

**Subject:** FW: New TIS request from Vehicle Owners section of safercar.gov (Office of Defects Investigation).  
**Date:** Tuesday, April 08, 2014 9:09:09 AM

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**From:** TIS, NHTSA (NHTSA)  
**Sent:** Tuesday, April 08, 2014 8:43 AM

**Subject:** FW: New TIS request from Vehicle Owners section of safercar.gov (Office of Defects Investigation).

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**From:** [REDACTED]  
**Sent:** Monday, April 07, 2014 5:54 PM  
**To:** TIS, NHTSA (NHTSA)  
**Subject:** Re: New TIS request from Vehicle Owners section of safercar.gov (Office of Defects Investigation).

i have a 2002 f250 diesel, the oil pan is rusted out in any veh ive had i never had such a proplem, is ford going to take care of them,ive always had ford producks and have stock in ford for the past 12 years [REDACTED].

On Monday, April 7, 2014 3:07 PM, "[TIS@dot.gov](mailto:TIS@dot.gov)" <[TIS@dot.gov](mailto:TIS@dot.gov)> wrote:

Dear [REDACTED]

There is no charge to individuals for small requests (up to 100 pages of material is free) and a typical Complaint is 1-5 pages. Our automated reply does not open any e-mails, so we do not know your requestor type or the charges (if any). Since there is no fee, we would like to leave your request in the queue and an analyst should be able to copy the free document within 20 working days.

Thank you,  
Lead TIS Analyst

AM  
41014  
SMD

## NHTSA Technical Information Services

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**From:** [REDACTED]  
**Sent:** Sunday, April 06, 2014 8:59 PM  
**To:** TIS, NHTSA (NHTSA)  
**Subject:** Re: New TIS request from Vehicle Owners section of safercar.gov (Office of Defects Investigation).

cancel

On Sunday, April 6, 2014 4:59 PM, "[TIS@dot.gov](mailto:TIS@dot.gov)" <[TIS@dot.gov](mailto:TIS@dot.gov)> wrote:

Dear Requestor,

Thank you for contacting NHTSA Technical Information Services (TIS). This e-mail response to you serves as confirmation that we received your request for research services. You will receive your information within 20 working days. The information will arrive to you by either e-mail or US Postal Service. By authority listed in the United States Code of Federal Regulations, we may charge you fees for our research and duplication fees. We will contact you if your bill would exceed \$100 for authorization to proceed. If you do not want to pay at all for our services, please respond back to this email and put "CANCEL" in the subject line or send a FAX to (202) 493-2833 with your name, address and e-mail address.. Thank you for interest in highway safety.