

March 9, 2023

Administrator - NHTSA
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Dear Sir/Madam:

On 1/20/23 I paid cash for a 2018 Ford EcoSport with a 1 liter, 3 cylinder EcoBoost engine. I bought it used from Chapman Value Center in Phoenix, AZ and the odometer read 35,261 miles. The Carfax report that accompanied the sale showed that the original warranty had expired and there were no Manufacturer Recalls reported, no accidents and no issues. I opted not to extend that warranty.

The oil was changed on 3/7/23 at 39432 miles, then again on 5/3/23 at 44566 miles. The car was running fine. On 9/2/23 the oil was changed again but 5 days later on 9/7/23, while driving, the car went into "limp" mode. I pulled over as soon as traffic cleared. Later that day, I had the car towed to the nearest Ford dealer as the car showed 54,689 miles on the odometer.

It was then that I was told of both a Recall due to a faulty oil pump drive belt tensioner, but also in my private search I discovered several class action lawsuits against Ford for this exact issue.

I was told by the Ford dealer's Service Manager that the engine needed to be replaced and that they would have to find one that was subsequent to 2020 so it wouldn't have the same problem. Had I bought the car on time, I would have just traded it for another. But since I had paid cash, and I liked the vehicle even though it now had no trade value, I appeared stuck, because even though I hadn't put the requisite miles on the car of 24,786, they said I was just short of 3 months PAST the Drivetrain Warranty date. I couldn't afford to just replace the car at this stage, so I was advised to call Ford to see if they had any programs available to help me.

On 9/26/23 after being given the total quote to replace the engine, I called Ford Motor Customer Service at 800-392-3673 and was assigned Case [REDACTED]. At that time they said there were no programs available to help me and suggested I speak with the Service Manager at the dealership to have them do the work at "warranty rates" for parts & labor. The Manager agreed to do that, and the estimate was lowered.

On 11/3/23 the work was completed and I picked up the car on 11/4/23. The total bill was \$6428.70 which included the replacement of the battery, as well as all parts and labor. I've been driving the car ever since and it is running fine - they did great work.

The Safety Recall letter I received from Ford last month said that parts were anticipated to be available 2nd quarter 2024, which obviously does me no good now. That same letter advises me to write to you, so the salient points are all noted above.

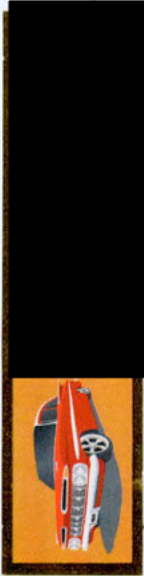
I believe that Ford was not forthcoming with necessary information in a timely manner when this problem first came to light back in early 2023. Had they been, I would have been able to avail myself of repairs within the drivetrain warranty and not had to foot this extremely high expense out of pocket. Please advise me as to any help or compensation that may be available to me. Thank you.

Sincerely,

[REDACTED]

[REDACTED]
Phoenix, AZ
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