



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



May 19, 2025

[REDACTED]
[REDACTED]
Fort Wayne, IN [REDACTED]

NEF-109 drk
Ref. No. 11616864

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. We routinely enter the Vehicle Identification Numbers (VIN) of consumers that contact our agency with open recalls into our VIN Look-Up Tool for recall completion rates. We noticed that NHTSA Safety Recall Campaign No. 23V905 is still incomplete on your vehicle (enclosed). We are aware that the final remedy has not been developed for the recall. For your information, Ford established a long-term rental program for vehicles requiring long block replacements due to the defect (enclosed).

When you receive the final notice indicating the remedy is available, you schedule an appointment immediately. At that time, you should also ask Ford and the dealer to confirm that the engine failure you experienced is related to the recall. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. We encourage you to work with Ford and your dealer if you require assistance with your claim.

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.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at 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

Enclosures

2018

FORD Focus**VIN:** [REDACTED]

Recall data refreshed on May 16, 2025

1 Unrepaired Recalls

associated with this VIN

Jan 04, 2024**Manufacturer Recall Number** 23S64**NHTSA Recall Number** 23V905**Recall Status** Recall Incomplete, remedy not yet available**Summary**

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 THE OIL PUMP DRIVE BELT MATERIAL MAY DEGRADE AND LOSE TEETH, RESULTING IN A LOSS OF ENGINE OIL PRESSURE.

Safety Risk

A LOSS OF ENGINE OIL PRESSURE CAN RESULT IN ENGINE DAMAGE AND/OR SEIZURE, WHICH CAN RESULT IN A LOSS OF MOTIVE POWER AND A LOSS OF THE MECHANICAL VACUUM PUMP REQUIRED TO PROVIDE POWER BRAKING ASSIST, INCREASING THE RISK OF A CRASH.

Remedy

DEALERS WILL REPLACE THE OIL PUMP TENSIONER ASSEMBLY AND OIL PUMP DRIVE BELT, FREE OF CHARGE. FORD MOTOR COMPANY IS WORKING CLOSELY WITH ITS SUPPLIERS TO PRODUCE PARTS FOR THIS REPAIR. WHEN PARTS BECOME AVAILABLE, FORD MOTOR COMPANY WILL NOTIFY YOU VIA MAIL TO SCHEDULE A SERVICE APPOINTMENT WITH YOUR DEALER FOR REPAIRS TO BE COMPLETE FREE OF CHARGE PARTS AND LABOR. PARTS ARE ANTICIPATED TO BE AVAILABLE 1ST QUARTER 2025.

Manufacturer's Notes

IF YOU HAVE ANY QUESTIONS REGARDING THIS RECALL, OR BELIEVE ANY OF THIS INFORMATION IS INACCURATE, PLEASE CONTACT FORD DIRECTLY AT 800-392-3673 OR LINCOLN AT 800-521-4140.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: [1-888-327-4236](tel:1-888-327-4236) or TTY: [1-888-275-9171](tel:1-888-275-9171) or file an online complaint with NHTSA.

Where's my VIN?

Every vehicle has a unique **vehicle identification number** often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from [certain manufacturers](#).
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.
- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.
- A recall involving an international vehicle.

Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, [contact your state DMV](#) to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by [NHTSA ID](#) and [complaints by keyword](#)



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.