



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



July 17, 2025

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

NEF-109 rrr
Ref. No. 11616919

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. Your MY 2018 Ford Focus is affected by NHTSA Safety Recall Campaign No. 23V905. The oil pump drive belt or drive belt tensioner may fail, resulting in a loss of engine oil pressure in certain MY 2016 through MY 2018 Ford Focus vehicles. A loss of oil pressure can result in an engine stall and a loss of power braking assist, increasing the risk of a crash.

We understand your concerns with the parts delay Recall 23V905. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Ford has informed NHTSA that they plan to have the final remedy ready in the fourth quarter of 2025. When you receive the final notification indicating the remedy is available, you should contact Ford and your dealer to schedule an appointment as soon as possible.

Ford established a long-term rental car program for owners of vehicles that experience an engine failure related to the defect in Recall 23V905. In addition, we encourage you to maintain all rental receipts and vehicle repair invoices associated with this recall. When you schedule your appointment for the recall repair you should discuss your eligibility for any reimbursements resulting from the recall. You can contact Ford Customer Service at 1-866-436-332 for further information and the latest update for Recall 23V905.

Your requests for the engine repair to be covered or the vehicle replaced do not fall under our jurisdiction. We encourage you to continue to work with Ford and your dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Ford representative regarding your problem. You may also consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your rights under State law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint.

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,

A handwritten signature in dark ink, appearing to read "Randy Reid", is positioned above a solid black rectangular redaction box.

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement