

[REDACTED]  
Fort Wayne, IN [REDACTED]

NHTSC Recall #23V905  
Ford Recall #23S64

On the advice of my attorney, I am writing to allow Ford the opportunity to reimburse me for the cost incurred in connection with Ford's failure to remedy the above cited Recall before I take legal action to recover my expenses.

Ford issued this notice in February 2024 with a promise that replacement parts would be available 2<sup>nd</sup> quarter 2024. As of September 7, 2024, the parts availability has slipped to 1<sup>st</sup> quarter 2025. All vehicles with the faulty oil pump belt tensioners are still subject to the sudden failure of that part.

On July 23, 2024 that the oil pump belt tensioner on my 2018 Ford Focus fractured causing red oil pressure and amber engine warning lights. Not being a mechanic I had no idea or what was wrong at that time. I immediately had the vehicle taken to a reputable auto repair shop. They diagnosed the problem. With delays in obtaining the parts it took in excess of two weeks to make the appropriate repairs.

I submitted the receipts to the Bob Thomas Ford Service Center (Fort Wayne, IN). I was informed that Ford had decided that these repairs were costing too much and had stopped reimbursing them effective July 24, 2024.

I also point out that the Ford is still supplying the faulty tensioner as a replacement part. Since they must be ordered from a Ford parts department, Ford is making a profit each time a tensioner fractures. A nice incentive to delay making proper replacements available.

The Ford dealership refused to test the engine for possible damage caused by the loss of oil pressure. Again, putting the costs of Ford's failure on the vehicle owner.

I have enclosed the paid receipts for the repair and car rental. I expect full reimbursement for my costs.

Sincerely,  
[REDACTED]

cc:  
E. Glasser, Attorney at Law,  
National Highway Traffic Safety Commission

*[Handwritten signature]*

[REDACTED]  
Fort Wayne, IN [REDACTED]

NHTSC Recall #23V905  
Ford Recall #23S64

I am writing to inform of Ford's failure to meet the requirements of the above recall. I refer you to the enclosed copy of materials sent to Ford Motor Company.

I have enclosed the copies of a letter <sup>TO TITLE</sup> ~~to~~ Ford and paid receipts for the repair and car rental. I expect Ford to provide full reimburseent for my costs.

Sincerely,  
[REDACTED]  
[REDACTED]

Krose Automotive  
9310 Lima Road  
Fort Wayne IN 46816  
260 489 1009

08/14/2024 15:06

Sale

Trans #: 3 Batch #: 58

CREDIT CARD  
VISA  
Entry Type:  
\*\*\*\*\*

TOTAL AMT:

Resp:  
Code:  
Ref #:  
TransID:

App Name:  
AID:  
IVR:  
ATC:  
IC:  
IAD:

NO SIGNATURE REQUIRED

CUSTOMER COPY



### Renter Information

Renter Name

Renter Address

FORT WAYNE, IN  
USA

### Trip Information

Pickup

Monday, July 29, 2024 10:59 AM  
FT WAYNE DUPONT  
9206 LIMA RD  
FORT WAYNE, IN 46818-1806  
USA

Return

Wednesday, August 14, 2024 2:54 PM  
FT WAYNE DUPONT  
9206 LIMA RD  
FORT WAYNE, IN 46818-1806  
USA

### Vehicle Information

TIGU

License #:

State/Province: FL

Unit #: 8D9TR4

Vehicle #: NM166120

Vehicle Class Driven

Midsize SUV 4 door/Automatic/Air

Vehicle Class Charged

You Click. We Pick. 2/4 door/  
Automatic/Air

Odometer Mileage/Kilometers

Starting: 47684 Ending: 48039

Total: 355

Fuel

Starting: 11.7g Ending: 1.6g

### Renter Charges

Rental Rate	Time & Distance 17 Day at \$66.50 / Day	\$1,130.50
Coverages	CDW (\$23.99 / Day)	\$407.83
Add-Ons	Fuel Service Option (\$41.65 / Rental)	\$41.65
Mileage	Unlimited Mileage	Included
Taxes and Fees	Vehicle License Fee Recovery (\$0.23 / Day)	\$3.91
	Rental Excise Tax (4.00%)	\$63.36
	Sales Tax (7.00%)	\$110.87
<b>Total</b>		<b>\$1,758.12</b>

(Subject to audit)

Amount charged on August 6, 2024 to VISA (9539) (\$704.90)

Amount charged on July 31, 2024 to VISA (9539) (\$726.61)

Amount charged on July 29, 2024 to VISA (9539) (\$548.00)

APN: VISA DEBIT

AID:

Verified: Signature

Entry: Chip

TS:

**Amount Due (\$221.39)**

Thank you for renting  
with Enterprise Rent-A-  
Car

We appreciate your business!

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

**Kruse Automotive**

9310 Lima Rd

Fort Wayne, IN. 46818

Phone: 260-489-1089 Fax: 260-490-0808

WE DO IT ALL

INVOICE

Org. Est. # 102204

Printed Date: 08/14/2024

Work Completed: 08/14/2024

2018 Ford - Focus SE - 1L, In-Line3 (61CI) VIN(E)

Lic # :

Odometer In : 79704

Odometer Out : 79704

VIN # : 1FADP3FE1

Description / Number	Qty	Sale	Ext	Labor Description	Ext
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Org. Estimate 137.68 Revisions 2,460.40 Current Estimate 2,598.08

Revision # 1, Previous Estimate Amount: 137.68, Additional Cost: 2460.40, Revised Estimate: 2598.08, Parts: \$383.88 Labor: \$2025.00 Sublet: \$0.00  
Taxes & Fees: \$515.2 Authorized by - LEVEQUE LAWRENCE, Date - 7/29/2024, Time - 4:11PM, Initiated By - Shop

Labor:	2,295.00
Parts:	1,175.71
HazMat:	22.91
SubTotal:	3,493.62
Tax:	83.90
Total:	3,577.52
Bal Due:	\$3,577.52

[ Payments - ]

Vehicle Received: 8/14/2024

Customer Number : 22922

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Visit us on the web: <https://www.kruseautomotiverepair.com/>

Email Address: [krazyforkarz@yahoo.com](mailto:krazyforkarz@yahoo.com)

**Kruse Automotive**  
 9310 Lima Rd  
 Fort Wayne, IN. 46818  
 Phone: 260-489-1089 Fax: 260-490-0808  
 WE DO IT ALL

INVOICE

**INVOICE**

Printed Date: 08/14/2024 Work Completed: 08/14/2024

2018 Ford - Focus SE - 1L, In-Line3 (61Ci) VIN(E)

Lic # :

Odometer In : 79704

Odometer Out : 79704

Home

VIN # : 1FADP3FE1 JL

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
OIL FILTER 21348	1.00	5.75	5.75	COMPUTER SCAN AND DIAGNOSE. FOUND CODES RELATED TO BOOST SOLENOID BYPASS AND TIMING RELATED CODES. P0012, P0014 AND P0299 WARNING LIGHTS ON DASH.	135.00
VALVOLINE 5W20	5.00	5.50	27.50		
TIMING BELT 12	1.00	112.83	112.83	REPLACE OIL PUMP DRIVE BELT. INCLUDES NEW TIMING BELT, TENSIONER AND OIL PUMP BELT.	2,160.00
TIMING BELT TENSIONER 34	1.00	112.50	112.50		
OIL PUMP DRIVE BELT 56	1.00	83.94	83.94		
ANTIFREEZE Size: GAL ANTI	2.00	20.68	41.36		
INTAKE Variable Valve Timing (VVT) Sprocket ECP1933	1.00	172.62	172.62		
EXHAUST Variable Valve Timing (VVT) Sprocket ECP1934	1.00	185.65	185.65		
FRICITION WASHER. 1S7Z 6378 AA	2.00	9.43	18.86		
Engine Variable Valve Timing (VVT) Oil Control Valve 916518	2.00	116.72	233.44		
CONTINENTAL SERP BELT 4060590	1.00	18.98	18.98		
Water Pump CP6814	1.00	132.28	132.28		
Shop Supplies			30.00		
Environmental Charge			22.91		

ENTERPRISE LEASING COMPANY OF INDIANAPOLIS,, 9206 LIMA RD, FORT WAYNE, IN 468181806 (260) 247-3046

RENTAL AGREEMENT REF#

[REDACTED] [REDACTED]

SUMMARY OF CHARGES

RENTER

[REDACTED]

DATE & TIME OUT

07/29/2024 10:59 AM

DATE & TIME IN

08/14/2024 02:54 PM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

XXAR

VEH #1 2022 VOLK TIGU GSE2

VIN# [REDACTED] X2NM [REDACTED]

LIC# [REDACTED]

MILE 355

CAR R

RAT ACCOUNT

ENTE S

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/29 - 08/14	17	DAY	\$66.50	\$1,130.50
CDW	07/29 - 08/14	17	DAY	\$23.99	\$407.83
FUEL SERVICE OPTION	07/29 - 08/14				\$41.65

Subtotal: \$1,579.98

Taxes & Surcharges

RENTAL EXCISE TAX	07/29 - 08/14			4%	\$63.36
SALES TAX	07/29 - 08/14			7%	\$110.87
VEHICLE LICENSE FEE RECOVERY	07/29 - 08/14	17	DAY	\$0.23	\$3.91

Total Charges: \$1,758.12

Bill-To / Deposits

DEPOSITS (\$1,758.12)

Total Estimated Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE

\$1,758.12 Visa

CREDIT CARD NUMBER

[REDACTED]

FOOT WISCONSIN

NET  
9110124

FROM WISCONSIN,  
NUTS 13  
1200 NEW JERSEY, AVE S.E.  
WASHINGTON, DC  
20590

FT WAYNE IN 4857  
00 SEP 2024 PM 3 1

