



Shakopee, MN

File No

Last week I received a recall notice from Ford Motor Company about a problem that I had contacted them about in the fall of 2023 which they said they were not responsible for so I contacted Minnesota Attorney Generals Office. Ok now they say their product had a defective part(the part I told them about)

In July 2019 I needed a car and decided my best option would be a new economy car so I went to Apple Ford in Shakopee I told the salesperson I am 78 years old and will just need a car that will last me til the day I die. I need reliable economical car so I can work part time and occasionally visit relatives.

The sales person sold me a car essentially new 2018 Ford Focus with 1000 miles on it. At 40,000 miles the car completely broke down at a stop sign no warning. Had it towed to Apple Ford and they did fix it. I tried to keep a professional relationship with them changing oil and buying tires but winter of 2022/2023 I went five different times to have oil changed each time a tech came out and said they were too busy so ended up at Valvoline in Chaska.

Shortly after the breakdown at 40,000 miles I cashed in my retirement policy at Goodwill Easter Seals to pay off car loan because the payments stressed my monthly income and leaving me with 1000 dollars for funeral expenses unfortunately taxes took the balance so no funeral benefit.

Yes I kept getting extended warranty offers from different companies which I could not afford.

I believe the warranty companies are involved with various car manufacturers who sell buyer information to them and deliberately design and manufacture car parts to only last for certain intervals so we are forced to constantly seek repairs after a certain use of the car. So we do not get the quality product we received years ago when cars lasted at least 200,000 miles unless neglected.

So I am 78 years old when I bought the car---looking at Ford to be reliable----in 2023when the car has approximately 75,000 miles I back out of the driveway all the warning lights come on----I immediately park the car and call my friend who has a tester 9this friend was also a trouble shooter for 3M and a very qualified mechanic and he brings a tester over and says it's the oil pump. I called Apple Ford have it towed over there at my expense and the car was running when I shut it off and when Apple Ford gets back to me they say it is the motor and they want at least \$7300 to repair it. I asked them to pay for it because there is a class action suit against Ford for the inferior oil pump design which my friend the mechanic had me research after he ran the computer test.

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Both Apple Ford and Ford Motor Company refused to help me I asked them to pay for it I knew about the class action suit and I asked about financing they said they could not help so I did contact Minnesota Attorney General's office and now Ford wants to recall. Well I had to take a complete loss on the car because Apple Ford kept asking me to fix it or remove it and where I live you cannot have vehicles that do not run. So complete loss and now I am one month from being 83 and have been cheated out of having reliable transportation and my retirement. I have had to take the bus to work and rely on others to make sure I get to the store and schedule doctor appointments.

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I want financial compensation plus an apology from Ford and I want them to concentrate on quality not profit

FORD Motor Company

file No:



c/o Paul Mueller / <sup>office</sup> Mr. Callan

Consumer Service Division

~~651-0730 Voice~~

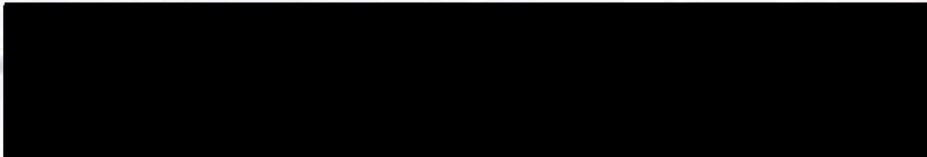
651-282-2155 fax

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Email AG.Replies@ag.mn.us



Ford Motor Company  
Ford Customer Service Division  
PO Box 1304  
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February 2024

SHAKOPEE, MN

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***

**Safety Recall Notice 23S64 / NHTSA Recall 23V905**

2018 Focus

Your Vehicle Identification Number (VIN): 1FADP3FEX[REDACTED]

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

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in your vehicle, with the VIN 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?** On your vehicle, it may be possible for the engine oil pump drive belt tensioner arm to fracture, separate from the tensioner backing plate, and/or the oil pump drive belt material may degrade and lose teeth, resulting in a loss of engine oil pressure.

**What is the risk?** A loss of engine oil pressure can result in engine damage and/or seizure, which can result in a loss of motive power and a loss of the mechanical vacuum pump required to provide power braking assist, increasing the risk of a crash.

**What will Ford and your dealer do?** Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor). Parts are anticipated to be available 2<sup>nd</sup> Quarter 2024.

**What should you do?** When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. If you do not already have a servicing dealer, you can access [ford.com/support](http://ford.com/support) for dealer addresses, maps, and driving instructions. 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 [NHTSA.gov](http://NHTSA.gov). Reference NHTSA Safety Recall 23V905.

**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.**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Thank you for your attention to this important matter.

Ford Customer Service Division

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National Highway Traffic  
Safety Admin  
1200 New Jersey Ave Southeast  
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Washington DC 20590

FOREVER USA



Shakopee, MN

