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10/03/2011

CL-10433290-2631

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave. S.E.

Washington, D.C. 20590

OCT 12 2011

Re: F 150 Truck Safety Recall Notice 11S21

Dear Administrator,

I am presently having difficulty getting my vehicle repaired in a reasonable time.

Ford Motor Company states it takes one-half day. The dealership, Veterans Ford , 3724 Veterans Memorial Blvd, Metairie Louisiana, states that the time will be much longer because (1). the backlog of F 150 trucks that have not been inspected for the problem; most or all have been at the dealership overnight, (2). they have to order the parts if the straps have to be replaced and (3). the actual time for labor.

As a result of these problems, I will have to rent a car to be able to go to work or miss a day of work. The representative I spoke with at Ford states that rentals are not included because the work should take only one-half day.

Ford's estimated time for the inspection or replacement is not realistic and the fact that the parts are not readily available because of the recall is another problem Ford Motor Company has not taken into account.

I feel that this is Ford's issue and I do not feel that I should have to pay for a rental car for one or even two days. That does not even include the inconvenience that renting a car will cause and the fact that I do not have the money to spend on this.

The recall comes as no surprise. I have had to replace parts on my vehicle because of the cheap materials that were used to construct them. "Plastics" exposed to the intense heat of lower Louisiana over many years will crumble and break.

Any assistance that you could provide would be appreciated.

Attached is a copy of the recall notice from Ford.

[Redacted]

[Redacted]

Metairie, Louisiana

[Redacted]

[Redacted]



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

September 2011



20035/000638823/000001844



METAIRIE, LA

Veterans Ford
887-8410

2000 F-150 Ford Truck
Vehicle ID #: 1FTRX17W4YN
Safety Recall Notice 11S21

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

It may be possible that if your vehicle is operated in high corrosion areas for an extended period, one or both fuel tank straps could potentially fracture. Strap fracture may result in the fuel tank contacting the ground. If the fuel tank contacts the ground and develops a leak while driving, there is a potential for fire.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to install either new fuel tank straps or a new fuel tank strap reinforcement kit. Both include additional corrosion protection and are provided free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 11S21. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

**What should
you do?
(Continued)**

**Have you
previously
paid for this
repair?**

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts and procedures were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to fuel tank strap replacement due to fracture. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**What if you no
longer own this
vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist
you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 11V385.

Thank you for your attention to this important matter.

Ford Customer Service Division

NEW ORLEANS, LA 701

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metairie, la.

ADMINISTRATOR
National Highway Traffic Safety
Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

