

From: [REDACTED]
To: [Reid, Danielle](#)
Subject: RE: Ford F-150 Complaint to U.S. Dept. of Transportation Agency Follow Up
Date: Monday, July 25, 2011 6:54:35 PM

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.

Best regards,

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

From: Danielle.Reid@dot.gov [mailto:Danielle.Reid@dot.gov]
Sent: Monday, July 25, 2011 1:25 PM
To: [REDACTED]
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 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
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