

7/10/2024

National Highway Traffic Safety Administration
1200 New Jersey Ave.
Washington, DC. 20590

Administrator:

Safety Recall Notice 23564/NHTSA Recall
23V905

I own a 2018 Ford EcoSport
(VIN) MAJ3P1RE3JC [REDACTED] which I
bought at Jarrett-Bordon Ford Lincoln in
Winter Haven, FL. On 2/1/2023.

I received a Safety Recall on 2/17/2024
for a possible engine Oil Pump Drive
belt tensioner Arm to fracture, which
would cause serious problems with the
car, even increasing the risk of a
CRASH.

Parts were not to be available
until the 2nd Quarter of 2024.

I then received a second notice
on 6/24/2024 changing the availability
of parts to the 1st Quarter of 2025.
Which would be between January and April.

I really could not believe this.
Why was it taking so long for
an Automotive Industry to get
parts to fix a very dangerous
situation. A car is a weapon, just like
a gun. It can kill people.

Anyway I was not going to drive this Car any longer. I have serious Health issues and cannot continue using the Car.

I called Jarrett Ford and they came on 6/27/2024 and took the Car back to the Service Dept. They returned it that afternoon with the note:

Engine Oil Pump Belt and Tensioner Replacement Interim Repair. Repair not needed unless problem is present. All good at this time.

I was not completely satisfied with this so I called and talked to the Service MGR. Walt on 6/28. He said. "Car is perfectly safe for me or anyone to drive."

I do not drive the Car very much, but do need to use it several times during the week. I do not work.

I know I am taking my life in my hands when I drive this car and I will not let anyone else drive the Car. I don't want to be put in any kind of situation that causes harm to anyone.

I guess the main reason I am writing to you is because I cannot understand in this day and age of the progress that has been made in manufacturing anything, that it would take a year to get the parts to fix this car.

I know that probably will not make any difference in what will happen, I just needed to let you know that I am upset and very angry. I know there are other people that feel the same way.

This is the last car I will ever buy and I had really hoped it would be a good choice.
I GUESS I WAS WRONG!!!

[REDACTED]
Lake Wales, FL [REDACTED]
[REDACTED]

Lake Wales, FL

NEF
7/11/24

National Highway Traffic Safety Administration
1200 New Jersey Ave.
Washington DC, 20590

TAMPA FL 335
SAINT PETERSBURG FL
11 JUL 2024 PM 4 L



20590-