



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

INFORMATION REDACTED  
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INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)



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March 20, 2025

[REDACTED]  
Lakeland, Florida [REDACTED]

NEF-109 rrr  
Ref. No. 11607516

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 Ford Focus vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. Your MY 2018 Ford Focus is affected by NHTSA Safety Recall Campaign No. 23V905. The oil pump drive belt or drive belt tensioner may fail, resulting in a loss of engine oil pressure in certain MY 2016 through MY 2018 Ford Focus vehicles.

We understand your concerns with the parts delay for Recall 23V905. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Ford informed NHTSA that the final remedy is expected to be available in the 4th Quarter of 2025. When you receive the second notice for Recall 23V905 indicating the final remedy is available, you should contact Ford and your dealer to schedule an appointment to have the recall completed as soon as possible.

Meanwhile, Ford has a long-term rental program for owners affected by Recall 23V905 and we hope your transportation needs are being accommodated (enclosed). We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update\\_112124\\_v1a\\_tag.pdf](https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf).

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement

Enclosure



**SUBJECT: Safety Recall 23S64**

Certain 2018-2021 Model Year EcoSport and 2016-2018 Focus Vehicles Equipped with a 1.0L EcoBoost engine and automatic transmission.

**Long term rentals and long block replacement - Interim Repair**

Vehicle	Model Year	Assembly Plant	Build Dates
EcoSport	2017-2022	Chennai	April 3, 2017, through December 24, 2021
Focus	2016-2018	Michigan	March 24, 2015, through May 4, 2018

**Rental Vehicles**

- Long-term rentals are approved for this program, ensure dealers are aware of this.
- If a customer with 23S64 open on their vehicle experiences an engine failure and the dealer concludes it is related to the failure associated with 23S64, authorization to put the customer into a rental will be approved.
  - To maximize the customer experience, it's important to provide the customer with a rental while their vehicle is down waiting for a 23S64 inspection.
- The interim repair is replacement of the long block assembly, however some parts required for the repair are on backorder, so getting the customer into a rental is important.
- A special rental program was created specifically for 23S64. When contacting the Central Loaner Support team for rentals, use program code 24A02, this will ensure ease of dealer claiming and reimbursement for 23S64 rentals.

**Long Block Replacement**

- Once the failure is confirmed related to 23S64 and the customer is in a rental, dealers are to order a long block assembly following the repair instructions and direction in the dealer bulletin.
- The long block and some supporting parts are ordered through contacting the SSSC.

**KEY TAKEAWAYS!**

- If a customer with recall 23S64 on their vehicle comes in with an engine failure, put them in a rental at no charge to the customer. The recall covers rental.
- Do not charge the customer for any diagnosis related to 23S64, even if the failure is NOT related to 23S64 the recall is covering the costs. Reference the bulletin.
- Replace the customer's engine at no cost to the customer. Do not charge the customer, the recall covers engine replacement.