

May 28, 2024

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

RE: 2018 Ford Focus Part VIN: IFADP3FE0JL [REDACTED]  
Recall for Part – Oil Pump Drive Belt Tensioner Arm  
Safety Recall Notice 23S64/NHTSA 23V905  
Recall letter received: February 2024  
Car – Inoperable Dealership Inspection Result – Needs New Motor  
Vehicle shopped – May 8, 2024  
Vehicle Warranty under Zurich

Mr. Administer:

I own a 2018 Ford Focus. My car has been inoperable since January 25, 2024. I recently as just over a month ago realized that my extended warranty on my Vehicle was for as long as I owned the car. Once confirming this, I had my vehicle towed to the Ford Auto-Mall Dealership here in Lakeland, Florida. I explained about the motor locking up on me and after they examined my vehicle I was informed that the "Oil Pump Drive Belt Tensioner Arm" fractured causing my motor to lockup. They said I needed another Motor.

The following contacts have been made:

**Jan. 27<sup>th</sup>** – Vehicle towed to the Ford Auto Mall Dealership, here in Lakeland, Fl. The Dealership Service Center looked at the Vehicle. Was informed by the Service Representative that I needed another motor. They charged me \$152.96 to make that determination. I talked to the Head Shop Manager who informed me they didn't know what the problem was and would have to take the motor apart to find the cause.

**Note:** At that time I didn't realize until later after contacting Zurich and Ford Credit that my warranty was a "Life Time Warranty" as long as I owned the car.

**Page 2 cont.**

**Feb. 5<sup>th</sup>** – 1:22 pm 800-392-3673 – Contacted Ford Motor Company Customer Service Center. Was informed they couldn't create a Case No.-Unknown as to why. Sought repair information and parts availability.

**Feb. 5<sup>th</sup>** – 1:28 pm 800-393-3673 – Re-called Ford Customer Service Center about my situation in regards to my vehicle. Related all information. Was on the phone 26 min. 55 sec. – No results after explaining all and seeking assistance. No case Created. Sought parts information and availability information and assistance.

**Feb. 26<sup>th</sup>** – Recalled Ford Motor Service Center since I had received a "Recall Letter". Asked about recall information, etc.- No new Information. Sought assistance programs regarding transportation.

**Feb. 28<sup>th</sup>** – Since not being satisfied with information received, I recalled the Ford Motor Service Center again in hopes of some new information. No new Information given. Sought same information in previous passage above.

**Note:** Each time I called I would receive different information from the different Representatives.

**Note:** I called Zurich about loaner car or rental services but Zurich has informed me that I don't have that covered under my warranty, just the vehicle itself.

**May 25, 2024 – 2:57 pm** - Phoned Ford Customer Relationship about "Loaner Car". Was Informed by Customer Representative that since my vehicle was in the shop based on a "recall" that I was eligible to have a "Loaner Car" provided for the duration that my car was in the shop until fixed. I was further informed to contact the Dealer and inform them to call the Ford Motor Recall Office to set that up for me.

**May 28, 2024 – 9:19 am** – Phoned Ford Auto Mall Dealership here in Lakeland, Fl. and spoke with Representative Justin (Service Depart.), who is handling the repair on my car. He informed me they didn't do loaners. He informed me that would have to be through Zurich, my Warranty Company. I informed him that I wasn't covered for rental under Zurich and related to him what the Ford Motor Company Customer Relations had informed me to ask. I informed him that I was eligible for a loaner and the Rep. had informed me to have to Dealership to call their Recall Office to set that up. I asked him to call me back and as of this letter and time, I have not heard from Justin.

Page 3

I need help. It seems that I cannot get the correct information and representatives from these offices are not in sync with each-other. I have "no" transportation at this time. I need some help. A response from you at your earliest convenience would be very helpful.

Yours truly,

[REDACTED]

[REDACTED]

[REDACTED]

Lakeland, Florida [REDACTED]

[REDACTED]

[REDACTED]

LAKELAND, FL

**Department of Transportation**

To: WA1-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT



6/4/2024 12:22:57 PM

Tampa/St.  
THU 30 M

NATIONAL Traffic Safety Administration  
1200 New Jersey Ave. S.E,  
Washington, D.C. 20590

Attn: Administrator

