

CL-11035052-8131



FEB 14 2018

FEB 14 2018

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

1200 New Jersey Avenue SE.
Washington, DC 20590

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Make 3 calls

Go on line do claim form

This car is unsafe.

November 17, 2017

[Redacted]
Glastonbury, CT [Redacted]

NEF-109 nlm
Ref. No. 11035052

Dear [Redacted]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year 2014 Ford Focus. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. The NHTSA investigation and recall process can be located on our web site at www.odi.nhtsa.gov/recalls/recallssearch.cfm.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236).

*NM
2/20/18
VA*

Call called 1/3/2017 re: car still not working properly

If your letter concerns a service/repair problem, warranty or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your

My complaint is with Ford motor company in Michigan NOT Monaco Ford.



Customer Number: [REDACTED]

Invoice No: [REDACTED]

MONACO



SINCE 1922

INVOICE

DUPLICATE 1

Page 1 of 2

767 NEW LONDON TURNPIKE
GLASTONBURY, CT 06033
(860) 652-3000
www.monacoford.com

OA # [REDACTED]

GLASTONBURY, CT [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED]

SERVICE ADVISOR: 66890 NATHAN CARABALLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	14	FORD FOCUS	1FADP3K22EL [REDACTED]	848-LFX	65103 / 65103	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT
28MAY14	11MAR14		17:00 21SEP17		114.00	
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_GDI TRN:AUTO AXL:AU				
21SEP17	21SEP17					21SEP17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	THE WORKS "GAS ENGINE" OIL AND FILTER CHANGE, TIRE ROTATION AND BRAKE INSPECTION						
	MT1 REPAIRS PERFORMED ON RO 417414						
	1206 CP 0.00					0.00	0.00
B	SIDE DOOR LATCH REPLACEMENT						
CAUSE:	16S30B REPLACE SIDE DOOR LATCHES						
	1206 WP 1.50						
	1 CJ5Z*54264A26*A LATCH						
	FC: PART#: COUNT:						
	CLAIM TYPE: 16S30						
	AUTH CODE:						
	1206						
	65103 RECALL PERFORMED RECALL 16S30 REPLACED DOOR LATCHES						
D	CHECK FOR THE TRANSMISSION SHUDDERING UPON ACCELERATION						
	DEC CUSTOMER DECLINED CLUTCH REPLACMENT						
	1206 CP 0.00					0.00	0.00
	65103 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 PCM/TCM. CONSULTED OASIS TO CHECK FOR EXTENDED COVERAGE - NO COVERAGE AVAILABLE. VEHICLE IS OUTSIDE OF POWERTRAIN WARRANTY OF 5 YEARS OR 60,000 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.						
E	PERFORM MULTI-POINT INSPECTION						
	99P PERFORMED ON RO 417434						
	1206 CP 0.00						
F	TEST BATTERY USING THE MICRO 490 BATTERY ANALYZER.						

10 to 15 hr engine work

1260 plus tax bet 135.00

= 1335 \$1300.00

\$1200.00

We paid 1 car still not performing safe.

NO longer have no monthly payment

R.O.#: [REDACTED] VIN #: 1FADP3K22EL [REDACTED]

OUR SERVICE DEPARTMENT HOURS ARE:
 MONDAY - FRIDAY
 7:30 A.M. TO 5:00 P.M.
 SATURDAY
 7:30 A.M. TO 2:00 P.M.

ALL PARTS ARE NEW EXCEPT AS NOTED.
 WORKMANSHIP IS WARRANTED AT 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. PART FAILURE ON PAID REPAIRS COVERS LABOR AND PART FOR 2 YEARS / UNLIMITED MILES. SOME RESTRICTIONS MAY APPLY. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

AUTHORIZED BY: _____ DATE: _____

ALL MAJOR CREDIT CARDS ACCEPTED.
THE FOLLOWING CHECKS NOT ACCEPTED:

- Two party checks.
- Checks payable to cash.
- Payroll checks.

MONACO & SONS CHECK ACCEPTANCE POLICY:

- Preprinted checks, name and address and phone #.
- Valid Connecticut Drivers License
- Major credit card or valid bank credit card check is drawn on.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

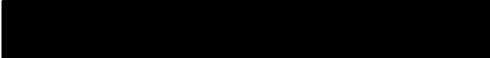


Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904

Chuck to
sent us 9/10/2017
July 2017



49765/143151/0284



LINDSTROM, MN

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

**Safety Recall Notice 16S30 / NHTSA Recall 16V-643
Aviso de Revisión de Seguridad 16S30**

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 Recall 16S30. Provide the dealer with your VIN, which is printed near your name 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 instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed on a timely basis. Therefore, please have this recall performed as soon as possible.

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.

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you for your attention to this important matter.

Ford Customer Service Division

Customer Number: [REDACTED]

Invoice No: [REDACTED]

MONACO



INVOICE

Page 1 of 1

767 NEW LONDON TURNPIKE
GLASTONBURY, CT 06033
(860) 652-3000
www.monacoford.com

OA # [REDACTED]

GLASTONBURY, CT [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 927 CAITLIN SAGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	14	FORD FOCUS	1FADP3K22EL [REDACTED]	[REDACTED]	68299 / 68301	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY14	11MAR14		17:00 21NOV17		124.00		07DEC17
R.O. OPENED		READY		OPTIONS: ENG:2.0_Liter_GDI TRN:AUTO AXL:AU			
21NOV17		07DEC17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INSTALL S/O CLUTCH AND SEALS						
	MT1 REPLACED CLUTCH AND SEALS						
	1206 CP			8.00		840.00	840.00
	DEC 10% DECLINED WORK COUPON					-125.82	-125.82
	1 F1FZ*7B546*B CLUTCH ASY				379.62	379.62	379.62
	1 EV6Z*7052*C SEAL ASY - OIL				38.55	38.55	38.55
68301 CLUTCH VERIFIED CONCERN, REC-TESTED NO CODES, FOLLOWED TSB							
16-0109 REPROGRAMMED PCM AND TCM, PERFORMED CLUTCH ADAPTIVE LEARNING							
PROCEDURE, ROAD TESTED AND MONITORED PIDS, OUT OF LIMITS, REMOVED							
TRANSMISSION AND REPLACED CLUTCH AND LEAKING SEALS, REINSTALLED							
TRANSMISSION, PERFORMED CLUTCH ADAPTIVE LEARNING AGAIN, ROAD TESTED AND							
MONITORED PIDS AGAIN, IN SPEC NOW. RELEASED TO CUSTOMER							

B	PERFORM MULTI-POINT INSPECTION						
	99P PERFORM MULTI-POINT INSPECTION						
	1206 CP			0.00		0.00	0.00
GTIRE TIRES ARE GOOD AT THIS TIME							
	1206 CP			0.00		0.00	0.00
GBK BRAKES NOT INSPECTED AT THIS TIME							
	1206 CP			0.00		0.00	0.00
68301 MPI COMPLETED MULTI POINT INSPECTION, CHECKING FLUIDS,							
FILTERS, LIGHTS, TIRES, BATTERY, ETC. SEE ATTACHED SHEET FOR DETAILS.							

C	TEST BATTERY, USING THE MICRO 490 BATTERY ANALYZER.						
	GBATT GOOD BATTERY						
	1206 CP			0.00		0.00	0.00
68301 PASSED TESTED BATTERY PASSED TERMINALS OKAY							

OA = \$3.93

We paid + still not performing + safety

OUR SERVICE DEPARTMENT HOURS ARE:
 MONDAY - FRIDAY
 7:30 A.M. TO 5:00 P.M.
 SATURDAY
 7:30 A.M. TO 2:00 P.M.

ALL PARTS ARE NEW EXCEPT AS NOTED.
 WORKMANSHIP IS WARRANTED AT 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. PART FAILURE ON PAID REPAIRS COVERS LABOR AND PART FOR 2 YEARS / UNLIMITED MILES. SOME RESTRICTIONS MAY APPLY. THE DEALER HEREBY LIMITS ANY IMPLIEO WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

AUTHORIZED BY _____ DATE _____

ALL MAJOR CREDIT CARDS ACCEPTED.
THE FOLLOWING CHECKS NOT ACCEPTED:

- Two party checks.
- Checks payable to cash.
- Payroll checks.

MONACO & SONS CHECK ACCEPTANCE POLICY:

- Preprinted checks, name and address and phone #.
- Valid Connecticut Drivers License
- Major credit card or valid bank credit card check is drawn on.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 840.00
PARTS AMOUNT	\$ 418.17
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ -125.82
TOTAL CHARGES	\$ 1132.35
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 71.90
PLEASE PAY THIS AMOUNT	\$ 1204.25

CUSTOMER COPY

Customer Number: [REDACTED]

Invoice No: [REDACTED]

MONACO

INVOICE



Page 1 of 2

767 NEW LONDON TURNPIKE
GLASTONBURY, CT 06033
(860) 652-3000
www.monacoford.com

GLASTONBURY, CT [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: email [REDACTED] SERVICE ADVISOR: 5164 PATRICK MULLIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	14	FORD FOCUS	1FADP3K22EL [REDACTED]	[REDACTED]	68441 / 68449	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28MAY14	11MAR14		17:00 20DEC17		124.00		20DEC17
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_GDI TRN:AUTO AXL:AU					
19DEC17	20DEC17						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CHECK FOR THE TRANSMISSION NOT SHIFTING PROPERLY RUNS ROUGH-SEE HISTORY

CAUSE:
 PC PROGRAM COMPLETED
 1206 WP 0.00 (N/C)
 1 AE8Z*7Z369*F MODULE - TRANSMISSION CONTROL (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 1206
 68447 TCM VERIFIED CONCERN, EEC-TESTED U0100 AND U0101, FOLLOWED TSB 16-0129 TRACED WIRING AND FOUND FAULTY TCM, M-TIME REQUIRED TO ACCESS AND REPAIR TCM CONNECTIONS, REMOVED AND REPLACED TCM, PROGRAMMED TO VEHICLE, M-TIME REQUIRED TO RUN ADAPTIVE LEARN PROCEDURE SEVERAL TIMES IN ORDER TO PASS, CLEARED DTCS, ROAD TESTED AND RECHECKED, D OKAY NOW. PLEASE ADVISE CUSTOMER THAT THERE IS A 1000 MILE BREAK IN PERIOD FOR THE NEW CLUTCH RECENTLY INSTALLED, AND SOME SHUDDER IS NORMAL DURING THIS PERIOD.

B PERFORM MULTI-POINT INSPECTION
 99P PERFORM MULTI-POINT INSPECTION
 1206 ISP 0.00 (N/C)
 GTIRE TIRES ARE GOOD AT THIS TIME.
 1206 ISP 0.00 (N/C)
 68447 MPI COMPLETED MULTI-POINT INSPECTION, CHECKING FLUIDS, FILTERS, LIGHTS, TIRES, BATTERY, ETC. SEE ATTACHED SHEET FOR DETAILS.

C TEST BATTERY, USING THE MICRO 490 BATTERY ANALYZER.
 GBATT GOOD BATTERY
 1206 ISP 0.00 (N/C)
 68447 PASSED TESTED BATTERY PASSED TERMINALS OKAY

D TCS LIGHT WAS STUCK ON - NOW OFF - POSSIBLY RELATED TO TRANSMISSION ISSUE

OUR SERVICE DEPARTMENT HOURS ARE: MONDAY - FRIDAY 7:30 A.M. TO 5:00 P.M. SATURDAY 7:30 A.M. TO 2:00 P.M.	ALL MAJOR CREDIT CARDS ACCEPTED. THE FOLLOWING CHECKS NOT ACCEPTED: 1. Two party checks. 2. Checks payable to cash. 3. Payroll checks.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
ALL PARTS ARE NEW EXCEPT AS NOTED. WORKMANSHIP IS WARRANTED AT 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. PART FAILURE ON PAID REPAIRS COVERS LABOR AND PART FOR 2 YEARS / UNLIMITED MILES. SOME RESTRICTIONS MAY APPLY. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.	MONACO & SONS CHECK ACCEPTANCE POLICY: 1. Preprinted checks, name and address and phone #. 2. Valid Connecticut Drivers License 3. Major credit card or valid bank credit card check is drawn on.	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
AUTHORIZED BY _____ DATE _____		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



STATE OF CONNECTICUT
DEPARTMENT OF CONSUMER PROTECTION

REVISED

[REDACTED]
GLASTONBURY, CT [REDACTED]

Re: FORD MOTOR CO
File #: [REDACTED]

Dear Sir/Madam:

The letter is to acknowledge that we have received your complaint about the above referenced business. Your complaint has been entered into our database and assigned the above referenced case number. Please refer to that number in all future communications with the department about this complaint.

Within the next week or so the matter will be reviewed to determine what, if any, action is most appropriate. The most common action is for us to contact the business and try to resolve your complaint through informal mediation. We typically allow a business two weeks to respond to our initial inquiry. If there is an indication of a pattern of similar complaints from other consumers, we may open an investigation. **Please note that the Department does not represent individuals.**

We encourage you to take whatever steps you can to try to solve the problem yourself. In particular:

- If you have not done so already, we encourage you to contact the business directly to try to find a solution. For tips on calling a customer service department or writing an effective letter to a business, you can visit our website at: ct.gov/dcp. From our home page, click on "complaint center" under the "consumers" tab.

- If your complaint is for \$5,000 or less, you should consider bringing a case in small claims court. You do not need a lawyer to file a small claims case. The judicial department has helpful information on how anyone can bring a claim. Their website is: <http://www.jud.ct.gov/faq/smallclaims.html>
- If your complaint is for more than \$5,000 or would be resolved through non-monetary damages such as an injunction, you may wish to consult an attorney and discuss hiring a lawyer.

If you have any updates to your complaint, such as resolving the matter or hiring an attorney, please contact us at 1.800.842.2649 or dcp.investigations@ct.gov.

Sincerely,

Central Processing Unit
Complaint Center

Fax # 860.707.1966

AckGen

*Do a
small claim*



CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

MICHELLE H. SEAGULL | COMMISSIONER

November 20, 2017

[REDACTED]
GLASTONBURY, CT [REDACTED]

File#: [REDACTED]

Re: FORD MOTOR COMPANY

Dear [REDACTED]

We have received your complaint and we are processing it through our informal mediation service. Please understand that this office mediates those complaints which fall under the jurisdiction of this Department and is offered as a public service. We must rely on the voluntary cooperation of both parties to resolve disputes. In the mediation process, we act as an objective third party which attempts to resolve disputes between parties. We make no final decision regarding your complaint. In many disputes, however, the involvement of the Department of Consumer Protection may promote a settlement between parties.

Please be advised that the mediation process may take up to 45 days to complete. Although in most cases, the process takes less than 45 days, we ask that you wait 45 days after the postmark of this letter before contacting us to inquire into the status of your case. Any additional information you wish to add to your file must be in writing. Please use your file number when sending in additional information. We will contact you when we have any results to report to you. If you should reach a settlement with the business, please advise us in writing so that an appropriate entry may be made in the file.

Sincerely,

A handwritten signature in black ink that reads 'Robert Brancato'.

Robert Brancato
Consumer Information Representative
Investigations Division
Phone#: (860) 713-6199
Fax#: (860) 706-5417
Robert.Brancato@ct.gov

cc: 14D cons./ Rev. 6/17

450 Columbus Boulevard, Suite 901 Hartford, CT 06103 | (860) 713-6100 | Toll-Free in CT (800) 842-2649

ct.gov/DCP | facebook.com/ctdcp | @ctdcp



CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

MICHELLE H. SEAGULL | COMMISSIONER

December 07, 2017

[REDACTED]
GLASTONBURY, CT [REDACTED]

File #: [REDACTED]

Re: FORD MOTOR COMPANY

Dear [REDACTED]

The Department of Consumer Protection has been unsuccessful obtaining a resolution to your complaint. The company's response indicates they are unwilling to resolve this complaint in a manner acceptable to both parties. I have enclosed a copy of their response.

A copy of your complaint will be kept on file and will be available to other consumers requesting information about the company. We may also contact you in the future if the Department receives additional complaints that would support a formal action based on a pattern of misrepresentation or deceit involving several consumers.

If you wish to pursue this matter further, you may consult with private legal counsel or utilize the court system. You can locate court information at the judicial web site; www.jud.state.ct.us or your area Small Claims/Superior Court phone number in your phone directory under State of Connecticut/Judicial Branch.

I regret the Department was unable to be of further assistance in resolving your complaint.

Sincerely,

A handwritten signature in black ink that reads 'Robert Brancato'.

Robert Brancato
Consumer Information Representative
Investigations Division
Phone#: (860) 713-6199
Fax#: (860) 706-5417
Robert.Brancato@ct.gov

3XG-DOF/Rev. 6-17

450 Columbus Boulevard, Suite 901 Hartford, CT 06103 | (860) 713-6100 | Toll-Free in CT (800) 842-2649

ct.gov/DCP | facebook.com/ctdcp | @ctdcp

COMPLAINT AGAINST CT LICENSED DEALER OR REPAIRER
K-35 REV. 10-2012

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
Consumer Complaint Center
On The Web At ct.gov/dmv

CASE NUMBER

DMV OFFICE USE ONLY	DEALER LICENSE NUMBER	DEALER LOCATION NUMBER
---------------------	-----------------------	------------------------

COMPLETE BELOW, PRINT TWO COPIES AND SIGN BOTH, THEN, SEND ONE COPY TO THE DEALER OR REPAIRER.

SEND THE OTHER COPY, PLUS COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT, TO THE DMV AT ADDRESS BELOW:

TO: Department of Motor Vehicles, Consumer Complaint Center, 60 State Street, Wethersfield, CT 06161-2010.

* IS REQUIRED FIELD

REPAIR SHOP OR DEALERSHIP INFORMATION	BUSINESS NAME (As Shown on Invoice)	PERIOD VEHICLE IN CUSTODY OF BUSINESS (Dates)
	Ford Customer Service + Monroe Ford	9/21/2017
DEALERSHIP INFORMATION	BUSINESS ADDRESS (Number and Street)	DEALER OR REPAIRER PHONE NUMBER
	P.O. Box 1248 / P.O. Box 1904 / 267 New York Ave Dearborn, Michigan (State) 48126	1-800-392-3673 - Ford Customer Service - and below
COMPLAINANT INFORMATION	YOUR NAME	PERSON DEALT WITH
	[Redacted]	Ford Customer Service + Karlin Ext. 34 3000
VEHICLE INFORMATION	YOUR ADDRESS (Number and Street) / (City or Town) (State) (Zip Code)	DATE OF SERVICE/SALE
	[Redacted] / Glastonbury, CT [Redacted]	June 2017
VEHICLE INFORMATION	MAKE	MODEL
	2014 Ford	Focus
VEHICLE INFORMATION	VEHICLE IDENTIFICATION NUMBER	CURRENT ODOMETER READING
	1FADP3K22EL [Redacted]	64,500
YOUR E-MAIL ADDRESS	ODOMETER READING AT TIME OF REPAIR OR SALE	
[Redacted]	65,103	
THE DEALER OR REPAIRER SHOULD BE GIVEN THE OPPORTUNITY TO RESOLVE THE COMPLAINT PRIOR TO ANY ACTION BY THE DMV. IF YOUR COMPLAINT IS RESOLVED AFTER SUBMISSION TO DMV, PLEASE MAIL A SIGNED AND DATED LETTER STATING SO.		
TYPE OF COMPLAINT		
<input checked="" type="checkbox"/> MOTOR VEHICLE SALES <input checked="" type="checkbox"/> MOTOR VEHICLE REPAIRS <input type="checkbox"/> TOWING/STORAGE <input type="checkbox"/> OTHER		

Please type a brief description of your complaint below:

Power shift dual-clutch automatic transmission requesting to be repaired + paid by Ford. Please see all info.

National highway traffic safety administration
Thank you, [Redacted]

spoke to Lynn (800) 263-5405

IMPORTANT INFORMATION:

- All complaints must be submitted by mail to the address above.
- Include readable copies of ALL sale or repair documents.
- Incomplete complaints will not be investigated.



Please note that the DMV does not investigate complaints related to improper or negligent repairs, misdiagnosis, poor quality parts, paint or cosmetic work.

The above are all civil matters that consumers can pursue in civil court.

I am filing a complaint against the business named above. I am requesting that the Department of Motor Vehicles assist me in resolving my problem to the extent provided by law. I have sent the second copy to the Dealer/Repairer.

SIGNATURE OF COMPLAINANT	DATE SIGNED
X [Redacted]	10/18/17

ALL COMPLAINTS MUST INCLUDE COPIES OF ALL DOCUMENTS RELATED TO YOUR COMPLAINT: SALES PURCHASE ORDERS, INVOICES, FEDERAL ODOMETER STATEMENTS, REPAIR ORDERS, ESTIMATES, AUTHORIZATIONS, STATEMENTS FROM REPAIR SHOPS/ DEALERS, ETC...

Send One Copy to CT DMV Send other Copy to the Dealer or Repairer



CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

MICHELLE H. SEAGULL | COMMISSIONER

November 20, 2017

[REDACTED]
GLASTONBURY, CT [REDACTED]

File#: [REDACTED]

Re: FORD MOTOR COMPANY

Dear [REDACTED]

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Sincerely,

A handwritten signature in black ink that reads 'Robert Brancato'.

Robert Brancato
Consumer Information Representative
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Phone#: (860) 713-6199
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CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

MICHELLE H. SEAGULL | COMMISSIONER

December 07, 2017

[REDACTED]
GLASTONBURY, CT [REDACTED]

File #: [REDACTED]

Re: FORD MOTOR COMPANY

Dear [REDACTED]

The Department of Consumer Protection has been unsuccessful obtaining a resolution to your complaint. The company's response indicates they are unwilling to resolve this complaint in a manner acceptable to both parties. I have enclosed a copy of their response.

A copy of your complaint will be kept on file and will be available to other consumers requesting information about the company. We may also contact you in the future if the Department receives additional complaints that would support a formal action based on a pattern of misrepresentation or deceit involving several consumers.

If you wish to pursue this matter further, you may consult with private legal counsel or utilize the court system. You can locate court information at the judicial web site; www.jud.state.ct.us or your area Small Claims/Superior Court phone number in your phone directory under State of Connecticut/Judicial Branch.

I regret the Department was unable to be of further assistance in resolving your complaint.

Sincerely,

A handwritten signature in black ink that reads "Robert Brancato".

Robert Brancato
Consumer Information Representative
Investigations Division
Phone#: (860) 713-6199
Fax#: (860) 706-5417
Robert.Brancato@ct.gov

3XG-DOF/Rev. 6-17

450 Columbus Boulevard, Suite 901 Hartford, CT 06103 | (860) 713-6100 | Toll-Free in CT (800) 842-2649

ct.gov/DCP | facebook.com/ctdcp | @ctdcp

COMPLAINT AGAINST CT LICENSED DEALER OR REPAIRER
K-35 REV. 10-2012

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
Consumer Complaint Center
On The Web At ct.gov/dmv

CASE NUMBER

DMV OFFICE USE ONLY	DEALER LICENSE NUMBER	DEALER LOCATION NUMBER
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COMPLETE BELOW, PRINT TWO COPIES AND SIGN BOTH, THEN, SEND ONE COPY TO THE DEALER OR REPAIRER.

SEND THE OTHER COPY, PLUS COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT, TO THE DMV AT ADDRESS BELOW:

TO: Department of Motor Vehicles, Consumer Complaint Center, 60 State Street, Wethersfield, CT 06161-2010.

* IS REQUIRED FIELD

REPAIR SHOP OR DEALERSHIP INFORMATION	BUSINESS NAME (As Shown on Invoice)	PERIOD VEHICLE IN CUSTODY OF BUSINESS (Dates)		
	Ford Customer Service + Mmareo Ford	9/21/2017		
COMPLAINANT INFORMATION	BUSINESS ADDRESS (Number and Street)	DEALER OR REPAIRER PHONE NUMBER		
	P.O. Box 1248 / P.O. Box 1904 / 1787 New City / Dept. of Motor Vehicles / 16633p Code	1-800-392-3473 - Ford Customer Service - and below Mmareo Ford		
VEHICLE INFORMATION	(City or Town)	(State)	(Zip Code)	PERSON DEALT WITH
	Dearborne, Michigan		48126	Ford Customer Service + Karlin Est. 34 3000
VEHICLE INFORMATION	YOUR NAME	DATE OF SERVICE/SALE		YOUR PHONE NUMBER (M-F 8 AM TO 4 PM)*
	[REDACTED]	Leased in June June 2017		[REDACTED]
VEHICLE INFORMATION	YOUR ADDRESS (Number and Street)	(City or Town)	(State)	(Zip Code)
	[REDACTED]	Glastonbury, CT		[REDACTED]
VEHICLE INFORMATION	MARKER	MODEL	YEAR	MARKER PLATE NUMBER
	2014 Ford	Focus	2014	[REDACTED]
VEHICLE INFORMATION	VEHICLE IDENTIFICATION NUMBER	CURRENT ODOMETER READING	ODOMETER READING AT TIME OF REPAIR OR SALE	
	1FADP3K22EL [REDACTED]	64,500	45,103	
YOUR E-MAIL ADDRESS		THE DEALER OR REPAIRER SHOULD BE GIVEN THE OPPORTUNITY TO RESOLVE THE COMPLAINT PRIOR TO ANY ACTION BY THE DMV. IF YOUR COMPLAINT IS RESOLVED AFTER SUBMISSION TO DMV, PLEASE MAIL A SIGNED AND DATED LETTER STATING SO.		
[REDACTED]				
TYPE OF COMPLAINT				
<input checked="" type="checkbox"/> MOTOR VEHICLE SALES <input checked="" type="checkbox"/> MOTOR VEHICLE REPAIRS <input type="checkbox"/> TOWING/STORAGE <input type="checkbox"/> OTHER				

Please type a brief description of your complaint below:

Power shift dual-clutch automatic transmission requesting to be repaired + paid by Ford. Please see all info

National highway traffic safety administration
Thank you, [REDACTED]

spoke to Lynn (800) 263-5405

IMPORTANT INFORMATION:

- All complaints must be submitted by mail to the address above.
- Include readable copies of ALL sale or repair documents.
- Incomplete complaints will not be investigated.



Please note that the DMV does not investigate complaints related to improper or negligent repairs, misdiagnosis, poor quality parts, paint or cosmetic work.

The above are all civil matters that consumers can pursue in civil court.

I am filing a complaint against the business named above. I am requesting that the Department of Motor Vehicles assist me in resolving my problem to the extent provided by law. I have sent the second copy to the Dealer/Repairer.

SIGNATURE OF COMPLAINANT	DATE SIGNED
X [REDACTED]	10/18/17

ALL COMPLAINTS MUST INCLUDE COPIES OF ALL DOCUMENTS RELATED TO YOUR COMPLAINT: SALES PURCHASE ORDERS, INVOICES, FEDERAL ODOMETER STATEMENTS, REPAIR ORDERS, ESTIMATES, AUTHORIZATIONS, STATEMENTS FROM REPAIR SHOPS/ DEALERS, ETC.

Send One Copy to CT DMV Send other Copy to the Dealer or Repairer



Send to
Attorney General
+
Consumer protection

October 24, 2017

Sir or Madam
Office of the Attorney General
State of Connecticut
110 Sherman Street
Hartford, CT 06105-2294

Re: [redacted] Complaint: [redacted] VIN: 1FADP3K22EL [redacted]

Dear Sir or Madam:

A complaint was filed with your office by [redacted] regarding her 2014 Focus. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [redacted] concern regarding the clutch replacement and her request for financial assistance.

The review indicates that [redacted] contacted Ford's Customer Care Team on 9/21/17, and the Customer Service Representative advised the dealership's decision is supported. There is no coverage on the clutch replacement. We believe this decision was appropriate. If [redacted] experiences any concerns with her vehicle in the future, we recommend that she contact the dealership immediately for prompt inspection and repair.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Dionne Grace
Consumer Affairs Legal Analyst

cc: [redacted]
Glastonbury, CT [redacted]

The car
continues to
buck and
no acceleration

* Provided info to
all parties from
Monaco Ford and
their diagnosis that
the clutch needs
to be replaced
however will not
pay for replacement.



November 29, 2017

Robert Brancato
Consumer information Representative
Connecticut Department of Consumer Protection
450 Culumbus Blvd., Ste. 901
Hartford, CT 06103

Re: [REDACTED] Complaint: [REDACTED] VIN: 1FADP3K22EL [REDACTED]

Dear Sir or Madam:

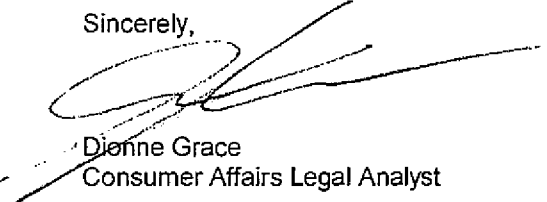
A complaint was filed with your office by [REDACTED] regarding her 2014 Focus. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [REDACTED] concern regarding the clutch replacement and her request for financial assistance.

All current and former owners and lessees of 2011-2016 Ford Fiesta and 2012-2016 Ford Focus vehicles, equipped with the Dynamic PowerShift 6 Speed ((DPS6) Transmission may be members of a class action settlement. 1FADP3K22EL [REDACTED]s for a 2014 Focus and may be fall under the settlement. [REDACTED]s encouraged to get more information from:

www.FordTransmissionSettlement.com.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,



Dionne Grace
Consumer Affairs Legal Analyst

cc: [REDACTED]
Glastonbury, CT [REDACTED]

Robert.brancato@ctgov



send to
Caitlin via email

November 30, 2017

[REDACTED]
Glastonbury, CT [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received the Department of Motor Vehicles Complaint Form that you completed, regarding your 2014 Focus. I have documented your request that Ford pay for the dual-clutch and transmission repairs that are needed.

I can understand how frustrating it is when your vehicle's performance does not meet your expectations. I appreciate the time you have taken to share your concerns with us.

In an effort to assist you, I have escalated your case to the attention of Caitlin Cameron, Service Manager at Monaco & Sons Motor Sales. She will review your case to ensure that all available resources are being fully utilized for the clutch/transmission concern. If you have not been contacted by her by the time you receive this letter, please contact her directly at (860) 652-3000.

RXT 341

If you need assistance beyond that provided by your dealership, please contact our Customer Relationship Center (CRC) at 1-800-392-3673. Our representatives are available 8:00 a.m. to 8:00 p.m., Monday to Friday (Eastern Standard Time). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Please be assured that I have documented your concerns regarding this situation. The information and feedback we gather from our customers is used in all areas within Ford Motor Company to assist us in building vehicles that will meet our customer's demands for quality and value.

Thank you for bringing this issue to our attention.

Sincerely,

Teresa Wesley
Customer Service Representative
Ford Motor Company

Ford Transmission Settlement
P.O. Box 404000
Louisville, KY 40233-4000

Channel 30
1-844-303-7377
transmission module
Control module



Ford Focus/Fiesta Transmission Settlement

covered by the recall
Chad
Setup
9/10/2017

CT attorney general consumer assistance
This is an official court notice from the United States District Court, Central District of California



Postal Service: Please Do Not Mark Barcode

Vargas v Ford Motor Co.,
Case No. [redacted] AB-FFM

FVS- [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 benefits.

Claim ID No. [redacted]
VIN: 1FADP3K22EL [redacted]

Case number
CAS- [redacted]

0034120-P0002-S0037-B0001****AUTO**ALL FOR [redacted]

To protect your rights and for information on how to obtain settlement benefits you must go to www.FordTransmissionSettlement.com or call 1.844.540.6011.

Lindstrom, MN [redacted]



*Please see reverse side for more information

FVS

Ford Customer Service

1-800-392-3673

dep. investigations
at. gov
door latch? Keith
707-1966 Ext. 34
Since

Call
If your
vehicle stem
requires
Replacement
how do you
determine?

(3) (5)

Official Court Not

Mr. Monaco
Mr Dept
Mr. [redacted]
450 Columbus suite 901

ent [redacted]

If you purchased/leased a Ford (2011-2016 models) equipped with a dual-clutch automatic transmission, you might be eligible for the following benefits, among others:

- Repurchase of your vehicle through an arbitration procedure
- Cash Payments totaling up to \$2,325
- Discount Certificates of up to \$4,650 toward a new car purchase

reimbursed cost
Brendan
Atty Flynn -
100,000
100,000

To protect your rights and for information on how to obtain settlement benefits you must go to www.FordTransmissionSettlement.com or call (844) 540-6011.


atty Flynn 840 808-5400. Consumer protection
MVD Consumer protection 848 413-6050

after
October
2nd

*Please see inside for more information.

05/28/2014

MOTOR VEHICLE LEASE AGREEMENT DATE

<p>1-800-727-7000</p>  <p>FORD CREDIT</p> <p>www.fordcredit.com</p>	<p>LESSEE (and Co-Lessee) Name and Address (Including County and State)</p> <p>██████████</p> <p>██████████</p> <p>ST PAUL MN</p> <p>RAMSEY</p>	<p>LESSOR (Name and Address)</p> <p>AUTONATION FORD WHITE BEAR LAKE</p> <p>1493 COUNTY ROAD E EAST</p> <p>WHITE BEAR LAKE, MN 55110</p>
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"Finance Company" is **FORD MOTOR CREDIT COMPANY** The "Holder" is **CAB WEST, LLC** and its assigns. By signing "You" (Lessee and Co-Lessee) agree to lease this Vehicle according to the terms on the front and back of this lease and the terms of the Wear-Care Addendum, if any, attached to this lease.

If Your payment schedule is shown in Item 2(a), You entered into a "Monthly Payment Lease."
 If Your payment schedule is shown in Item 2(b), You entered into an "Advance Payment Lease."

New/Used NEW	Mileage at Delivery 30	Year/Make/Model 2014 FORD FOCUS	Vehicle Identification Number 1FA0P3KZ2EL	Vehicle Use PERSONAL
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<p>1. Amount Due At Lease Signing or Delivery (Itemized Below) *</p> <p><i>5 years 12 months 200.00 a month 3 years</i></p> <p>\$ 1425.00</p>	<p>2. Payments</p> <p>(a) Monthly Payments 290.39</p> <p>Your first monthly payment of \$ 290.39 is due on 05/28/2014, followed by 35 payments of \$ 290.39 due on the 27TH day of each month. The total of Your monthly payments is \$ 10454.04</p> <p>(b) Advance Payment</p> <p>Your Payment of \$ N/A is due on N/A. The total of Your payment is \$ N/A</p>	<p>3. Other Charges (not part of Your monthly payment)</p> <p>Disposition fee (if You do not purchase the Vehicle) \$ N/A</p> <p>N/A N/A</p> <p>Total \$ N/A</p>	<p>4. Total of Payments (The amount You will have paid by the end of the lease)</p> <p>\$ 11588.65</p>
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5. Amounts Due At Lease Signing or Delivery:

a. Capitalized cost reduction	\$ 750.61
b. First monthly payment	\$ 290.39
c. Advance payment	N/A
d. Refundable security deposit	N/A
e. Title fees	346.00
f. Registration fees	22.00
g. Acquisition fee	N/A
h. WHEELAGE TAX	10.00
i.	N/A
j.	N/A
k.	N/A
l.	N/A
m. PLATE FEE	6.00
Total	\$ 1425.00

6. How the Amount Due At Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ N/A
b. Rebates and noncash credits	\$ 750.00
c. Amount to be paid in cash	\$ 675.00
d.	\$ N/A
Total	\$ 1425.00

1/45000
Monthly with insurance
Check co-sign with Sam
3,990 Finance
Don't want to
6 years
230.00 a month
1200.00

7. Your payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the Vehicle (\$ 20932.00) and any items You pay over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). (Itemized below - Item 19) **	\$ 22298.50
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash that You pay that reduces the gross capitalized cost.	750.61
c. Adjusted capitalized cost. The amount used in calculating Your base payment.	21547.89
d. Residual value. The value of the Vehicle at the end of the lease used in calculating Your base payment.	11839.50
e. Depreciation and any amortized amounts. The amounts charged for the Vehicle's decline in value through normal use and for other items paid over the lease term.	9708.39
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	745.65
g. Total of base payments. The depreciation and any amortized amounts plus the rent charge.	10454.04
h. Lease payments. The number of payments in Your lease.	36
i. Base payment.	290.39
j. Sales / Use tax.	N/A
k.	N/A
l.	N/A
m. Total payment.	\$ 290.39
n. Lease term in months.	36

5 years 36 months = 210.00
Chick
Wants to buy car
for 12,000 - He owns
car - SAM pay
ADD OT a month
M.M.H.

Early Termination. You may have to pay a substantial charge if You end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier You end the lease, the greater this charge is likely to be.

8. Excess Wear and Use. You may be charged for excessive wear based on our standards for normal use. At the scheduled end of this lease, unless You purchase the Vehicle, You must pay to Lessee \$0.30 per mile for each mile, in excess of 31,530 miles shown on the odometer. See Items 23 and 28.

purchase 11,447.00
Buy back \$3,858.00
57,275
from college
every weekend back + forth

9. **Extra Mileage Option Credit.** At the scheduled end of this lease, You will receive a credit of \$0. N/A per unused mile for the number of unused miles between N/A and N/A miles, less any amounts You owe under this lease. You will not receive any credit if the Vehicle is destroyed, if You terminate Your lease early, exercise any purchase option, are in default or the credit is less than \$1.00.

10. **Purchase Option at End of Lease Term.** \$ 12,999.00 plus official fees and taxes, and a reasonable documentary fee if allowed by law, is Your lease end purchase option price. You have the option to purchase the Vehicle at the end of the lease term from a party designated by the Holder for the purchase option price if You are not in default.

11. **Other Important Terms.** See Your lease documents for additional information on early termination, purchase option and maintenance responsibilities, warranties, late and default charges, insurance, and any security interests, if applicable.

12. **WARRANTY** The Vehicle is covered by any warranty indicated below:

Standard new vehicle warranty provided by the manufacturer or distributor of the Vehicle.

13. **OFFICIAL FEES AND TAXES** \$ 1718.50

The estimated total amount You will pay for official and license fees, registration, title and taxes over the term of Your lease, whether included with Your monthly payments or assessed otherwise. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the leased property at the time a fee or tax is assessed.

14. **VEHICLE INSURANCE MINIMUMS** You must insure the Vehicle during this lease. This insurance must be acceptable to Finance Company and protect You and Holder with (a) comprehensive fire and theft insurance with a **maximum deductible** amount of \$1,000; and (b) collision and upset insurance with a **maximum deductible** of \$1,000; and (c) automobile liability insurance with **minimum limits** for bodily injury or death of \$ 30,000.00 for any one person and \$ 60,000.00 for any one accident, and \$ 10,000.00 for property damage. You will list the Holder as additional insured and loss payee under the insurance policy unless Lessor or Finance Company specifies otherwise. You must give Finance Company evidence of this insurance. (See Item 24 on back)

LESSOR IS NOT PROVIDING VEHICLE OR LIABILITY INSURANCE

15. **OPTIONAL INSURANCE** These coverages are not required to enter into this lease and will not be provided unless You sign below. If insurance is to be obtained by Lessor, the coverages are shown in a notice given to You this date and are for the term of this lease.

a. **Credit Life Insurance** \$ N/A (Initial Coverage) \$ N/A (Premium) (Insured(s)) N/A

(Insurance Company)

Lessee: Co-Lessee:

b. **Credit Disability Insurance** \$ N/A (Monthly Coverage) \$ N/A (Premium) (Insured(s)) N/A

(Insurance Company)

Lessee: Co-Lessee:

16. **LATE PAYMENTS** You will pay a late charge on each payment that is not received within **10 days** after it is due. The charge is 7.5% of the full amount of the scheduled payment or \$50.00 whichever is less.

17. **LESSOR SERVICES** N/A

(See Item 22 on back)

18. **Returned Check Charge** You agree to pay a returned check charge of \$ N/A for each check, draft, or other order of payment that is dishonored for any reason.

****19. Itemization of Gross Capitalized Cost**

Agreed Upon Value of the Vehicle	Sales/Use Tax and Other Applicable Taxes	Title Fees	License and Registration Fees	Extended Warranty and Service Contract	Acquisition Fee	Documentation Fee
\$ <u>20932.00</u>	+\$ <u>646.50</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>645.00</u>	+\$ <u>75.00</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	Total Gross Capitalized Cost
+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	+\$ <u>N/A</u>	= \$ <u>22298.50</u>

SIGNATURES AND IMPORTANT NOTICES

Modification: This lease sets forth all of the agreements of Lessor and You for the lease of the Vehicle. There is no other agreement. Any change in this lease must be in writing and signed by You and Finance Company.

Lessee: _____ By: _____ Title: _____

Co-Lessee: _____ By: _____ Title: _____

YOU ACKNOWLEDGE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE ARBITRATION PROVISION ON THE REVERSE SIDE OF THIS CONTRACT.

NOTICE: (1) Do not sign this lease before You read it or if it has any blank space to be filled in; (2) You have the right to get a filled-in copy of this lease. You acknowledge that You received a filled-in copy of this lease at the time You signed it and notice of an assignment of this lease by the Lessor to Holder.

Lessee: _____ By: _____ Title: _____

Co-Lessee: _____ By: _____ Title: _____

Lessor and Lessee are hereby notified that Holder has assigned to QI Exchange, in its capacity as Holder's qualified intermediary, its rights (but not its obligations) with respect to the purchase of this Vehicle and the sale of this Vehicle at lease termination.

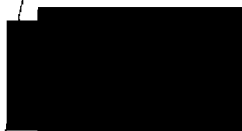
Lessor accepts this lease and assigns it to Holder under the terms of the lease plan agreement between Lessor and Holder.

Lessor: _____ By: _____ Title: Finance

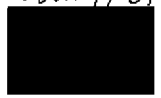
FC 19000-P **QUANTIFICATION FORD WHITE** SEE OTHER SIDE FOR ADDITIONAL AGREEMENTS
 FC 19000-APP
 Previous editions may NOT be used.

PLY 1 - ORIGINAL PLY 2 - LESSEE PLY 3 - LESSOR PLY 4 - CO-LESSEE/GUARANTOR

Handwritten note: 1/6/20



Hamden, CT



US. Dept of Transportation National Highway
1200 New Jersey Ave. SE
Washington, DC
20590