

8

JUL - 6 2011

Painesville, OH [REDACTED]

June 11, 2011

Ford Motor Company
1 American Road
Dearborn, MI 48126

Re: 2001 Ford F-150 Pick-up
Ser# 2FTZT17231C [REDACTED]

To whom it may concern:

This is to inform you of a serious problem that I experienced with my F-150 pickup on Friday, June 3, 2011.

At 10:40 am I filled up with gas (approx 23 gallons) because I and my "significant other" [REDACTED] were about to embark on a journey to the National Cemetery at Rittman, OH to visit the grave of her father. We proceeded to Route 44 heading south, and then entered Route 90 heading west. We were on Route 90 for about 1-2 miles (approx mile marker 199), when we heard a loud metal sound, like something was dragging on the ground. I pulled to the side of the road as quickly as I could and stopped. [REDACTED] and I got out of the vehicle and looked underneath my truck and there on the ground was my entire gas tank. Thank goodness no hole had worn through and no gas was leaking – or we might not be here to write you this letter. Anyway, [REDACTED] called the AAA for a tow truck and explained our situation. They said they would make it a priority.

We had the vehicle towed to the Classic Ford garage on Tyler Boulevard in Mentor, OH. I called Steve Lesak, Service Manager and Adam Legg, Service Consultant, to make them aware of the situation and that my vehicle would be on its way in.

I heard on the TV and read on the internet that the problem that I experienced has been under investigation for Ford F-150 pickups, 1997 – 2001 model years by the National Highway Traffic Safety Administration, and there may be a possible recall. Well I suggest you all make the decision to recall this problem as soon as possible or you will be receiving more letters like this or worse, law suits because someone may be injured or worse.

We are asking to be reimbursed for the repair of attaching the gas tank with new strap assemblies – because the original straps deteriorated, as has been found in the investigations. As per the copy of the enclosed invoice – the total is \$599.35 and I expect Ford to reimburse this amount to me because you knew this dangerous problem should

MC
071811
TGW

have already been addressed in the form of a recall. Please do not wait until someone dies from this.

If you have any questions or require further information, I can be reached at the address above, or by phone [REDACTED] or by email at [REDACTED]

We expect a quick response to this request.

Sincerely,

[REDACTED]

Long time Ford F-150 owner

cc: ✓ NHTSA
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Classic Ford
Steve Lesak
8460 Tyler Blvd
Mentor, OH 44060

Steve LaTourette, US Congressman
1 Victoria Place
Painesville, OH 44077



CLASSIC FORD
8460 TYLER BLVD.
MENTOR, OHIO 44060
PHONE: (440) 266-3000



CUSTOMER NO. 427594	ADVISOR ADAM LEGG	7574	TAG NO. 9270	INVOICE DATE 06/03/11	INVOICE NO. FOC5226856
PAINESVILLE, OH	LABOR RATE	LICENSE NO.	MILEAGE 67,031	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 01/FORD TRUCK/F150/STYLESIDE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 FT Z F 1 7 2 3 1 C			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 06/03/11
COMMENTS					

LABOR & PARTS					
J# 1 05F0Z FUEL SYSTEM TECH(S): 7838 200.00					
CUST STATES FUEL TANK FELL DOWN WHILE DRIVING					
REINSTALL GAS TANK WITH NEW STRAPS AND PRESSURE SENSOR					
ALSO HAD TO REPLACE FUEL FILLER NECK					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	F65Z-9054-EA	STRAP ASY - FU	35.03	35.03
JOB # 1	1	F65Z-9054-EB	STRAP ASY - FU	39.29	39.29
JOB # 1	1	1L3Z-9034-DA	PIPE - FUEL FI	240.77	229.30
JOB # 1	1	F65Z-98593-DA	VALVE ASY - FU	60.47	60.47
JOB # 1 TOTAL PARTS					364.09
JOB # 1 TOTAL LABOR & PARTS					564.09

COMMENTS
TOW IN BY CUST

TOTALS					

Payment Method			TOTAL LABOR....	200.00	
			TOTAL PARTS....	364.09	
			TOTAL SUBLET....	0.00	
(*) Cash (*) Credit Card (*) Check # []			TOTAL G.O.G....	0.00	
			TOTAL MISC CHG.	0.00	
(*) Classic Account #			TOTAL MISC DISC	0.00	
			TOTAL TAX.....	35.26	

TOTAL INVOICE \$ 599.35

** Please do not forget to fill out and return your FORD**
** Service Survey that you will be receiving soon **
** Thank You from Classic Ford **
JOHN RHODES, SERVICE MANAGER 440-205-6822
RAY KRAKOVSKY, PARTS MANAGER 440-266-3000

CUSTOMER SIGNATURE

The only warranties applying to the parts or material are those which may be offered by the manufacturer. DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ON THE PARTS, MATERIALS, SERVICE AND/OR REPAIRS. Dealer does not authorize any other person to assume for it any liability in connection with furnishing parts, materials, service or repair. IN NO EVENT SHALL THE OWNER OF THE VEHICLE BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

ARBITRATION REQUIRED: I AGREE WITH DEALER THAT INSTEAD OF ANY ARBITRATION IN A COURT, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE PARTS, MATERIAL, SERVICES OR REPAIRS FURNISHED IN THIS TRANSACTION OR ANY OTHER TRANSACTION BETWEEN THE PARTIES RELATING TO THE SERVICE OR REPAIR TO OR SALE OF PARTS OR MATERIAL FOR THE DESCRIBED MOTOR VEHICLE, IF ANY, SHALL BE SETTLED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS COMMERCIAL ARBITRATION RULES. SUCH ARBITRATION SHALL BE CONDUCTED IN LAKE COUNTY, OHIO. EACH PARTY SHALL PAY THEIR OWN COSTS. ANY JUDGEMENT THE AWARD ORDERED BY THE ARBITRATION MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I hereby agree to all terms and conditions as stated.

X

CUSTOMER SIGNATURE

XXXXXXXXXXXX
DISCOUNTER
06/03/11
Inv #: 226656
Approved: Online
Batch #: 154001
Appr Code: 003508
17:25:58
Total: \$ 599.35
Customer Copy
Sale
Term ID: 004
Ref ID: 021
CLASSIC FORD
8460 TYLER BLVD
MENTOR, OH 44060
440-266-3000

[END OF INVOICE] 05:13pm



EMERGENCY ROAD SERVICE VERIFICATION

June 8, 2011

[REDACTED]
Painesville, OH [REDACTED]

Club: 215

Member# [REDACTED]

Service Date: 6/3/11

Call Number: 348

Time Received: 10:52 AM

Onsite Time: 11:35 AM

Location of Service: Highway I-90 W/MM 199/Concord, OH

Vehicle: 2001 Ford F-150

Color: Tan

Type of Service: Tow

Service provided by: Heisley Roadside Assistance

Miles: 11

Destination: 8510 Tyler Blvd., Mentor, OH (Classic Ford)

Comments: Problem- Needs tow

The above is a summary of the original detail call history held on file at AAA East Central.

AAA East Central Emergency Road Service
Rachel L. Tipping
Business Office Clerk
(800) 845-0373

by [Chris Shunk](#) (RSS feed) on May 9th 2011 at 1:29PM



The [Ford F-150](#) has been the best-selling truck in America for decades. That's a very big feather in the Blue Oval's cap, but when the truck line is bit by the recall bug, its massive volume can be a very bad thing.

The Detroit News is reporting that the National Highway Traffic Safety Administration has announced that it has upgraded its investigation into 2.7 million 1997-2001 F-150 pickups for fuel tank straps that have rusted and failed. If the straps rust and fail, NHTSA says there is a chance that the tank could drop and hit the road, causing a fuel leak. Back in September, NHTSA's [initial investigation](#) included 1.4 million vehicles.

Of the 339 complaints NHTSA and [Ford](#) have received so far, one has resulted in a brief fire that quickly flamed out, while a second complaint lead to a fire that actually destroyed the vehicle. According to the report, there have been a total of nine documented incidents in which fuel has leaked from the tank as a result of a failed tank strap, though there have no injuries linked to these incidents.

For its part, Ford says it is continuing to support NHTSA's investigation. The government safety agency says its investigation has "yielded information that strongly suggests the subject defect as the cause of the reported problem," suggesting a recall may be on the horizon.

[Source: [The Detroit News](#)]

Filed under: [Truck](#), [Government/Legal](#), [Safety](#), [Ford](#)

Tags: [f series](#), [f-150](#), [f-150 recall](#), [f-series](#), [f150](#), [f150 fuel tank](#), [ford f-150](#), [ford pickup](#), [ford recall](#), [fuel tank strap leak](#), [national highway traffic safety administration](#), [nhtsa](#)

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Steven C. LaTourette
Congress of the United States
14th District, Ohio

June 21, 2011

[REDACTED]
Painesville, OH [REDACTED]

Dear [REDACTED]

Thank you for contacting me regarding your 2001 Ford F-150 pick-up truck. I appreciate you taking the time to contact me.

From the situation that you describe in your correspondence, I can certainly understand your concern. Thankfully, both you and [REDACTED] are safe and no one was injured. I have taken the liberty of forwarding your correspondence to the National Highway Traffic Safety Administration (NHTSA) for their consideration and review. You may also wish to contact NHTSA directly at (888) 327-4236. I am hopeful that you will hear from NHTSA soon.

Once again, thank you for contacting me, if my staff or I can be of assistance to you in the future please do not hesitate in contacting me again.

Very truly yours,

Steven C. LaTourette
Member of Congress

SCL/kk

cc:

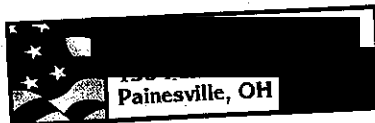
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Painesville, OH

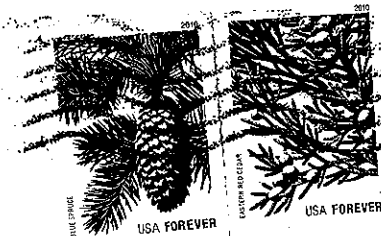
ER
RETURN TO SENDER
ADDRESSEE UNKNOWN
ADDRESSEE NOT AT THIS LOCATION
UNABLE TO LOCATE
INSUFFICIENT INFORMATION
NO LONGER AT DOT HEADQUARTERS

NHTSA
1200 New Jersey Avenue SE
West Building
Washington, DC

0620432



CLEVELAND OH 441
01 JUL 2011 544 42



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICIAL DEFECT INVESTIGATION NVS-210
1200 NEW JERSEY AVE SE
WEST BUILDING
WASHINGTON DC 20590

20590

