

[REDACTED]  
[REDACTED]  
Ninety Six, SC  
Phone: [REDACTED]

▶ **Administrator**  
**National Highway Traffic Safety Administration**

1200 New Jersey Ave. S.E.  
Washington, D.C. 20590  
RE: Safety Recall Notice 23S64/ NHTSA Recall 23V905  
2018 Focus VIN: 1FADP3FE7JL274853

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**To Whom It May Concern:**

I am writing to you regarding the recent letter I received regarding the recall of the above-referenced vehicle. This vehicle was purchased and paid in full when it was driven off the Ford dealership lot at Ballentine Ford in Greenwood, SC. It was entitled to me and driven primarily by my daughter, who was given it as an early high school graduation gift in 2019. My daughter was diligent in caring for the vehicle and kept regular maintenance on it. It also had four new tires within the past two years. It had a total of 98,000 miles.

She was visiting with her boyfriend and his family over the Christmas break, in Rock Hill, SC, and went to move her car out of their driveway one morning and the car would not start. After several attempts to jump-start the vehicle, they resulted in calling AAA. A mechanic came out and inspected the vehicle and thought maybe it was misfiring, and needed new spark plugs and coils/wires. The mechanic towed it to their shop and replaced all the spark plugs and coils/wires. This did not "fix" the issue and the vehicle still would not start. The mechanic then told my daughter that it would need to be towed to a Ford dealership. It was then towed to Rock Hill Ford, 1884 Canterbury Glen Ln, Rock Hill, SC 29730.

The mechanics at Rock Hill Ford did a diagnostics test on the vehicle and said it needed a new computer, which they installed. This still did not fix the vehicle. After further diagnosis, they said the motor would need to be replaced. The computer has already cost \$1600 and now a new motor would be \$6000!!! My daughter is a senior in college and graduating in May. She did not have \$6000 to have a new motor installed and certainly did not want to finance a replacement car. She searched the internet to see if there was a recall on the vehicle and she found one and then asked the service department at Rock Hill Ford, and they said "no, there are no recalls on this vehicle".

She then told them that she would have to contact me, the owner of the car, to know what to do going forward. In the meantime, my husband researched the internet to see if there was a recall and he found one as well. The date of the recall online is Wednesday, January 10, 2024. I have printed the article and enclosed it with this letter.

We [myself, my husband, my daughter, and my mother] went to the dealership on Saturday, January 13, 2024, to see what could be done about the vehicle. We mentioned that we saw a recall online and they declared that there was no such recall. My husband even showed the article from the internet on his cell phone to the representative in the service department. They in turn said, "no that is not this car" ...but according to the letter I received from the NHTSA it did include this vehicle.

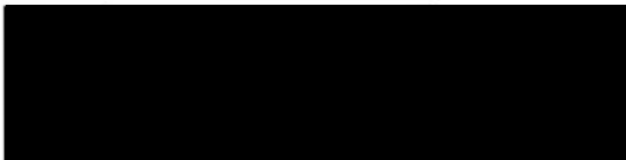
My daughter almost had a full-blown anxiety attack when she was told the only options she had was to pay the \$1600 for the replaced computer (which did not repair the vehicle) and pay to have the vehicle towed from the dealership to a salvage yard OR finance another vehicle from the dealership. She was not intending on doing either



one of these options. After going outside to get some fresh air, she came back in and began to look at what vehicles were available. She said she did not want a Ford model or anything older than 2019. She test drove a 2021 Kia Soul and was approved for financing without having a co-signer. She cleaned out her Ford Focus and drove off the lot with the Kia Soul. The only other plus to having to finance a new car was the fact that the original manufacturer's warranty was still in place on the car, and it has 24,500 miles.

Almost three weeks later, the enclosed letter arrived from NHTSA. I know it is too late to do anything about the Ford Focus, because it was "sold" to Rock Hill Ford. But since there was a recall and they denied there was, then there should be some sort of compensation for having to finance another vehicle. Your expedited response in this matter is greatly appreciated.

Sincerely,

A large black rectangular redaction box covers the signature area. A thin blue horizontal line extends from the right side of the redaction box.

Former owner of 2018 RECALLED Ford Focus

03/11/2024

cc: Ford Motor Company

Jan 10, 2024 at 4:00pm ET

By: 

Not even Ford's nifty 1.0-liter EcoBoost engine could escape the regulatory eye of the US government. [Ford](#) has issued a recall for certain 2018-2022 EcoSport and 2016-**2018 Focus** models equipped with the three-cylinder engine and 6F15 automatic transmission. They could suffer from a loss of engine oil pressure due to a defect with the oil pump drive belt tensioner arm.

According to the [recall notice](#), the belt tensioner arm may fracture because the retention caulk joint isn't robust enough to withstand engine vibrations. If this happens, the tensioner could separate from the backing plate and cause the belt to degrade by losing teeth.

If this happens, the engine might experience a loss of oil pressure, which could damage and **seize the engine**. Drivers might experience a loss of engine and braking power, which could lead to an accident. Ford is aware of one crash allegedly related to this issue that injured two but is unaware of any fatalities.

The recall arrives after the National Highway Traffic Safety Administration opened an investigation into nearly a quarter-million EcoSport crossovers for reports of alleged engine failure in 2018-2021 models in September. Ford's EcoBoost engines have been under scrutiny since 2022 when [NHTSA began investigating issues with the Bronco](#).

In October, the federal agency expanded its "[catastrophic engine failure probe](#)" to 700,000 Ford and Lincoln vehicles. It's now looking at the 2.7-liter and 3.0-liter EcoBoost engines that power the [Edge](#), [Explorer](#), [F-150](#), [Lincoln Nautilus](#), and [Lincoln Aviator](#) models.

The recall affects 139,790 [EcoSport](#) and **Focus models**, two vehicles the automaker no longer offers in the US. Last year saw Ford retain the unwanted title of being the [most recalled automaker](#), with 54 affecting 5.6 million vehicles. That's down from 68 recalls for 8.5 million cars in 2022.

Source: [National Highway Traffic Safety Administration](#)



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



[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
NINETY SIX, SC [REDACTED]

February 2024

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

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

2018 Focus

Your Vehicle Identification Number (VIN): 1FADP3FE7JL [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

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

**CERTIFIED MAIL**

Ninety Six, SC

3/19/24  
NIA

GREENVILLE SC 296

2 MAR 2024 PM 2:11

**Department of Transportation**

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

3/18/2024 12:34 47 PM

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Washington, D.C

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