

November 9, 2024

To Whom It May Concern:

I had not seen or read the sentence  
of forwarding a copy of this recall  
notice. I had gone to the Bluebonnet  
Ford Dealership close to my house. I  
was told several months that I would  
be notified of getting a part and  
taking care of the recall. I haven't  
heard a word. Would you please look  
into this and let me know the  
status of this operation. Left in the  
dark and would like to know what  
I am waiting for and how much  
longer that would take.

Sincerely,

VIN:

MAJ352GE7L

2020 EcoSport

On enclosed letter that was sent to me  
phone [REDACTED]  
email [REDACTED]  
address [REDACTED] New Braunfels, TX

JM

June 2024

NEW BRAUNFELS, TX

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

**Safety Recall Notice 23S64 / NHTSA Recall 23V905**

2020 Ecosport

This Notice Applies To Your Vehicle. Your Vehicle Identification Number (VIN): MAJ3S2GE7LC355678

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 1<sup>st</sup> quarter 2025.

**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.

New Braunfels, TX

SAN ANTONIO TX 780  
RIO GRANDE DISTRICT  
5 NOV 2024 PM 3 L



11/27/24  
NEF

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
Washington, D.C.  
20590