 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received OCT 13 2011 20-SEP-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10426426</p>	
<p>OWNER INFORMATION (Type or Print)</p>							
Name		Address		City		State	
NEW ROCHELLE		NY		Zip Code			
Daytime Telephone Number		Evening Telephone Number		E-mail Address			
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>							
<p>VEHICLE INFORMATION</p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FTFX28L1VM		Make FORD		Model F-250		Model Year 1997	
Date Purchased N/A		Dealer's Name and Telephone Number N/A See note		Engine: No: Cylinders 8		Fuel Type: GAS	
Original Owner <input type="checkbox"/>		Dealer's City N/A See note		State NY		Zip Code 10701	
Transmission Type AUTO		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain AUTO 5-4-L		Multiple Failure: Incident Date(s) 20-SEP-2011	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>							
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE				Failure Mileage 77989		Failure Speed	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>							
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)			
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:		Child Seat Component Code:			
Failed Part:							
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths	
				Reported to Police N			
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>							
<p>TL* THE CONTACT OWNS A 1997 FORD F-250. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER FOR REPAIRS UNDER NHTSA CAMPAIGN ID NUMBER: 11V385000 (FUEL SYSTEM, GASOLINE STORAGE: TANK ASSEMBLY: MOUNTING). THE CONTACT WAS INFORMED THAT THE RECALL REPAIRS COULD NOT BE PERFORMED BECAUSE THE RUSTED FUEL TANK STRAPS CAUSED FRICTION AND BORE A HOLE IN THE FUEL TANK. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 77,989 AND THE CURRENT MILEAGE WAS 77,944.</p>							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY			
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See work attached.



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



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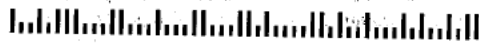
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US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit: www.safercar.gov

or call: Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

September 25, 2011
Attorney General Eric T. Schneiderman
State of New York
Office of The Attorney General
Bureau of Consumer Frauds and Protection
101 East Post Road
White Plains, New York 10601-5008

[REDACTED]
New Rochelle, New York [REDACTED]

TO: Attorney General Schneiderman

I write you for help in a very serious issue. Recently the NHTSA on September 16, 2011 issued a recall order for 2.7 million Ford F150-250 Pickup Trucks, and other vehicle types which have to deal with straps that hold the fuel tanks in place under the body of the trucks. I upon reading about this on the internet called Scarsdale Ford and made an inquiry as to whether my vehicle was involved in this recall. I was told yes and made an appointment for Tuesday, September 20, 2011. I arrived for my appointment on Tuesday and after an hour was called in by Phil the service manager and told that the straps have rusted the tank and there was a hole now in the area of the strap. That fuel was leaking and that they could not touch the straps or tank. The tank would cost me 1200.00 (twelve hundred dollars) and that FORD would not cover this in the recall. I have been sent out to drive this vehicle in the condition described above and have since filed a complaint with FORD MOTOR CO. Case # 0411892631 at 11:26 am that day. On this same day I informed the NHTSA also of this refusal to make the vehicle safe and that case # is 10426426. That call was completed 14 minutes after the 11:26 am call to Ford.

In my conversation with FORD MOTOR COMPANY I was told that they would not be responsible for the Tank unless it fell from the truck onto the ground while I was driving or if the mechanic punctured it in the replacement of the Tank. I feel this is unfair in that I had nothing to do with this strap rusting out my tank and now I am forced to pay this money for a problem they caused. My Vehicle has 77,944 miles on it and it was never used commercially, no snow plowing and no off—roading, and has been kept in excellent condition. Please advise me as to what my next steps should be. Vehicle Vin Number # 1FTFX28L1VN [REDACTED] New York Registration, plate number [REDACTED]

Respectfully yours,

[REDACTED]
[REDACTED] (cell)

September 25, 2011
Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, Michigan 48126

Dear From Motor Company ,

Enclosed please find a letter that I have sent to the New York State Attorney General's Office here in White Plains, New York. I find it necessary to get them involved since I have been made to drive my F250 truck after being refused service by your dealership at Scarsdale Ford, Scarsdale, New York . The letter is self explanatory and I still await a call back from any agency or Ford itself which I contacted immediately upon being told what I was told by the dealership. Please advise me as to what my next steps should be.

Respectfully yours and a Ford Owner since 1972,

A solid black rectangular redaction box covering the signature of the sender.

From: [REDACTED]
To: ejp4 <ejp4@westchestergov.com>
Subject: Fwd: Ford Motor Company
Date: Wed, Oct 5, 2011 11:40 am

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

From: [REDACTED]
To: [REDACTED]
Sent: Wed, Oct 5, 2011 11:35 am
Subject: Fwd: Ford Motor Company

October 5, 2011

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

From: [REDACTED]
To: [REDACTED]
Sent: Fri, Sep 30, 2011 2:06 am
Subject: Fwd: Ford Motor Company

fyi

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

From: crcfmc <crcfmc@ford.com>
To: [REDACTED]
Sent: Thu, Sep 29, 2011 4:36 pm
Subject: Ford Motor Company

Dear [REDACTED]

This is Mayzel from the Ford's Customer Service Department and I have read your follow up email.

I am truly sorry to hear that you are having this issue with your vehicle. I do understand your concern on this matter.

I have contacted Smith Cairns Ford Lincoln Mercury to verify and discuss your concern. I have spoken with Service Advisor Ed and according to him you brought the vehicle to them with the leaking fuel tank. I was advised that they did review your concern and determined that the fuel tank leak is not covered under the 11S21 Fuel Tank Strap Recall.

I was also informed by your Dealership that the straps are covered under the Safety Recall 11S21. For further information or clarification please do not hesitate to contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332.

I apologize if my response is not favorable on your end. Despite all this, it is in my best wishes to have another opportunity in the future to restore your confidence in our products and service.

Sincerely,
Mayzel
Customer Relationship Center
Ford Motor Company

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have

not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Should you need it in the future, your reference number is 0411892631.

For online support visit us at: www.customersupport.ford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-5ZJ9EU]

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

From: [REDACTED]
Sent: 9/28/2011 07:02:01 PM
To:
Subject: Re: Ford Motor Company

I now understand what you are saying the tank MAY BE COVERED...doesnt get it done..it still is not done I am still driving it in an unsafe condition and I want a call to [REDACTED] or you can call me in my office at NBC 30 rockefeller center NYC anytime between 7:30am and 3:30 pm. National Broadcasting Corp, for those that do not know what NBC stands for and believe me I will be broadcasting this worldwide...MY OFFICE NUMBER IS [REDACTED] Thank you once again and I see you wrote MAY BE COVERED....I would like to see WILL BE COVERED...cause I am not going to stop...I am one of 2.7 million that has to suffer through this bull..

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

From: crcfmc
To: [REDACTED]
Sent: Wed, Sep 28, 2011 6:34 pm
Subject: Ford Motor Company

Dear [REDACTED] This is Marister again, I would like to apologize if you got confused on the previous response that I have sent you. Please be advised that I have tried to contact you on the phone number you have provided but I was unable to reach you. I would like to inform you that based on the terms and conditions of the 11S21 Safety Recall, the tank of your vehicle maybe covered as a result of the strap failure. However, please be advised that your dealership is still in the best position to determine if a coverage can be provided. At this time, I recommend that you stay in contact with Scarsdale Ford Inc. Thank you for taking the time to write us back. Sincerely, Marister Customer Relationship Center Ford Motor Company. Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. For online support visit us at:

www.customersupport.ford.com which contains answers to frequently asked questions and links to other key product and service information. Ford Confidentiality: For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you. [THREAD ID:1-5Z18AK]-----Original

Message-----From: [REDACTED]: 9/28/2011 03:02:34 PM To: Subject: Re: Ford Motor Company A customer care contacted me???? can I have their name....this is the first time I hear from anyone.....My truck is in a

<http://mail.aol.com/34188-111/aol-6/en-us/mail/PrintMessage.aspx>

10/5/2011

October 04, 2011
Attorney General Eric T. Schneiderman
State of New York
Office of The Attorney General
Bureau of Consumer Frauds and Protection
101 East Post Road
White Plains, New York 10601-5008

[REDACTED]
New Rochelle, New York [REDACTED]

TO: Mr. John Katzenstein/CW

Thank you for your response to my complaint. The File NUMBER IS 2011-981727. I would like to inform you that since the date that I delivered the letter to the ATTORNEY GENERAL'S OFFICE , I have taken my vehicle to Smith Cairns in Yonkers on Central Park Avenue.I called the Smith Cairns dealership on Monday and they asked me to bring the truck in the next day. On Tuesday the 27th of September, I delivered the truck to them and the same evening they were trying to call me and tell me exactly what Scarsdale Ford did. I had removed all of my personal effects from the vehicle and I told FORD that I will not accept the truck back until it was safe to drive it. It has been at that Dealership since that date and we need to include them now in my complaint. I have still not received any satisfactory response from FORD and the latest now is that I must pay for a filler neck for the fuel system that also rusted out to a price of \$319.52. I feel this is going to continue on and on until someone gives up. I am not the one who will give up in this matter. I await your advice once again and hope that we can come to a reasonable conclusion.

Respectfully yours,

[REDACTED]
([REDACTED] (cell)



New Rochelle NY



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL™



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Building: DOT
Mailstop: 4 West
Route Sym: NVS-200,210,300,010

external carrier: Certified
Sender:
Manufacturer:
Purchase Order:
Item 1 of 1



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Safety Arm.

NVS-210

Avenue SE.

20077-9382

