

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11551408  
**Date:** Thursday, November 9, 2023 4:06:44 PM

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**From:** [REDACTED]  
**Sent:** Wednesday, November 8, 2023 11:16 AM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)  
**Subject:** 11551408 Complaint update

[External Email]

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Good morning, I would like to provide some updates to my complaint.

The dealership who has my car attempted to replace the TCM in our 2018 Ford Focus. They called and told me they had misdiagnosed the problem and the TCM did not resolve my issue. They (Greenwood Ford in Bowling Green, KY) informed me that the turbo charger had blown and had taken the motor out with it. They did not offer any more details but informed me that it would be \$7200. to repair. In January of 2021 this car was taken to a dealership after the oil pump wet belt broke at highway speeds. The resulting repair was questionable with the oil pump related components being replaced under warranty. At that time I expressed concern to the Ford Motor Company (this is documented with Ford) that because the car had to be limped off the highway with no oil pressure that it would need a new motor and not just the oil pump and belt replaced. They kept in line with the dealership recommendation for repair and did the bare minimum to get the car back on the road. I asked Ford to buy the car back and they refused. Now fast forward, this issue with the turbo going out is the direct result of oiling issues. It is very common when that belt brakes to have pieces of the belt blocking oil passageways. This is well documented and Ford has issued several service updates that instruct the dealership to replace the engine and turbo when the oil pump belt brakes and the car comes in with zero oil pressure. These are as follows;

SSM-48093  
SSM-49726  
SSM-49918

I would like my initial complaint updated to reflect this information. Ford is refusing to take responsibility for the incorrect repair being performed back in 2021. Had they followed the repair guidelines, the entire long block and turbo would have been replaced. Reading through other

peoples experiences with this motor (ecoboost 1.0 liter 3 cylinder turbo) I strongly believe this is a lemon motor with many reliability and safety issues that are well known by the Ford Motor Company. If you look at the big picture, this motor should be recalled immediately across every platform.

Thank you for your time



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