

Good afternoon,

I am writing due to the letter from Ford Motor Company my husband and I received in the mail recently.

It stated if we had trouble and were charged to write and reference safety recall 23V905.

I have sent in some supporting documents:

Date of recall issue and car towed by USAA 7/31/2023

Note the car was towed on a flat bed with engine battery disconnected.

Once our car had been at the Ford Dealership for 79 days we began to worry.

Paying a car payment and insurance.

I also sent multiple messages to Ford all included in the envelope.

Also Included is our BBB Outline Case number

We thankfully purchased safeguard and I also included that itemized bill as well.

We would have gotten a refund for that contract if we would not have needed to use it 1,820.

We also had a deductible and also paid since our car sat so long for a new battery and new tire.

They also returned our car to us with mold on it.

I also included images of the certified mail I sent to Ford asking for assistance.

Also included in this letter is the email correspondence of issues after the repairs were made. 10/22/23 and 11/1/23.

We had dealt with this issue since 7/31/23 and it continued.

We believe with this recall we should be getting our money back.

Please look over the multiple case numbers with Ford and evidence I have sent.

If you need any other images or information please contact myself or my husband

[REDACTED]
North Fort Myers, FL [REDACTED]
[REDACTED]
[REDACTED]

R

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



February 2024

[REDACTED]
NORTH FORT MYERS, FL [REDACTED]

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 23S64 / NHTSA Recall 23V905

2018 Ecosport

Your Vehicle Identification Number (VIN): MAJ3P1VE6JC [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



< [Back](#)

My Claims Center



Get
Roadside



Report
Claim



Request
Reimburse...

Claims



2018 FORD ECOSPORT

Claim XXXXXXXXXX

Roadside Assistance - 07/31/2023

[Check claim status](#)

[Send photos](#)

Helpful resources

[My coverages](#)



[Claims FAQ](#)



[Natural disaster center](#)



Home



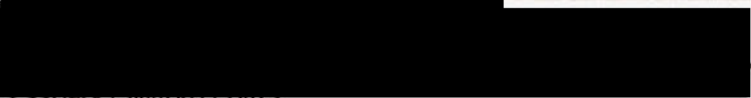
Search



Chat



New issue



Wed, Nov 1, 2023 at 1:32 PM

, slupo@gallowayauto.com <slupo@gallowayauto.com>

<spark19@ford.com>



I am currently driving the car, and it completely died in the middle of a four-lane with a yellow light on the dashboard. Please let me know how you would like for me to handle that

On Sun, Oct 22, 2023 at 10:36 PM [Redacted] wrote:

We noticed fluid leaking under the car after returning home.
My husband climbed under and it's coolant leaking.
Since we don't have an appointment and from what was previously discussed between Mr.Lupo and I, I am unsure if we'll have a two week waiting period to get the leak diagnosed.
We are also unsure if the car should be driven with the current leak for fear of blowing a line or making the problem worse damaging the new motor.
Please let me know if the dealership will have a tow truck to pick it up and rental car since it was just repaired.

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

Dearborn, MI 48126

OFFICIAL USE

Certified Mail Fee \$4.35

Extra Services & Fees (check box, add fee as appropriate)

- Return Receipt (hardcopy) \$0.00
- Return Receipt (electronic) \$0.00
- Certified Mail Restricted Delivery \$0.00
- Adult Signature Required \$0.00
- Adult Signature Restricted Delivery \$0.00

Postage \$0.66

Total Postage and Fees \$7.21

Sent To
FORD MOTOR COMPANY
Street and Apt. No., or PO Box No.
PO BOX 6248

0427
3

Postmark
Here

OCT 19 2023
10/19/2023

For delivery information, visit our website at www.usps.com

Dearborn, MI 48126 | AL USE

Certified Mail Fee \$4.35

Extra Services & Fees (check box, add fee as appropriate) \$0.00

Return Receipt (hardcopy) \$0.00

Return Receipt (electronic) \$0.00

Certified Mail Restricted Delivery \$0.00

Adult Signature Required \$0.00

Adult Signature Restricted Delivery \$0.00

Postage \$0.68

Total Postage and Fees \$7.03

Sent To **FORD MOTOR COMPANY**

Street and Apt. No., or PO Box No.

PO BOX 6248

City, State, ZIP+4

DEARBORN, MI 48126

PS Form 3800, January 2023 PSN 7530-02-000-9047

See Reverse for Instructions

04273

Postmark

Here

10/19/2023

**U.S. Postal Service™
CERTIFIED MAIL® RECEIPT**
Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

Dearborn, MI 48126 BRANCH

Certified Mail Fee

\$4.35

0427
3

Extra Services & Fees (check box, add fee as appropriate)

Return Receipt (hardcopy) \$0.00

Return Receipt (electronic) \$2.00

Certified Mail Restricted Delivery \$0.00

Adult Signature Required \$0.00

Adult Signature Restricted Delivery \$0.00

stage

\$0.00

Total Postage and Fees

7.21

10/19/2023

Postmark
Here

To
FORD MOTOR COMPANY

1 AMERICAN ROAD

DEARBORN, MI 48126



me Sep 19



[Redacted]

[Redacted]

I wanted to write about our rental car issue. The Sam Galloway Ford in Fort Myers has Mia communicated so much on our situation

Case # [Redacted]

Our previous case number for you to review so you are up to date.

Our warranty that we purchased is covering the known ford class action lawsuit oil pump issue but the dealership dropped the ball communicating with them. We have had to reach out to our warranty company on multiple occasions for the dealership. Now they gave us the rental car and we questioned them about who is responsible for the rental. The manager there told us to contact you or Ford Motor Credit.

He said due to the engine being on back order who knows maybe two months for the replacement.

Is Ford offering buy back for the class action suit due to the manufacture flaws or covering the rental expenses

Please help us

And that dealership is a disaster as you experienced yourself from our prior communications

Anything you can provide to help

Thank you


[Redacted]

Sent from my iPhone

10:48



Text Message
Tue, Oct 3 at 5:14 PM

Ford: You are signed up for text messages regarding case CAS- Simply reply to this text to contact your agent. Do not share sensitive information. Please reply STOP to opt-out.

Ford: Hi, this is Sandra and I am Customer Experience Specialist you can reach me at [866-631-3788](tel:866-631-3788) ext. [79777](tel:79777) sspark13@ford.com

The sender is not in your contact list.

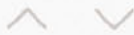
[Report Junk](#)

because this started in august so some of the info may be u see that older address

at 14:22, Sep 21:
thank you so much for your help

Raven at 14:24, Sep 21:
I will be escalating your case to a Customer Experience Specialist to further assist you. They will contact you through your preferred contact method within 1 business day. Your case number is CAS- So that you have it for your records, Is there anything else I can assist you with today

+



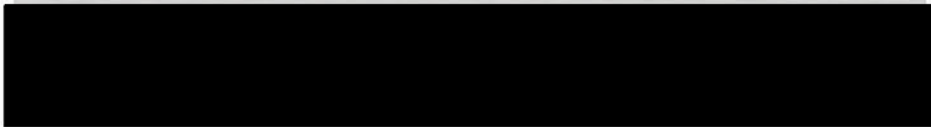
Done

"help" helpful helping

q w e r t y u i o p

a s d f g h j k l

z x c v b n m



10:51

LTE

Camera

August 15
12:16 PM

Edit



Kayla



Kayla at 12:16, Aug 15:

Thank you so much for answering all of my questions! I will be escalating your case to a Customer Experience Specialist to further assist you and can transfer you over in just a moment. The case number I have created for you today is: [REDACTED]. So that you have it for your records, you may email a copy of this transcript to yourself by clicking on the "+" sign at the bottom of this window and entering your email address. A transcript of this chat will be emailed to you once our session closes. Before I transfer you over, do you have any other questions for me today?

+ Type your message



Done

nk you so much"



10:52

LTE

Camera

August 12
6:17 PM

Edit



Brittany



We just appreciate your assistance

Brittany at 18:17, Aug 12:

Of course, I can imagine it is. It is important to have your vehicle [REDACTED]
Your case number is [REDACTED]
[REDACTED] for your records. If you are contacted by phone it will be a 1-800 Toll Free number. We appreciate your business and time and hope this is resolved very soon for you both.

Brittany at 18:17, Aug 12:

You may click on the "+" sign at the bottom of this window to, print, email or end this conversation. Is there anything else I can assist you with today?

+ Type your message



Done

and

thank

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Barcode Used For Proper Routing

PLEASE MAKE SURE TO USE THIS AS YOUR FAX COVER SHEET TO ENSURE TIMELY REIMBURSEMENT

ATTN: Service Department

DEALER: SAM GALLOWAY FORD

RO number: [REDACTED]

VIN: MAJ3P1VE6JC [REDACTED]

Customer Name: [REDACTED]

Contract #: [REDACTED]

Claim #: [REDACTED]

Dear Sir or Madam,

For claim reimbursement, please submit the following documents in order to receive payment:

- Final invoice signed by customer
- Sublet bill, if there is one associated
- Tow bill, if there is one associated
- Any other documents related to this claim for payment reimbursement

This is your claim confirmation. If you have any questions regarding this matter, please feel free to contact us at 800-890-7211.

Sincerely,
Claims Department,
Safe-Guard Products International, LLC
Return Fax: 678-553-1355
Return Email: vscpaymentfax@sgintl.com

Subtotal:	\$6511.16
Sales Tax:	\$0.00
Deductible:	\$ - 100.00
Total Amount:	<u>\$6411.16</u>

Qty	Sub-Component	Description	Part Number	Requested	Approved
1.00	Seals/Gaskets/O-Rings - Engine	GASKET	4R8Z6N652A	\$ 12.05	\$ 12.05
1.00	Seals/Gaskets/O-Rings - Engine	SEAL	AA5Z9E583A	\$ 2.36	\$ 2.36
1.00	Seals/Gaskets/O-Rings - Engine	KIT - ELEMENT & GASKET - OIL F	BE8Z6731AB	\$ 10.89	\$ 10.89
	Vacuum Pump - Engine	PUMP ASY - VACUUM	CM5Z2A451B	\$ 229.09	\$
1.00	Engine Misc.	PIPE - OIL FEED	CM5Z6K679B	\$ 26.33	\$ 26.33
1.00	Turbocharger	TURBOCHARGER ASY	CM5Z6K682L	\$ 523.33	\$ 523.33
	Engine Misc.	SOLENOID - ENGINE VARIABLE TIM	CM5Z6M280G	\$ 55.67	\$
1.00	Seals/Gaskets/O-Rings - Engine	KIT - "O" RING	CM5Z9229A	\$ 166.36	\$ 166.36
1.00	Intake Manifold	MANIFOLD ASY - INLET	CM5Z9424D	\$ 58.32	\$ 58.32
1.00	Seals/Gaskets/O-Rings - Engine	GASKET	CM5Z9450A	\$ 6.62	\$ 6.62
1.00	Engine Misc.	TUBE ASY	CM5Z9J323A	\$ 9.58	\$ 9.58
6.00	Engine Fasteners	BOLT - HEX HEAD	F1FZ6379A	\$ 25.68	\$ 25.68

SAFE-GUARD
Products International, LLC



Qty	Sub-Component	Description	Part Number	Requested	Approved
1.00	Engine Misc.	HEAT SHIELD	F1FZ9N454K	\$ 34.50	\$ 34.50
1.00	Engine Long Block	SERVICE ENGINE ASY	G1FZ6006A	\$ 1877.33	\$ 1877.33
1.00	Engine Fasteners	CLAMP - EXHAUST	GN1Z5A215A	\$ 12.17	\$ 12.17
1.00	Coolant - Engine	ANTI-FREEZE	VC13G	\$ 20.15	\$ 20.15
2.00	Engine Fasteners	BOLT	W500414S442	\$ 3.80	\$ 3.80
9.00	Engine Fasteners	BOLT	W715141S442	\$ 24.75	\$ 24.75
6.00	Engine Fasteners	BOLT	W715195S437	\$ 3.54	\$ 3.54
4.00	Engine Fasteners	STUD	W715309S300	\$ 15.48	\$ 15.48
14.00	Engine Fasteners	BOLT AND WASHER ASY - HEX.HEAD	W715474S437	\$ 10.64	\$ 10.64
4.00	Engine Fasteners	NUT	W715618S437	\$ 2.40	\$ 2.40
1.00	Seals/Gaskets/O-Rings - Engine	RING	W715777S300	\$ 5.00	\$ 5.00
1.00	Seals/Gaskets/O-Rings - Engine	RING - ADJUSTING	W715778S300	\$ 5.00	\$ 5.00
6.00	Engine Fasteners	NUT	W716271S437	\$ 5.70	\$ 5.70
1.00	Diagnosis	Diagnosis (Labor Rate = \$199.95)		\$ 399.90	\$ 199.95
15.50	Replacement	Replacement (Labor Rate = \$199.95)		\$ 3099.23	\$ 3099.23
1.00	Rental	UP TO 5 DAYS \$35 PER DAY		\$ 350.00	\$ 350.00
1	SALES TAX	SALES TAX	0.00%	\$ 0.00	\$ 0.00

Safe-Drive™

Vehicle Service Contract Registration



Service Provider/Administrator:
Safe-Guard Products International, LLC
 Two Concourse Parkway, Suite 500, Atlanta, GA 30328 • Toll free: 1-800-949-5680
FOR EMERGENCY ROADSIDE ASSISTANCE: TOLL-FREE 1-877-221-2399

**SERVICE CONTRACT
 REGISTRATION NO.**

INFORMATION SCHEDULE

1. COVERED VEHICLE

VIN	MAJ3P1VE6J0 [REDACTED]		Original In-Service Date	September 1, 2018
Make	Model	Year	Current Odometer Reading	
FORD	ECOSPORT	2018	18235	
Vehicle Code	Vehicle Class	Vehicle Purchase Price	Check all that apply:	
		\$ 18,000.00	<input type="checkbox"/> Diesel <input type="checkbox"/> 4x4/AWD <input checked="" type="checkbox"/> Turbo/Supercharged	

2. CUSTOMER

Name	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
City	PUNTA GORDA	State	FL	ZIP
				[REDACTED]

3. SELLING DEALER

Dealer Number	00S32793		
Name	Phone	E-mail	
BERT SMITH OLDSMOBILE, INC.	(727) 527-1111		
Street	City	State	ZIP
3800 34TH ST N	SAINT PETERSBURG FL		33714

4. LIENHOLDER

I, the undersigned holder of this Service Contract, hereby authorize the following Lienholder: 1. To receive any refund for credit to my account in the event this Service Contract is canceled; and 2. To cancel the Service Contract in the event I default in my obligation to such Lienholder.

Lienholder Name	Lienholder Address
CAPITAL ONE AUTO FINANCE	PO BOX 255605

5. COVERAGE PLAN

If no Coverage Plan has been checked, Silver Coverage Plan will apply.

<input type="checkbox"/> Platinum	<input checked="" type="checkbox"/> Gold	<input type="checkbox"/> Silver	<input type="checkbox"/> Power Train	<input type="checkbox"/> Permitted commercial purposes only (See Key Terms).
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Emergency Travel Expense, Rental Reimbursement and Emergency Roadside Assistance apply to all Coverage Plans.

6. SERVICE CONTRACT TERM

This Service Contract begins on the Service Contract Purchase Date (See Key Terms) and at the Current Odometer Reading stated in Section 1 of the Information Schedule. This Service Contract ends when the Months indicated below from the Service Contract Purchase Date is reached or when the additional Miles indicated below are registered on the odometer, whichever occurs first.

Service Contract Purchase Date	October 16, 2021	Months from Service Contract Purchase Date	60	Additional Miles	60000	Service Contract Purchase Price \$	1,820.00
--------------------------------	------------------	--	----	------------------	-------	------------------------------------	----------

7. DEDUCTIBLE

If no Deductible box has been checked, the \$250 Per Visit Deductible will apply.

\$250 Per Visit Deductible \$100 Per Visit Deductible

<p>WASHINGTON RESIDENTS ONLY: I acknowledge that I have read, understand and agree to the terms and conditions of this Service Contract, including, but not limited to:</p> <p>A. Requirements for maintaining Your Vehicle and retaining maintenance records under Section IV, "Maintenance Requirements."</p> <p>B. Procedures required to file a claim under Section VI, "Your Responsibilities."</p> <p>C. Parts covered under Section II, "What This Service Contract Covers."</p> <p>D. Your Months and Miles limit shown in Section 6 on the Information Schedule.</p> <p>E. The Implied Warranty of Merchantability on the Vehicle shown in VIII, State Amendments; Washington is not waived if the Service Contract has been purchased within ninety (90) days of the purchase date of the Vehicle from the</p>	<p>Selling Dealer who also sold the Vehicle covered by this Service Contract.</p> <p>F. Exclusions of coverage under Section III, "Exclusions."</p> <p>G. Cancellation provisions and conditions under Section VII, "General Provisions", item #9, "How This Service Contract May Be Canceled."</p> <p>H. Benefits may be transferred when eligible to an individual who purchases this Vehicle. Please refer to Section VII, "General Provisions", item #8, "How This Service Contract May Be Transferred."</p>
Customer Initials _____	Date <u>October 16, 2021</u>

CUSTOMER ACKNOWLEDGEMENTS

- I agree to purchase this Mechanical Repair Service Contract (Service Contract) covering the Vehicle described on this Registration Page, which must meet our underwriting guidelines and is subject to acceptance by the Administrator. I agree that the time and mileage limits indicated on this Registration Page begin to run from the Service Contract Purchase Date, even though any components or parts covered by a manufacturer, supplier, or other Warranty are NOT covered by my Service Contract until expiration of the manufacturer, supplier, or other Warranty. I understand that my Service Contract term includes any periods of applicable manufacturers' warranties.
- The Service Contract runs concurrent with, and is secondary to, any applicable manufacturer's Warranty.
- If the manufacturer's Warranty has been declared void, the Service Contract does not cover the Vehicle until the end of what would have been the manufacturer's Warranty.
- The benefits provided under Dealer Warranties required by state law are not covered by the Service Contract.
- I understand that my Service Contract has been issued in accordance with the information contained on this Registration Page and is subject to the terms and conditions stated in the Service Contract, which I have read and received with this Registration Page.
- I understand that prior authorization by the Administrator is required on repairs covered by this Service Contract. (Call 800-949-5680 for claims authorization.) I further understand that any Breakdown, loss, or damage that results from a preexisting condition is not covered by this Service Contract.
- I understand the purchase of this Service Contract is not required to purchase or obtain financing of my Vehicle.
- The Service Contract Price may be financed with the purchase of this Vehicle. Other payment options may be available.
- I agree to follow the maintenance procedures listed in Service Contract Section IV, "Maintenance Requirements."
- This Service Contract is [REDACTED]

Nevada Residents Only: By initialing this box, You acknowledge that this Agreement contains an Arbitration and Dispute Resolution, Arbitration, and Affirmation to the terms contained therein.

[REDACTED] _____ and understand Section VII.7.

Customer Signature _____



Wendy



Galloway Ford, Inc. I can further document that case regarding the last conversation with the Service Department. That case is open with the Ford Dealership for them to resolve with you and your husband.

Wendy at 9:53, Oct 19:

Now, there is also open case with Ford Motor Company which is CAS-
[REDACTED] A customer experience specialist is already working with the Dealership to assist with financial help.
I'll document in this case as well that you reached out advising about the Dealerships recent information.



Type your message



Done





Wendy



Myers Ford

at 9:50, Oct 19:

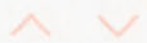
i just feel like this needs to go to someone higher at the dealership than Mr Lupo the service manager

Wendy at 9:52, Oct 19:

Thank you, regarding [redacted] that is specifically feedback regarding your experience with Sam Galloway Ford, Inc. I can further document that case regarding the last conversation with the Service Department. That case is open with the Ford Dealership for them to resolve with you and your husband.

Agent is typing...

+ Type your message



Done

QWERTY keyboard with predictive text suggestions: 'I', 'The', 'I'm', '123', 'space', 'return', smiley face, microphone



Ford: [redacted] i was advised the dealership would be rapping up you repairs today. I have scheduled our next follow up for Friday in hopes you'll be satisfied with your repairs. Best Regards

Today 7:12 PM

Hi Sandra
Did anyone follow-up on this case number?

Ford: You are signed up for text messages regarding case [redacted] Simply reply to this text to contact your agent. Do not share sensitive information. Please reply STOP to opt-out.

The dealership is being extremely rude
And we also learned from the warranty company that parts the dealership is charging us for we're never sent to the warranty company

Connecting you with an agent. We look forward to chatting with you!

Text Message



Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) _____

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make 2018 ECO SPORT Model FORD Year 2018

VIN M A J 3 P I V E 1 0 J C [REDACTED] Date of Delivery 7/31/2023

Name and City/State of selling dealer or leasing company (if applicable) Bert Smith 3800 34th ST N
Sam + Petersburg FL 33714

Name and City/State of authorized service agent(s) attempting previous repairs: Sam Galloway FORD
1800 BOY SCOUT DRIVE, FORT MYERS FL 33907

Consumer Name [REDACTED] Home phone [REDACTED]
Address [REDACTED] Work phone [REDACTED]
North Fort Myers FL Signature [REDACTED]
Date Mailed [REDACTED]

Our car has been @ Ford for 79 days.
Low oil pressure / oil pump failure destroying our engine.
We filed for a buy back on Oct 3, 2023 via Ford with
Savandra - 866-631-3788 ext 79777 - email sspark13@ford.com.
Please refer to multiple chat conversations each with
Case #'s - CAS- [REDACTED], CAS- [REDACTED]
CAS- [REDACTED], CAS- [REDACTED]
CAS- [REDACTED], CAS- [REDACTED]
CAS- [REDACTED] Green

We have lost value on our ecosport. We have had to suffer +
endure stress due to the dealership negligence. They did not file
our warranty information correctly so we are still paying out
of pocket. Battery is now dead @ our cost. The car was towed
in on a flat bed with battery disconnected but somehow died +
they can't get the tire to hold air so replacement is now @ our cost.
Pain, suffering + anxiety is now what we suffer from.



BBB - AUTO LINE Case

Notification Inbox



noreply Oct 16, 2023



***** DO NOT REPLY *****

MESSAGE: Your document has been uploaded

If you haven't already set up an account, you will be prompted to do so when you click the link below.

You will need your case number [redacted] to log on.

[Click here](#) to begin.

If the link above does not work please use the link below by clicking on it, or cutting and pasting into your browser's address bar.



Comm. In [redacted] Email Cust

← Reply

→ Forward



NORTH FORT MYERS FL



NEF



National Highway Traffic Safety
1800 New Jersey Ave. S.E.
Washington D.C. 20590