

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\); DataQuality, DataQuality \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ----11514821
Date: Wednesday, April 26, 2023 9:28:36 AM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I would like to correct the description of the situation. On 3/30/2023 I was driving the vehicle and it began to make a knocking noise I was 3minutes from the home and parked the car in my driveway. The oil pressure light came on. I did not drive the car in fear of damaging the engine but the power and engine would come on when the car was started . I had it towed to the dealership and the dealership stated the car would not stay running which was not the case the day before.

I wanted to attach the following documents; the recall I believe fits my vehicle's situation & the diagnostic from the dealership.

[Sent from Yahoo Mail for iPhone](#)

On Monday, April 24, 2023, 1:05 PM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

#51 **EcoSport** 2023 JAN 05
MILES

Car started making a loud knocking noise and the check engine light came on. We had it towed to a mechanic and was told the oil pump belt was bad and caused the engine to go bad. We had to pay for a new engine and new oil pump belt. We were told that if this would have went out when he was on the freeway the car would have just stopped.

- Hilliard, OH, USA

#50 **EcoSport** 2023 FEB 24
MILES

Oil pump has broken tension rod went on it as i was driving down the road it began making load noise and pressure light came on this is on my 2018 Ford EcoSport it was made in 12/17

- Hartwell, GA, USA

#49 **EcoSport** 2023 FEB 07
65,916 MILES

The contact states a 2018 Ford EcoSport. The contact stated that while driving at an undisclosed speed, the vehicle made an abnormal sound with the low oil warning light illuminated. The vehicle was taken to an independent mechanic to be diagnosed. The contact was informed that the engine needed to be replaced. The manufacturer advised the contact to file a complaint with the NHTSA Hotline. The failure mileage was 65,916.

- Augusta, GA, USA

#48 **EcoSport** 2021 DEC 01
MILES

The motor blew after only drivng the car a little over 30k miles. Routine oil changes at the dealership has been made. Ford has offered to pay 2k of the cost of the new engine. They are accepting responsibility partially but due to research this engine has failed. The current milage is 60,013. 13 miles over the warranty and Ford will not cover a vehicle the produced that won't make it 60k miles with out a engine failure.

- Meridian, TX, USA

#47 **EcoSport** 2023 JAN 08
68,000 MILES

The contact owns a 2018 Ford EcoSport. The contact stated that while driving at an undisclosed speed, the vehicle stalled. No warning lights were illuminated. The vehicle was towed to the dealer, where it was diagnosed with an engine failure. The manufacturer was made aware of the failure and referred the contact to file a complaint with the NHTSA hotline. The failure mileage was 68,000.

- Mentor, OH, USA

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#46 **EcoSport** 2021 FEB 11
61,050 MILES

The contact stated while driving 40 MPH, the vehicle made abnormally loud sound sounds and stalled. There was no warning light illuminated. The contact was able to veer to the side of the road. The vehicle failed to restart. The vehicle was towed to the dealer to be diagnosed; it was determined that the engine needed to be replaced. The engine was replaced; however, the failure reoccurred while driving. The vehicle was towed to the dealer where the engine was replaced a second time. The contact stated while driving 60 MPH, the transmission was shifting hard, and the vehicle was shuddering. The vehicle was towed to the dealer. The vehicle was not repaired. The manufacturer was notified of the failure and referred the contact to the NHTSA hotline. The failure mileage was approximately 61,050.

- Atlanta, GA, USA

#45 **EcoSport** 2022 JUN 06
MILES

I was driving home low oil pressure warning came on, oil was full, then it started to make noise and now the car is dead, can't lock/unlock, all power is gone. FORD refuses to fix the issue and with ALL complaints that I've read how has there not been a recall on this. I HAVE TO HAVE A CAR TO GO TO WORK, like the others, I can't afford to get a new car, I have bills and a job that have to be paid and have to work to make that happen. I have to drive an hour away for my job. I do not have the \$7000 for a new engine as this is what I am told. Having to this issue is not an issue caused by me this should be the responsibility of FORD to repair the issues or new engines for those of us that have a dead car. A RECALL NEEDS TO BE MADE ASAP!!

- Columbus, OH, USA

#44 **EcoSport 3-cyl** 2022 DEC 12
MILES

I was driving. My car sounded completely normal. All of the sudden my "low engine oil pressure" sensor came on. I pulled into a convenient store and ended up having the car towed into a mechanic shop. I was told that this engine has a flawed warning system in it. That the sensor doesn't come on until it's too late. (MY ENGINE IS GONE). My car has a little over 73,000 miles on it. Ford will not fix my car they said that my extended warranty for the engine is 60,000. This is not good customer service. I am a disabled widow. I don't have any money to buy another car. This car left me on the side of the road with no warning. I have been a loyal ford customer I had always bought used cars before. But after my husband died I felt I needed to have something more dependable. This car is not that. Please help me with this problem.

- Waco, TX, USA

#43 **EcoSport** 2022 Nov 21
MILES

As with HUNDREDS of other owners of the 2018 Ford EcoSport, I have encountered a safety issue with Low Oil Pressure which causes the engine to shut down. There has been a NHTSA Service Bulletin issued but still not recall and this issue is extremely dangerous and absolutely kills the engine. A small recall fix could save lives and save owners from a repair that costs in excess of \$5,000. Below is the Service Bulletin but it needs a recall. I've spent all day on the phone with Ford and all they will say is that they have no recall. Below is the Service Bulletin: "SSM 48093 - 2018-2019 EcoSport - 1.0L EcoBoost - 6F15 - Loss Of Engine Oil Pressure With Illuminated Engine Oil Warning Lamp - Built On Or Before 3-Apr-2019 Some 2018-2019 EcoSport vehicles equipped with a 1.0L EcoBoost engine and a 6F15 automatic transmission and built on or before 3-Apr-2019 may exhibit a loss of engine oil pressure with an illuminated oil pressure warning lamp. This may be due to a broken/failed engine oil pump belt tensioner which leads to a loss of engine oil pressure. Due to the nature of this failure, an engine replacement maybe required. Engines built after 3-Apr-2019 should not be affected. All tensioners built with a manufacture date on or after 23-Jan-2019 are good to use." I need help and don't know where to turn. I could have EASILY wrecked and harmed not only myself but others on the road. This needs an immediate recall. Thank you so much for your assistance. My car will now need an entirely new engine for something that could have been avoided and fixed with an inexpensive recall.

- Manning, SC, USA

#42 **EcoSport** 2022 OCT 27
MILES

No warning, "engine oil low" notice comes on dash during grocery run. Parked car at the house and didn't not drive it until appt was made at Ford Dealership. Drove the 1 mile away from home to the appt. 2 weeks later dealership tells me that the engine had zero oil in it, despite showing full oil on dipstick. They claim it was an oil pump failure & it's very common in 2018 and 2019 models. They also claim that Ford is unwilling to repair because I am outside the 60k powertrain, my mileage is 61,478. Car is great shape other than this failure, regular oil changes, brand new battery, new tires.

- Houston, TX, USA

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#41 **EcoSport** 2022 SEP 20
77,000 MILES

The contact owns a 2018 Ford EcoSport. The contact stated while at a stop light, the START/STOP feature failed to restart the vehicle as designed. The vehicle was turned off and restarted and operated as designed. On another occasion, while the contact was attempting to start the vehicle, the vehicle failed to start up. The vehicle was jumpstarted. On another occasion, while driving 40 MPH, he heard an abnormal sound coming from the vehicle. The contact pulled over on the side of the road and turned off the vehicle but was unable to restart the vehicle. The vehicle was towed to the dealer for diagnostic test and the contact was informed that the engine needed to be replaced. The vehicle was not repaired. The manufacturer was contacted and stated that the vehicle was not under recall. The failure mileage was 77,000.

- Spring, TX, USA

#40 **EcoSport** 2022 JUL 15
MILES

I was pulling on to the highway and out the clear random, my oil pressure light came on and I heard a clunk. I pulled over and started it back up and the light still came on. I was going to attempt to drive the 3 miles home and the car gave out. No one can find any reason my vehicle did this. The oil was changed 4 days prior and all of the oil was applied and properly placed. I am looking into legal action. We may have a class action lawsuit. If anyone would like to be a part, contact me, [REDACTED] This is not ok or fair. I have been fired from my job, this has negatively impacted my family and it-€™s just inconvenient.

- Lumberton, NC, USA

#39 **EcoSport** 2022 SEP 25
MILES

I was driving along at 55 mph. Low engine oil pressure warning appeared on dash. Pulled car over. Oil level was normal, no signs of leak, no prior warning. Had car towed to Ford dealer, found metal in oil, blown motor diagnosis due to failed oil pump components. 85,000 miles on vehicle with routine maintenance and repair. Ford will not help with replacement or repair.

- Beverly Hills, FL, USA

#38 **EcoSport** 2022 AUG 16
69,000 MILES

The contact owns a 2018 Ford EcoSport. The contact stated while driving 75 MPH, the message "Low Engine Oil Pressure-€" was displayed. The contact veered to the side of the road. The contact turned off and restarted the vehicle; however, the failure persisted. The contact was able to continue driving at 20 MPH. The vehicle was taken to an independent mechanic where it was diagnosed that the timing belt had failed and damaged the engine. The independent mechanic diagnosed that the engine needed to be replaced. The manufacturer was notified of the failure and referred the contact to the dealer. The dealer informed the contact that the VIN was not under recall. The vehicle was not repaired. The failure mileage was approximately 69,000.

- Gruver, TX, USA

#37 **EcoSport** 2022 AUG 07
58,198 MILES

The contact owns a 2018 Ford EcoSport. The contact stated that while driving at 50 MPH, the low engine oil pressure warning message appeared on the instrument panel. The contact managed to pull over and replenished the engine with oil; however, soon after start-up, an abnormal, knocking noise began to emit from the engine as black smoke also emitted from the engine. The vehicle began to lose power as the contact pulled over and shut off the engine. The contact had the vehicle towed to a dealer where it remained in their possession. The vehicle had yet to be repaired. The manufacturer for notified of the failure. The failure mileage was 58,198.

- Carencro, LA, USA

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#36 **EcoSport** 2022 JUL 16
MILES

Lost power with low oil pressure warning. 3 miles from a dealership so drove and left vehicle. Metal found in oil and new engine needed. 39,000 miles so covered under warranty. Vehicle back and running great currently.

- Spring Hill, TN, USA

#35 **EcoSport** 2022 JUL 23
MILES

1,000 miles from home we suddenly received a low oil pressure warning. I immediately pulled into the gas station that was magically there. The oil was found to be full, but the car wouldn't start again. We had it towed to the nearest Ford dealer in Mississippi who contacted us the next business day. We have been told that the oil pump tensioner broke requiring a new engine. We are awaiting a full estimate, and an appraiser to look it over from the warranty company to know the full extent and if it will be covered. Not only were we stranded in 90+ degree heat in the middle of nowhere 1,000 miles from home, there were no options for transportation to the nearest airport 1 1/2 hours away to get a rental on a Saturday afternoon. We were lucky in that we stopped and didn't try to continue only to have it die in the middle of the highway. No leaking fluids, no engine trouble prior, no other warning or overheating present. Just a sudden loss of pressure and now my car is on the opposite side of the country needing a new engine.

- Webberville, MI, USA

#34 **EcoSport** 2022 JUL 24
MILES

Mechanic diagnostic was that nothing is getting to engine, which is why vehicle doesn't start. THE CONSUMER STATED THAT A LOCAL MECHANIC ADVISED THERE WAS METAL IN THE OIL PAN.

- Santa Ana, CA, USA

#33 **EcoSport** 2022 JUL 09
MILES

On July 9, 2022 Warning across dashboard stated engine oil pump pressure low then heard grinding noise. Towed to mechanic and found out the oil pump belt was broken and had metal in engine causing engine to fail also messing up turbo. Have to now replace engine with turbo which is costly but still owe on vehicle. Engine is \$7000+ and is extremely hard to find plus was told the problem will most likely happen again. If I had been driving when this happened the motor would have locked up causing an accident and could have possibly been fatal per mechanic.

- Chester, SC, USA

#32 **EcoSport** 2022 JUL 07
MILES

Ive had this car for 2 years and the check engine light is on and low oil pressure causing it to knock and loose pressure when driving. Also the starter wont turn.

- Memphis, TN, USA

SSM 48093 - 2018-2019 EcoSport - 1.0L EcoBoost - 6F15 - Loss Of Engine Oil Pressure With Illuminated Engine Oil Warning Lamp - Built On Or Before 3-Apr-2019

Some 2018-2019 EcoSport vehicles equipped with a 1.0L EcoBoost engine and a 6F15 automatic transmission and built on or before 3-Apr-2019 may exhibit a loss of engine oil pressure with an illuminated oil pressure warning lamp. This may be due to a broken/failed engine oil pump belt tensioner which leads to a loss of engine oil pressure. Due to the nature of this failure, an engine replacement maybe required. Engines built after 3-Apr-2019 should not be affected. All tensioners built with a manufacture date on or after 23-Jan-2019 are good to use.

APPLICABLE VEHICLES
2018 - 2019 CAR: ECOSPORT

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