



STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

OCT 10 2017

10/02/2017

[Redacted]
GLASTONBURY, CT [Redacted]

File # [Redacted]
Re: FORD MOTOR COMPANY

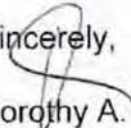
Dear [Redacted]

I wish to acknowledge receipt of your correspondence concerning the above referenced company and thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
1-888-327-4236

By copy of this letter, I have taken the liberty of forwarding your correspondence to the above agency. Please contact that agency directly if you have any questions or concerns regarding your complaint.

Sincerely,


Dorothy A. Morytko
Inspection Aide
Investigations Division

CC: Ref.
File

NM
10-18-17
LD

[REDACTED]

Complaint not with Monaco Ford, however with Ford customer service. Ford in general.
thanks. [REDACTED]

Dear DCP, I am looking for Ford to approve my claim of the clutch of \$1269 to be fixed at Monaco Ford.
Ford Customer service spoke to the service manager at Monaco and denied it. Class action Ford suit
finalizes on October 2nd.
thanks. [REDACTED]

On Thursday, September 28, 2017 3:04 PM, [REDACTED] wrote:

My daughter's car was denied to be fixed even though this is a safety issue and liability for Ford. The power shift dual clutch automatic transmission. Could you please assist my family with this travesty miscarriage of injustice.
thanks [REDACTED]

On Thursday, September 28, 2017 2:32 PM, [REDACTED] wrote:

Sent from my iPhone

Ford Focus/Fiesta Transmission Settlement

This is an official court notice from the United States District Court, Central District of California

Vargas v. Ford Motor Co.
Case No. [REDACTED]

If you purchased/leased a Ford Focus (2012-2016 models) or Ford Fiesta (2011-2016 models) equipped with a PowerShift dual-clutch automatic transmission, you might be eligible for settlement benefit

To protect your rights and for information



Postal Service: Please Do Not Mark Barcodes
FVS-10620973-6

Claim ID No. [REDACTED]
VIN: 1FADP3K22E [REDACTED]

covered by the recall

TCM

Case number

FORD ABC 350

Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE
DUPLICATE 1

Page 1 of 2



767 NEW LONDON TURNPIKE
GLASTONBURY, CT 06033
(860) 852-3000
www.monacoford.com

TONBURY, CT

Bus

Cell:

email:

SERVICE ADVISOR: 66890 NATHAN CARABALLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	14	FORD FOCUS	1FADP3K22E [REDACTED]	[REDACTED]	65103 / 65103	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
MAY14	11MAR14		17:00 21SEP17		114.00		21SEP17
R.O. OPENED	READY	OPTIONS: ENG:2.0 Liter GDI TRN:AUTO AXL:AU					
21SEP17	21SEP17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
		THE WORKS "GAS ENGINE" OIL AND FILTER CHANGE, TIRE ROTATION AND BRAKE INSPECTION						
	MT1	REPAIRS PERFORMED ON RO				0.00	0.00	
		1206 CP	0.00					

SIDE DOOR LATCH REPLACEMENT							
USE:							
	16S30B	REPLACE SIDE DOOR LATCHES					
		1206 WP	1.50				(N/C)
		1 CJ52*54264A26*A LATCH					(N/C)
	FC:	PART#: COUNT:					
	CLAIM TYPE:	16S30					
	AUTH CODE:						
	1206						

5103 RECALL PERFORMED RECALL 16S30 REPLACED DOOR LATCHES							

CHECK FOR THE TRANSMISSION SHUDDERING UPON ACCELERATION							
	DEC	CUSTOMER DECLINED CLUTCH REPLACEMENT				0.00	0.00
		1205 CP	0.00				

5103 CLUTCH-NO COVERAGE VERIFIED CUSTOMER CONCERN: ROAD TESTED AND VERIFIED CLUTCH SHUDDER. VERIFIED CONCERN, CLUTCH IS SHUDDERING. PERFORMED PINPOINT TEST PER WSM, CLUTCH SHUDDER OUTSIDE EXPECTED LIMITS. RECOMMEND REPLACING CLUTCH AND SEAL KITS AND REPROGRAMMING M/TCM. CONSULTED OASIS TO CHECK FOR EXTENDED COVERAGE - NO COVERAGE AVAILABLE. VEHICLE IS OUTSIDE OF POWERTRAIN WARRANTY OF 5 YEARS OR 100,000 MILES - NO COVERAGE AVAILABLE. CUSTOMER DECLINED REPAIRS AT THIS TIME. CUSTOMER QUOTED \$1260 PLUS TAX, PARTS AND LABOR. PARTS WILL NEED TO BE ORDERED IF CUSTOMER CHOOSES TO PROCEED WITH REPAIRS.

***** IMPORTANT SAFETY RECALL ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

Safety Recall Notice 16S30 / NHTSA Recall 16V-643
Aviso de Revisión de Seguridad [REDACTED]

2014 Focus

Your Vehicle Identification Number (VIN): 1FADP3K22EL [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 which 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 a side door latch may break, which may make the door difficult to latch. A door that opens while driving increases the risk of injury.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to replace the side door latches free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

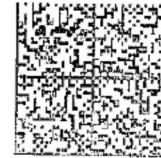
Please call your dealer without delay and request a service date for 16S30. Provide the dealer with your VIN, which is printed near you at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving directions. Ford Motor Company wants you to have this safety recall corrected on your vehicle. The vehicle owner is responsible for making arrangements for the work completed on a timely basis. Therefore, please have the work performed as soon as possible.

Please note: Federal law requires that any vehicle owner must forward a copy of this notice to



STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION
450 Columbus Boulevard, Suite 901
Hartford, CT 06103-1840



U.S. POSTAGE PITNEY BOWES



ZIP 06106 \$ 000.46⁰
02 177
0001368176 OCT 05 2017

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC, 20590

