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**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11586562  
**Date:** Tuesday, May 7, 2024 2:04:44 PM  
**Attachments:** [REDACTED]

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**Subject:** FW: Ford Refuses to Honor Recall

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**From:** [REDACTED]  
**Sent:** Tuesday, May 7, 2024 10:40 AM  
**To:** NHTSA media <[NHTSAmmedia@dot.gov](mailto:NHTSAmmedia@dot.gov)>  
**Subject:** Ford Refuses to Honor Recall

**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.

[REDACTED]  
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[REDACTED]  
Houston, TX [REDACTED]

April 29, 2024

Reference: 2020 Ford Eco Sport is Totaled/Inoperable

Hello,

I am requesting a waiver of the insurance requirement for the 2020 Ford Eco Sport. The VIN#: MAJ3S2GE7LC317LO [REDACTED]

There is a recall on this vehicle:

## NHTSA safety recall results (2)

Recall information provided by National Highway Traffic Safety Administration

### Engine and engine cooling: Engine: Oil/lubrication: Pump

Recall date	Recall no.
2023-12-21	23V905000

Ford Motor Company (Ford) is recalling certain 2016–2018 Ford Focus and 2018–2022 Ford EcoSport vehicles. The oil pump drive belt or drive belt tensioner may fail, resulting in a loss of engine oil pressure.

[Hide details](#) ^

Recall consequence

A loss of oil pressure can result in an engine stall and a loss of power braking assist, increasing the risk of a crash.

There is a recall on my vehicle: 23V905000

On April 5, 2024, I scheduled an appointment with the Ford dealer for service because of the recall. They called back and canceled. They stated they were only servicing vehicles that were not running. On April 25, 2024, around 11:30 pm, my vehicle showed a "low oil to engine" message and shut down and the engine locked in the middle of the street. I spoke with three Ford dealerships, and the Ford Corp. Office twice and was told outright by the Service manager he and other Ford dealerships have several of these cars sitting on their lot and Ford has no intention of repairing them.

Thank you,  
[REDACTED]