

To: National Highway Traffic Safety Administration

From: [REDACTED]
[REDACTED]

(The vehicle is in my name because my daughter was a minor at the time of purchase)

Re: Recall - NHTSA Safety Recall 23V905

2018 Ford Focus - VIN # 1FADP3FE8JL [REDACTED]

Date: 09/04/2024

I am writing regarding this recall. My daughter's car had what is stated in the recall, happen to her car on July 7, 2023 while traveling to visit her grandparents, she pulled over before Grants Pass, Or. to check all her fluids before going over the mountain pass. All fluids were good. After she got over the mountain pass, as she was in the passing lane, passing a Semi truck, her check engine light came on and her car lost power. It is a miracle that she was able to get the car over to the side of the road without getting into an accident. (These details are noted on the invoice from Mock Ford, dated 7/10/23)

We had the car towed to Mock Ford in Grants Pass, Or. for diagnosis. (Mileage = 82,520)

On 7/10/23, Mock Ford said the following: "Suspect engine oil drive belt broke causing no oil pressure, use bore scope to look in valve cover found no oil present on camshaft, recommend rnr of engine assembly with new turbo for no oil concern."

We were quoted \$6,000 + for the repair. We could not afford the repair, so we rented a truck and trailer and towed the car home.

As of Jan. 2024 a new recall has been issued on this vehicle, stating the following reason: "In some of the affected vehicles, the engine oil pump drive belt tensioner arm may 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. 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 mechanical vacuum pump required to provide power braking assist, increasing the risk of a crash."

We have been in contact with Corning Ford, where the car was purchased, as well as Ford's Corporate office.

Corning Ford requested the car be brought to the Corning Ford facility. They sent a tow truck and the car was towed to their facility on April 9, 2024.

I went through a process with Ford Corporate office regarding either paying for the repairs or buying the vehicle back. They are refusing to buy the car back and I'm being told from Corning Ford that they have been trying to get it repaired, however the engines are on back order and there is no date given as to when they may become available.

Corning Ford did get permission to provide us with a loaner car. I picked up the loaner car on 05/08/24. My daughter is not old enough to drive the loaner car, so I am driving the loaner car and she is driving my car, which is proving very inconvenient, not to mention, Corning Ford stated they are charging Ford \$45 per day for this loaner vehicle.

I have now had the loaner vehicle for four months! Which is close to \$6,000. That is a big chunk that could have gone towards a pay out of the vehicle but they are refusing.

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I'm writing to you to ask for help. My daughter's vehicle has been broken down for over a year now, due to exactly what it states in the recall and we are nowhere closer to a solution. Any help or guidance you can give on this situation would be greatly appreciated.

Kim Law and Bill Neaton at Corning Ford are the representatives I've been working with. (530) 824-7500 is the phone number if you need any additional information from Corning Ford.

I am including the repair invoice from Mock Ford with this letter.

Please let me know if I can provide you with anything further that may be of help.

Sincerely,

A large black rectangular redaction box covers the signature and any handwritten notes that might have been present.



MOCKS

Quick Lane
WASH & AUTO CARE

LINCOLN

 Ford - Lincoln
 913 S.E. 9th St * P.O. Box 89
 Grants Pass, OR 97526
 (541) 476-8655 Quick Lane (541) 474-8554

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1FADP3FE8JL		82520	82520	07/10/23 10:16	07/13/23	1783
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2018 FORD FOCUS SE (BLUE)				00104	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
PHONE 1	PHONE 2	PHONE 3	STOCK NO.	SERV. ADV.	RO COMMENT	
				DOUG ESTES (322)		

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	15		A99		Customer	\$165.00
Concern	C/S WHEN DRIVING, THE OIL LIGHT CAME ON THE DASH, ENGINE SLOWED DOWN HEARD A RATTLE NOISE FROM ENGINE. CHECK AND ADVISE.					
Cause	started and ran vehiccal once in shop, motor very noisy, confirmed oil light on, used oil pressure gauge on motor confirmed no engine oil present, suspect engine oil drive belt broke ccausing no oil pressure, use bore scope to look in valve cover found no oil present on camshaft, recommend rnr of engine assembly with new turbo for no oil concern,					
Correction	advised customer but declined repairs at this time.					

Warranty Claim Type: F

Authorization Code:

Service Cont No:

Customer Totals

Charge Description	Amount
Labor	\$165.00
ESTIMATED C.A. TAX FEE	\$0.79
Total Amount Due	\$165.79
SVC & PART CREDIT CARD	\$165.79

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

X

 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
 (DATE)

07/14/23 15:25

INVOICE

CUSTOMER COPY

Page 1 of 1

Subject: 1FADP3FE8JL[REDACTED] - CAS-[REDACTED]
Sender: Ford RAV Headquarters (no-reply@FordRAV.com)
To: [REDACTED]
CC:
Send Date/Time: 3/6/2024 10:31:34 AM
Attachments:



Wednesday, March 06, 2024

[REDACTED]
[REDACTED]
Corning, CA [REDACTED]

Subject: 1FADP3FE8JL[REDACTED] — CAS-[REDACTED]

Dear [REDACTED]

Ford Motor Company has reviewed your recent repurchase request to our Customer Relationship Center. Your satisfaction is important to Ford and your dealer. At this time, after a comprehensive review of all available information, Ford will not be granting your request for repurchase. Our commitment to you and your vehicle begins with quality protection and service. We apologize for any inconvenience you may have experienced.

Should you experience mechanical concerns with your vehicle in the future and undergo repairs, Ford welcomes you to re-engage our Customer Relationship Center at 800.392.3673 and request another review for repurchase.

Ford also participates in the Better Business Bureau's independent dispute resolution program, AUTO LINE. This program is free to consumers and consists of mediation and arbitration. This program is more fully described in Ford's Warranty Booklet and on the BBB AUTO LINE'S website. To request assistance, call BBB AUTO LINE at 800.955.5100, visit their website at www.bbb.org/autoline.com, or write to the BBB AUTO LINE at 1676 International Drive, Suite 550, McLean, VA 22202.

In the mediation process, an impartial BBB representative (Mediator) will meet with both you and a Ford representative to explore options to settle your claim. If an agreement is not reached during mediation, or you do not want to participate in mediation, and your claim is eligible under the BBB's criteria, you may participate in the arbitration process.

In the arbitration process, you will present your case in an informal setting before the impartial BBB representative (Arbitrator). You will be asked for general information about your vehicle, your warranty concerns and any steps you have already taken to try to resolve them. After considering all information provided, the arbitrator will issue a ruling. If the arbitrator rules against you, you are permitted to reject the decision. If the arbitrator rules in your favor and against Ford, Ford must abide by the decision and comply within 30 days.

We know you have many options to choose from and we thank you for being a part of the Ford family.

With appreciation,

Ford RAV Headquarters



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



721102-90832

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February 2024

CORNING, CA

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 23S64 / NHTSA Recall 23V905

2018 Focus

Your Vehicle Identification Number (VIN): 1FADP3FE8JL [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 the oil pump drive belt material may degrade and lose teeth, resulting in a loss of engine oil pressure.

What is the 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.

What will Ford and your dealer do?

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 completed free of charge (parts and labor). Parts are anticipated to be available 2nd Quarter 2024.

What should you do?

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, you should contact your dealer for an appointment to have your vehicle remedied as soon as practicable.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to NHTSA.gov. Reference NHTSA Safety Recall 23V905.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Thank you for your attention to this important matter.

Ford Customer Service Division

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F22072711600714854

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67749
23S64_NPIDT5123S641

389
024
5.82
9.00

Amount

Amount
in US Dollars

Corning, Ca.

NEF

W41-306

Administrative
National Highway Traffic
1200 New Jersey
Washington, D.C.



CERTIFIED MAIL

To: W41-306

Department of Transportation

Building: DOT

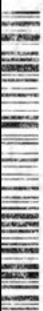
Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

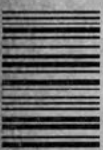


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Retail



UNITED STATES
POSTAL SERVICE



U.S. POSTAGE P
FCM LETTER
RED BLUFF, CA
SEP 05, 2024