Ball joints and steering linkages are wearing prematurely due to the lack of grease fittings. Not only are the major auto companies cutting back on the grease fittings but now the OEM's are also doing it. Consumers pay a ridiculous amount for vehicles these days and the least they could do is give us a vehicle that lasts at least till we pay it off.

Investigation Information:

EA11-006 Ford F150 Fuel Tank Support Straps

Your complaint ID number (VOQ #): 10411466

Lead Investigator: Larry Hershman

If you could help guide me as to my next steps in addressing my rusting/rotting issues I would greatly appreciate it.

Best regards

[REDACTED]
[REDACTED] d
Halifax, MA [REDACTED]
[REDACTED]

From: Danielle.Reid@dot.gov [mailto:Danielle.Reid@dot.gov]

Sent: Wednesday, July 27, 2011 10:17 AM

Subject: RE: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up

Hello,

Try contacting Daniel Hillman. His information is below. If necessary you can refer to the investigation that I contacted you about. That information is below also. Hope this helps.

Daniel Hillman
Safety Defects Specialist
Office #: 202 366 6761
Email: daniel.hillman@dot.gov

Investigation Information:
EA11-006 Ford F150 Fuel Tank Support Straps
Your complaint ID number (VOQ #): 10411466
Lead Investigator: Larry Hershman

Regards,
Danielle Reid

Sent: Tuesday, July 26, 2011 7:22 PM

To: Reid, Danielle

Subject: RE: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up

Hello Danielle,

I appreciate you helping me with this matter.

The rusting on the underside of the vehicle is where the cab connects to the frame and the where the pick-up bed attaches to the frame (the frame rails that go across).

The entire lower radiator support and body mounts are rotted out. The radiator support and body mounts hold the front fenders in place and the entire radiator and cooling assembly in place. When the support gave out the

radiator and radiator shroud fell onto the fan that is mounted to the engine.

[REDACTED]

[REDACTED]

[REDACTED]

Halifax, MA [REDACTED]

[REDACTED]

From: Danielle.Reid@dot.gov [mailto:Danielle.Reid@dot.gov]

Sent: Tuesday, July 26, 2011 4:27 PM

Subject: RE: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up

Hello,

Could you describe the other issues that you're concerned with so I can point you in the right direction? Thank you.

Regards,
Danielle Reid

[REDACTED]

Sent: Monday, July 25, 2011 6:54 PM

To: Reid, Danielle

Subject: RE: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up

Dear Danielle,

Neither straps have failed yet, but as soon as I heard about the issue I inspected the tank straps on my 2001 Ford F150 and found one of the straps is completely covered in rust but intact. I am also experiencing abnormal rusting all over the underside of the vehicle which I contacted Ford about. Ford told me to go to the closest dealer and have them fix it. But Ford will not cover it. The entire lower radiator support is rotted out and the under-side of the pick-up bed and other supports have major rust. The vehicle only has 138,000 miles on it and close to being un-drivable. I feel that the major automobile manufacturers in the USA should be doing a much better job regarding the production of vehicles. By now they should have the rusting issues fixed.

I know that you are probably only covering this issue and I have other issues

concerning Ford and my vehicle. If you could direct me to a person or department that could help me further that would be great.

[REDACTED]

[REDACTED]

[REDACTED]

Halifax, MA [REDACTED]

From: Danielle.Reid@dot.gov [mailto:Danielle.Reid@dot.gov]

Sent: Monday, July 25, 2011 1:25 PM

[REDACTED]

Subject: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up

Could you please handle this for us,
Randy we do not see a trend at this time

Thanks Danny

RECALL 11 V 385000

[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 8, 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 they break)? If so, did the break occur in the middle of the straps or where they were attached to the frame?

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
NVS-220, W43-497
Washington, DC 20590
Danielle.Reid@dot.gov
Office: 202.366.5310
Fax: 202.366.3171



