

February 27, 2024

National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Ave S.E.
Washington, DC 20590

RE: Safety Recall Notice 23S64 / NHTSA Recall 23V905 - 2018 Ecosport VIN: MAJ3P1VE3JC [REDACTED]

Dear NHTSA

I'm writing in response to the recall notice I received on my 2018 Ford Ecosport. See attached copy. First and foremost, I'd like to thank you for your involvement in getting this recall initiated as I've been without recourse for months. The engine oil pump drive belt tensioner arm you referenced in the recall fractured on my vehicle on Dec 17, 2023 and enacted all the items listed such as, loss of engine oil pressure, loss of power, seizure of the engine and total engine failure. My vehicle went from perfect working condition to not working in less than 30 minutes without warning at 2am in the rain.

On Monday, Dec 18th, my vehicle was towed to South Bay Auto Repair in Campbell, CA where they advised it needed a new starter in order to complete a diagnostic. When the engine failed, the keyless feature on the car would not function. Upon funding a new starter (\$559.38) they advised the vehicle required a full engine replacement estimated at \$4,500. Believing that Ford would do the right thing and replace the engine as my vehicle was at 56,698 miles and news of the defective oil pump was all over the internet, I had my vehicle towed to Frontier Ford in Santa Clara, CA on Tuesday, Dec 26, 2023 for a 10am appointment I set-up with Vanessa.

On the contrary, Frontier Ford let me vehicle sit for ten days without inspection and ignored my repeated phone calls (Dec 26, 2023 at 3pm, Dec 28, 2023 at 11am, Dec 29, 2023 at 2:20pm, Jan 2, 2024 at 9:30am). Customer Tag # [REDACTED] When I finally reached their service agent Jesus on January 4, 2024, he was extremely rude and said the warranty ended on my car in July 2023 and Ford owed me nothing. He said it would cost anywhere from \$250 - \$600 to even inspect my vehicle. That afternoon I had my vehicle towed to Winsor Automotive in San Jose. Windsor Automotive confirmed that the oil pump belt was chewed into the engine and the engine needed to be replaced at the estimated cost of \$6,300.

On Jan 4, 2024, I filed a complaint with Deondre at Ford Motor Company Customer Care Center and requested a good faith repair as I was told that my vehicle was 6 months out of warranty even though it had only 56,698 miles. The good faith repair was denied - Case # [REDACTED] As you can expect, no one plans to replace an engine on a relatively new car with less than 60,000 miles, especially one that is still being financed at \$532 a month.

I'm a single mother who works two jobs to put four children through college. I do not have thousands of dollars available to replace an engine on a vehicle that should not need a new engine with its current years and mileage. Additionally, not having my vehicle has been an extreme hardship. I've had to rent a vehicle to get to and from work at \$35 a day. To date, I've spent \$2,590 on car rentals while my financed Ecosport sits inoperable in my drive way at \$532 a month plus insurance. If I'm lucky enough to get my vehicle gets serviced under the recall in April 2024, I will have spent approximately \$4,655 to rent a replacement vehicle on top of the \$559.38 for the starter.

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Although Ford has not issued instructions to stop driving the vehicle under this safety recall as cited in the notification letter, my vehicle hasn't been operational since Dec 17, 2023 as stated. On both contacts with Ford Headquarters regarding this recall (Jan 10, 2024 with Becca and Jan 15, 2024 with Kathy) they've stated that they're still awaiting instructions on how this recall will be handled as we'll as when parts will be available. Furthermore, they've stated that they're unsure what will be covered for reimbursement and whether or not a full engine replacement is part of the recall.

To get to the point, I'm writing to request that you ensure Ford covers the damage to my vehicle's engine as well as my out-of-pocket costs and expenses related to my vehicle being inoperable from Dec 17, 2023 until my vehicle's operations are restored in Q2 2024. I need the NHTSA to hold Ford accountable for the cost of the repairs and the inconvenience its customers have experienced as the result of the defective oil pump drive belt tensioner arm.

I thank you in advance for your assistance in this matter and I look forward to your reply.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED], Alviso, CA [REDACTED]
[REDACTED]

CC:

Ford Motor Company, Ford Customer Service Division
PO Box 1904, Dearborn, Michigan 48121

U.S. Congresswoman Anna G. Eshoo
698 Emerson Street, Palo Alto, CA 94301

U.S. Congresswoman Zoe Lofgren
635 North First Street Suite B, San Jose, CA 95112



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

February 2024

ALVISO, CA

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

Safety Recall Notice 23S64 / NHTSA Recall 23V905

2018 Ecosport

Your Vehicle Identification Number (VIN): MAJ3P1VE3JC

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 2nd 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 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](https://www.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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