

[REDACTED]
[REDACTED]
Hampstead, NC [REDACTED]
December 23, 2024
[REDACTED]
[REDACTED]

Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121
Phone: (800)-392-3673

Safety Recall Notice 2364/NHTSA Recall 23V905

To Whom It May Concern:

I have not received any further information regarding the recall and Ford Motor Company's responsibility to address this.

We received the notice on February 2024. The part associated with the recall failed in December 2022. See the invoice (\$7,181.06) for the engine replacement reimbursement due to the issue and risk detailed in the letter from Ford Motor Company.

Please contact me in order to resolve this issue and to receive compensation for engine failure based on the recall part failure

CC: NHTSA
1200 New Jersey Avenue, SE
Washington, D.C. 20690
Phone: 888-327-4236

Sincerely,

[REDACTED]

RL

Safety Recall Notice 23S64 / NHTSA Recall 23V905

2016 Focus

Your Vehicle Identification Number (VIN): 1FADP3FE5GL[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](https://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

Vehicle Labor and Part History

Cloverdale Auto Service

BM 2/16/2024

Customer: [REDACTED]

Vehicle: 2016 Ford Focus SE L3 1.0L, 61cid, DOHC, GAS, FI, E

VIN: 1FADP3FE5G1 [REDACTED]

Unit/Fleet Num:

Phone: [REDACTED]

RO #	Date	Mileage	Service Writer	Date Paid	Flat Rate Hrs	Billed Hrs / Part Qty	Extension
The vehicle needs a Chassis Lubrication, Oil and Oil Filter maintenance service.							
LABOR: Reset the factory maintenance interval/indicator							0.00
LABOR: Perform customer courtesy inspection							0.00
LABOR: Lube, Oil and Filter. Replaced oil and filter, performed courtesy inspection and					0.30	1.00	18.09
5W20B	Engine Oil, Bulk					4.30	12.90
M3614	Oil Filter					1.00	4.00
The canister vapor control valve needs to be replaced.							
LABOR: Evaporation Control Canister - Remove & Replace - Turbocharger, Sedan					0.80	0.80	68.00
F1FZ9A228B	Tube - Fuel Vapor					1.00	168.75
17996	11/19/2020	58,123	RK	11/20/2020		Total:	371.74
The Front Brakes need service.							
LABOR: Brake Shoes &/Or Pads - Remove & Replace - Front - Includes: Clean, lube					1.20	1.20	111.00
7947XSSK2	Brake Rotor and Pad Kit -					1.00	220.91
LABOR: Perform customer courtesy inspection							0.00
17675	10/02/2020	55,993	JD	10/02/2020		Total:	127.25
The vehicle needs a Chassis Lubrication, Oil and Oil Filter maintenance service.							
LABOR: Reset the factory maintenance interval/indicator							0.00
LABOR: Perform customer courtesy inspection							0.00
LABOR: Lube, Oil and Filter. Replaced oil and filter, performed courtesy inspection and					0.30	1.00	16.09
5W20B	Engine Oil, Bulk					4.30	12.90
M3614	Oil Filter					1.00	4.00
The Air Filter needs replacement.							
LABOR: Air Filter Replacement, replaced engine air filter.					0.10	0.10	8.00
A6908	Air Filter					1.00	27.28
The cabin air filter needs to be replaced.							
LABOR: Cabin Air Filter - Remove & Replace - w/o Removal of Body Control Module					0.30	0.30	24.00
224419	Cabin Air Filter - ProSel					1.00	21.34
17468	9/04/2020	54,449	JD	9/04/2020		Total:	30.00
NC State Inspection is due							
LABOR: NC Emissions Inspection					0.50	0.50	23.75
NCEEA	Inspection - Emission Ele					1.00	6.25
16806	6/02/2020	50,559	JD	6/04/2020		Total:	34.52
The vehicle needs a Chassis Lubrication, Oil and Oil Filter maintenance service.							
LABOR: Reset the factory maintenance interval/indicator							0.00

Vehicle history for the past 60 months.

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Vehicle Labor and Part History

Cloverdale Auto Service

BM 2/16/2024

Customer: [REDACTED]

Vehicle: 2016 Ford Focus SE L3 1.0L, 61cid, DOHC, GAS, FI, E

VIN: 1FADP3FE5G1 [REDACTED]

Unit/Fleet Num:

Phone: [REDACTED]

RO #	Date	Mileage	Service Writer	Date Paid	Flat Rate Hrs	Billed Hrs / Part Qty	Extension
4R8Z-6N652-A	Turbocharger Oil Line Gas					1.00	10.27
W715775-S300	Water Outlet O-Ring					1.00	13.33
W715776-S300	Water Outlet - O-Ring					1.00	10.00
C1BZ-9N454-C	Heat Shield					1.00	19.93
W715774-S300	Ring					1.00	10.00
F1FZ-9N454-K	Heat Shield					1.00	65.60
CM5Z-6K679-B	Turbo Oil Feed Line					1.00	34.72
W715309-S300	Turbocharger Stud					4.00	23.68
1DEX	Antifreeze - Extended Lif					1.00	26.30
DM5Z-9F593-A	Fuel Injector					1.00	205.45
C50002DL	Ignition Coil					3.00	243.33

22486	9/26/2022	74,586	JD	9/26/2022		Total:	74.79
NC State Inspection is due							
LABOR: NC Emissions Inspection					0.50	0.50	23.75
NCEEA Inspection - Emission Ele						1.00	6.25
The vehicle needs a Chassis Lubrication, Oil and Oil Filter maintenance service.							
LABOR: Reset the factory maintenance interval/indicator							0.00
LABOR: Perform customer courtesy inspection							0.00
LABOR: Lube, Oil and Filter. Replaced oil and filter, performed courtesy inspection and					0.30	1.00	18.79
5W20B Engine Oil, Bulk						4.30	17.20
M3614 Oil Filter						1.00	4.00

20388	11/23/2021	67,641	JD	11/23/2021		Total:	39.19
The vehicle needs a Chassis Lubrication, Oil and Oil Filter maintenance service.							
LABOR: Reset the factory maintenance interval/indicator							0.00
LABOR: Perform customer courtesy inspection							0.00
LABOR: Lube, Oil and Filter. Replaced oil and filter, performed courtesy inspection and					0.30	1.00	18.09
5W20B Engine Oil, Bulk						4.30	12.90
M3614 Oil Filter						1.00	4.00

19734	8/19/2021	64,274	RK	8/19/2021		Total:	30.00
NC State Inspection is due							
LABOR: NC Emissions Inspection					0.50	0.50	23.75
NCEEA Inspection - Emission Ele						1.00	6.25

19318	6/21/2021	63,763	JD	6/23/2021		Total:	398.84
The Check Engine Light is illuminated.							
LABOR: Perform diagnostic testing to determine cause of check engine light. Includes					1.00	1.00	84.37

Vehicle history for the past 60 months.

Vehicle Labor and Part History

Cloverdale Auto Service

BM 2/16/2024

Customer: [REDACTED]

Vehicle: 2016 Ford Focus SE 1.3 1.0L, 61cid, DOHC, GAS, FI, E

VIN: 1FADP3FE5G [REDACTED]

Unit/Fleet Num:

Phone: [REDACTED]

RO #	Date	Mileage	Service Writer	Date Paid	Flat Rate Hrs	Billed Hrs / Part Qty	Extension
24983	11/10/2023	82,776	BM	11/10/2023		Total:	508.84
NC State Emission Inspection is due							
LABOR: NC Emissions Inspection					0.50	0.50	23.75
NCEEA Inspection - Emission Ele						1.00	6.25
The Front Brakes need service.							
LABOR: Complete brake system overhaul.					2.50	1.82	198.38
8248XSGK4 Brake Rotor and Pad Kit -						1.00	229.15
24293	6/30/2023	80,048	JD	7/03/2023		Total:	44.79
The vehicle needs a Chassis Lubrication, Oil and Oil Filter maintenance service.							
LABOR: Perform customer courtesy inspection							0.00
LABOR: Reset the factory maintenance interval/indicator							0.00
LABOR: Lube, Oil and Filter. Replaced oil and filter, performed courtesy inspection and					0.30	1.00	18.79
5W20B Engine Oil, Bulk						4.30	17.20
M3614 Oil Filter						1.00	4.00
23036	12/15/2022	76,817	JD	3/14/2023		Total:	7,181.06
The vehicle will not start, Perform diagnostics to determine the cause of the failure.							
LABOR: Perform diagnostic testing to determine cause of customer concern. Includes					0.50	0.50	54.50
Customer Courtesy Inspection							
LABOR: Perform customer courtesy inspection							0.00
The engine needs to be replaced.							
LABOR: Long Block - Remove & Replace - Gas, 1.0L Eng - Consists of a Cylinder Block					15.50	16.70	1,820.30
G1FZ6006A Engine Assembly - Long Bl						1.00	3,269.38
G1FZ6006A Core Received						1.00	
CM5Z6K682L Turbocharger Assembly						1.00	533.33
93593 Spark Plug - Laser Iridiu						3.00	78.66
ES73118 Fuel Injector O-Ring Kit						1.00	117.31
BM5Z-2A572-A Vacuum Pump Gasket						1.00	8.33
5W20B Engine Oil, Bulk						4.30	17.20
CM5Z-6700-B Front Crank Seal						1.00	11.03
CM5Z-8255-A Thermostat Housing Gasket						1.00	14.20
W715777-S300 Thermostat O-Ring						1.00	10.00
CM5Z-8255-B Timing Cover Gasket						1.00	3.07
CM5Z-6C535-A VCT Control Solenoid Seal						2.00	9.74
CM5Z-8507-A Water Pump Gasket						1.00	46.06
CM5Z-9E936-A Throttle Body Gasket						1.00	4.93
CM5Z-9439-A Manifold Gasket						3.00	14.61
AA5Z-9E583-A Fuel Pump Gasket						1.00	3.30

Vehicle history for the past 60 months.

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VIN: 1FADP3EE5G1

Unit/Fleet Num:

Phone:

RO #	Date	Mileage	Service Writer	Date Paid	Flat Rate Hrs	Billed Hrs / Part Qty	Extension
LABOR: Perform customer courtesy inspection							0.00
LABOR: Lube, Oil and Filter. Replaced oil and filter, performed courtesy inspection and					0.30	1.00	13.99
5W20B Engine Oil, Bulk						4.30	12.90
M3614 Oil Filter						1.00	4.00
16368	3/17/2020	0	JD	3/17/2020		Total:	88.48
The vehicle needs a four wheel alignment.							
LABOR: Performed 4 wheel Alignment					1.00	1.00	80.99
16245	2/28/2020	47,243	JD	2/28/2020		Total:	570.08
The vehicle needs a Chassis Lubrication, Oil and Oil Filter maintenance service.							
LABOR: Reset the factory maintenance interval/indicator:							0.00
LABOR: Perform customer courtesy inspection							0.00
LABOR: Lube, Oil and Filter. Replaced oil and filter, performed courtesy inspection and					0.30	1.00	13.99
5W20B Engine Oil, Bulk						4.30	12.90
M3614 Oil Filter						1.00	4.00
All the tires on the vehicle need replacement.							
LABOR: Mount and Balance four tires. Includes removing and replacing tire from wheel,					1.20	1.20	96.00
KUM2188063 KUMHO — 215/55R16 XL SOLU						4.00	378.52

Hampstead NC

Retail



20690

RDC 99

U.S. POSTAGE PAID
FCM LG ENV
HAMPSTEAD, NC 2
DEC 23, 2024

\$1.77

S2324K504400-04

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

NEF