

Re: NHTSA Recall Notice: 23V-905 Manufacturer Recall Notice: 23S64

From: [REDACTED]

To: nhtsa.webmaster@dot.gov

Date: Saturday, April 13, 2024 at 07:40 PM EDT

This e-mail is being sent on behalf of my friend [REDACTED]

On Saturday, April 13, 2024 at 07:24:46 PM EDT [REDACTED] wrote:

[REDACTED]

Copy

12

April 12, 2024

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Re: NHTSA Recall Notice: 23V-905
Manufacturer Recall Notice: 23S64.

Dear Administrator,

This letter is regarding the recall notices listed above, and the run around with Ford Motor Company over the last month and a half.

My EcoSport displayed a wrench and check engine warning lights appeared. At the same time, the car was hard to start, ran poor and had no power. In response, I took my EcoSport to Serra Ford, in Rochester Hills, Michigan.

Once there, they had a chance to go over my vehicle, and they had a tough time starting it and believed the engine had seized. I was told the oil pump tensioner had failed, which is part of the subject recall. Serra Ford did supply me with a Ford Courtesy Transportation Program Rental Vehicle, until they conversed with Ford as to the cost associated with the recall repair.

From there, I had been told by Serra Ford that the engine would need to be replaced. They kept producing different amounts to replace the engine – and they were waiting to receive information from Ford as to how to proceed.

While they were attempting to contact/hear back from Ford, Serra Ford needed me to return the Courtesy Transportation Program Rental Vehicle to replace it with a different vehicle because they did want me to put that many miles on the first car, they supplied me with.

All the while this was going on, I kept getting unrequested offers for my EcoSport. At one point they offered me an amount around \$3,500.00 for the car. When I checked Kelly Blue Book, the value of the car was \$9,000.00 – not to mention I still had an outstanding loan on the vehicle. Of course I did not accept the ridiculous offer.

As time continued, Serra Ford required me to return the second car from their Courtesy Transportation Program Rental Vehicle. However, since everything was up in the air with Ford Motor Company, they would not be providing another vehicle.

Being without a vehicle to get me back and forth to work, and the uncertainty of my Ford EcoSport, I had no choice but to purchase a new/used vehicle. Since I already had an outstanding loan (Ford EcoSport) I was required to have a co-signer and \$2,000.00 down on the used car.

Recently, I received an email from Ford Motor Company telling me that Ford would pay \$3,466.93, and I would be required to pay \$3,466.93 as the total repair cost would be \$6,933.86.

When reviewing all the documents, and the recall notices, I cannot find where it states that Ford Motor Company is only responsible for paying half the repair cost due to the recall. I could not find the statement, in the recall notices, that they choose who will get the repairs done at no cost, and who or who will not be compensated or given transportation.

In closing, I am being swindled. First, it took so long for Ford to produce the screwed offer – they had enough time to develop/manufacture a reason I must pay half the cost of this recall. Anything to avoid paying the full burden of the recall without offering any real remedy.

If auto manufacturers are allowed to disregard the Safety Recalls issued by the National Highway Traffic Safety Administration – then what is the point of having an NHTSA or safety recalls at all, if there is no enforcement to ensure recalls are fixed and corrected at the automaker's expense?

Sincerely

[REDACTED]
[REDACTED]
Garden City, Michigan
[REDACTED]
[REDACTED]

Attachments (7)



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

U.S.

February 2024

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 23S64 / NHTSA Recall 23V905

2020 Ecosport

Your Vehicle Identification Number (VIN): MAJ3S2GE [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 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

Part 573 Safety Recall Report**23V-905****Manufacturer Name:** Ford Motor Company**Submission Date:** DEC 22, 2023**NHTSA Recall No.:** 23V-905**Manufacturer Recall No.:** 23S64**Manufacturer Information :**

Manufacturer Name: Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone: 1-866-436-7332

Population :

Number of potentially involved : 139,730

Estimated percentage with defect: 100 %

Vehicle Information :

Vehicle 1: 2016-2018 Ford Focus

Vehicle Type: LIGHT VEHICLES

Body Style: ALL

Power Train: GAS

Descriptive Information : Affected vehicles were built from March 24, 2015, to May 4, 2018, and are equipped with I.O.L engines paired with 6F15 automatic transmissions.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

26,041 Ford Focus vehicles are affected.

Production Dates: MAR 24, 2015 - MAY 04, 2018**VIN Range 1 : Begin :**

NR

End : NR**D** Not sequential

Part 573 Safety Recall Report

23V-905

From August-October, 2023, Ford conducted vehicle level testing with a failed oil pump drive belt to understand the progression of symptoms. Ford obtained and performed tear-down analysis on 21 warranty return engines with suspected failed oil pumps. This teardown analysis identified the root cause failure modes.

On September 20, 2023, NHTSA opened Preliminary Evaluation [PE23-015] to determine the scope and severity of the alleged engine failure and to fully assess the potential safety-related issues. NHTSA provided 95 related VOQs with this PE. Ford provided a response to PE23-015 on November 29, 2023.

Between June 10, 2016 and October 6, 2023 Ford is aware of 2099 warranty claims for this issue.

On December 15, 2023, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is aware of one allegation of a crash resulting in two injuries potentially related to this concern. Ford is unaware of any fatalities related to this concern.

Description of Remedy :

Description of Remedy Program: When parts are available, owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the oil pump drive belt tensioner assembly the oil pump drive belt replaced. There will **be no charge for this service.**

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component: The remedy oil pump tensioner assembly (FIFZ-6B651-BA) will utilize a bolted joint to retain the tensioner arm and a shorter tensioner arm to prevent contact with the balance shaft. The remedy oil pump drive belt (FIFG-6C777-BA) will have updated material properties to prevent the drive belt material from degrading or losing teeth.

Identify How/When Recall Condition NR
was Corrected in Production :

Recall Schedule :

Description of Recall Schedule: Notification to dealers is expected to occur on January 3, 2024 Mailing of owner notification letters is expected

Part 573 Safety Recall Report

23V-905

to begin February 13, 2024 and is expected to be completed by February 20, 2024

Planned Dealer Notification Date: JAN 03, 2024 • JAN 03, 2024

Planned Owner Notification Date: FEB 13, 2024 • FEB 20, 2024

* NR • Not Reported



2890 S. Rochester Road
ROCHESTER HILLS, MI 48307
Phone (248) 852-0400
Facsimile (248) 852-1669
www.SerraFordRochesterHills.com

STATE REGISTRATION F16907

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/09/23	61121	9083	9148	C	18FOZWRKS5	*WORKS 5 QUARTS
			9148	C	18FOZ0099PX	EXPRESS VCU INSPECT
			9148	C	18FOZZ951P	REPLACE CABIN FILTER
10/06/23	62750	9181	9148	C	18FOZZ95P	REPLACE AIR FILTER
			9160	C	91FOZ	BODY REPAIR
			9473	C	92FOZ	REFINISH

SALESPERSON NO.

SERVICE

STATE REG# F-169072

VEHICLE ID NO MAJ3S2GE7L	YEAR/MAKE/MODEL 20/FORD TRUCK/ECOSPORT/4DR SUV FWD	PRODUCTION DATE	STOCK NO.	LICENSE NO.
CUSTOMER NO. 147485	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
COLOR BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	REG DATE 02/20/24
TURBO Y	MM/C FOZZ	A/R COND Y	P/S Y	TRANS A
MILEAGE 68,365	ADVISOR NO. 9452	ADVISOR MATTHEW R WEYERS	IAG NO. 1430	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				
hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express mechanic's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.				
TIME RECEIVED 04:15pm	DATE/TIME PROMISED 03/06/24 06:00pm	PRIORITY 3	CUSTOMER'S SIGNATURE	
APPOINTMENT ☒ Yes ☐ No	LABOR RATE			

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS 185.00	LABOR 116.00	TOTAL 301.00	ORIGINAL ESTIMATE	PARTS	LABOR	TOTAL	TOTAL HOURS
	X				AUTHORIZED ADDITIONS	PARTS	LABOR	TOTAL	HOURS
DATE					TIME	BY			
1	C 04FOZ	ENGINE PERFORMANCE			IDENTIFICATION				
	CUSTOMER STATES CHECK ENGINE AND WRENCH WARNING ON ENGINE IS HARD TO START, RUNS POOR, NO POWER DIAG 185.0								
2	C 49FOZSVCRENTAL	FCTP RENTAL							
	FCTP - FORD COURTESY TRANSPORTATION PROGRAM RENTAL VEHICLE.								
3	W 08FOZ01	OWNER NOTIFICATION							
	23S64 OIL PUMP BELT TENSIONER								



2890 S. Rochester Road
ROCHESTER HILLS, MI 48307
Phone (248) 852-0400
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www.SerraFordRochesterHills.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

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10/06/23	62750	9181	9160	C	91F0Z	BODY REPAIR
			9473	C	92F0Z	REFINISH

SALESPERSON NO.

S E R V I C E

STATE REG# F-169072

VEHICLE ID NO. MAJ3S2GE7L	YEAR/MAKE/MODEL 20/FORD TRUCK/ECOSPORT/4DR SUV FWD	PRODUCTION DATE	STOCK NO.	LICENSE NO.
CUSTOMER NO. 147485	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
COLOR BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 1430
TURBO Y	MMIC FOZZ	AIR COND. Y	P.S. Y	TRANS A
MILEAGE 68,365	ADVISOR NO. 9452	ADVISOR MATTHEW R WEYERS		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				
I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express mechanic's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.				
TIME RECEIVED 04:15pm	DATE/TIME PROMISED 03/06/24 06:00pm	PRIORITY 3	LABOR RATE	
APPOINTMENT ☒ Yes ☐ No	CEL	CUSTOMER'S SIGNATURE		

JOB	DESCRIPTION	ORIGINAL ESTIMATE			TOTAL HOURS
		PARTS	LABOR	TOTAL	
4	C * 18FOZ0099PX EXPRESS VCU INSPECT PERFORM A VISUAL INSPECTION OF YOUR VEHICLE AND PROVIDE A DETAILED VEHICLE REPORT CARD. CHECK FLUID LEVELS, INSPECT WIPER BLADES, TEST BATTERY, INSPECT TIRES AND BRAKE WEAR, INSPECT SAFETY SYSTEMS AND COMPONENTS FOR LEAKS AND DAMAGE.				
5	C * 18FOZ00WRKS2P WORKS PLUS PACKAGE Perform the Works Package Plus. Motorcraft synthetic blend oil, Motorcraft oil filter, BG MOA conditioner, Multi-point inspection, tire rotation, and pressure check, brake inspection, battery test, filter check. Taxes, diesel vehicles and disposal fees extra. Hybrid battery test excluded.	AUTHORIZED ADDITIONS			HOURS
		PARTS	LABOR	TOTAL	
		DATE	TIME	BY	
		IDENTIFICATION			

[REDACTED]

Date: Monday, April 8, 2024 at 05:05 AM EDT

Yahoo Mail: [Search](#), [Organize](#), [Conquer](#)

----- Forwarded Message -----

From: "Craddock, Andrea (A.)" <ACRADD06@ford.com>

To: [REDACTED]

Sent: Sat, Apr 6, 2024 at 1:59 PM

Subject: [REDACTED]

4/6/24

Hello, I hope this finds You well. I am so sorry for delay in reply. Yes, I will Place below the amount that can be covered. As mentioned previously, Once The Advanced Notice Recall is fully published, If You move forward with repair, You may be eligible for reimbursement for what you have paid out of pocket.

Ford Pay: \$3,466.93

Your Pay: \$3,466.93

Total: \$6,933.86

What?????

Please let me know as soon as you can.

Thank You,

Andrea Craddock

Customer Experience Specialist Ford CX Team

acraddo6@ford.com | www.ford.com

office: 866-631-3788 ext. 79605

METROPLEX MI 480

15 APR 2024 PM 15

4/27/24
NET



NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590
Attn: Administrator

20590-