. . My claim/resolution is with Ford Motor Company not Monaco.

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

CL-11035052-4567

Page 1 of 2

Please have Ford motor company reimburse us the 1300.00 for clutch + 1,141.00 for transmission

MONACO FORD SINCE 1923

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

[redacted]
GLASTONBURY, CT [redacted]
Home: [redacted] Bus: [redacted] Cell:
Email: email [redacted] home

OCT16 '20 10:03AM

SERVICE ADVISOR: *5164 PATRICK MULLIN*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	14	FORD FOCUS	1FADP3K22E[redacted]	[redacted]	75930 / 75932	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY14	11MAR14		17:00 23JUN18		124.00		28JUN18

R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_GDI TRN:AUTO AXL:AU
23JUN18	28JUN18	

Also, Re-purchase car for 12,000 which was paid 7/2017 $16,551.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A REPORTD ENGINE BUCKS TRANSMISSION WILL NOT SHIFT PROPERLY & MAKES A SCREECHING NOISE

CAUSE: .

TR1 MISC. TRANSMISSION

1206 WP 0.00

1	F1FZ*7B546*B CLUTCH ASY	(N/C)
1	EV6Z*7052*C SEAL ASY - OIL	(N/C)
1	CA6Z*7A508*E CYLINDER ASY - CLUTCH SLAVE	(N/C)
1	CA6Z*7515*J LEVER ASY - CLUTCH RELEASE	(N/C)
1	CA6Z*7515*K LEVER ASY - CLUTCH RELEASE	(N/C)
1	1S7Z*6840*AA GASKET	(N/C)

Cost of = $6300 - trans. Ford payed $3940 = . 7/24/2018 on it payed $ [redacted] for new transmission

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
1206

75932 CLUTCH, INTERNAL TRANSMISSION NOISE VERIFIED CONCERN, TRANSMISSION FAULT MESSAGE IS ON AND TRANSMISSION WILL NOT ENGAGE IN REVERSE, ALSO NOISY FROM BELL HOUSING AREA AS WELL AS GEARBOX AREA; EEC-TESTED TCM, P073E UNABLE TO ENGAGE REVERSE, P074C UNABLE TO ENGAGE GEAR 4; REMOVED TRANSMISSION AND INSPECTED CLUTCH ASSEMBLY, FOUND CLUTCH FAILED AND CAUSED DAMAGE TO RELEASE BEARING AND BOTH CLUTCH FORKS; REPLACED CLUTCH, FORKS AND RELEASE BEARING UNDER SPW (REPLACED IN NOVEMBER 2017) REINSTALLED TRANSMISSION, CLEARED DTCS, PERFORMED TCM ADAPTIVE LEARN PROCEDURE, ROAD TESTED AND RECHECKED, NOISE STILL PRESENT IN GEARBOX AREA; INSPECTED FLUID, METAL FRAGMENTS FOUND IN FLUID, SUSPECT REVERSE AND FOURTH GEAR SYNCHRONIZER FAILED CAUSING CATASTROPHIC INTERNAL DAMAGE TO TRANSMISSION, NOT RELATED TO CLUTCH FAILURE.

2nd Clutch ck paid for Nov. 2017 $1200.00

Recalls ✓ made

****

B PERFORM MULTI-POINT INSPECTION

GTIRE TIRES ARE GOOD AT THIS TIME.

1206 ISP 0.00

75932 MPI COMPLETED MULTI-POINT INSPECTION, CHECKING FLUIDS, FILTERS, LIGHTS, TIRES, BATTERY, ETC. SEE ATTACHED SHEET FOR DETAILS.

Midde replaced Dec 2017
latches windows replaced 2017 (N/C)

R.O.#: [redacted]

VIN.#: 1FADP3K22E[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:

1. Two party checks.
2. Checks payable to cash.
3. Payroll checks.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	CRD NEF 109 MAIL

CUSTOMER COPY

OCT16 '20 10:03AM

[redacted]

Invoice No: [redacted]

INVOICE

MONACO Ford SINCE 1922

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

[redacted]BURY, CT [redacted]

[redacted] Bus: [redacted] Cell:

[redacted]emai[redacted] home

SERVICE ADVISOR: *5164 PATRICK MULLIN*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
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R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_GDI TRN:AUTO AXL:AU
23JUN18	28JUN18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	TEST BATTERY,USING THE MICRO 490 BATTERY ANALYZER.						
	GBATT	GOOD BATTERY					
		1206	ISP	0.00			(N/C)
	75932	PASSED TESTED BATTERY PASSED TERMINALS OKAY					

****

R.O.#: [redacted]

VIN.#: 1FADP3K22E[redacted]

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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.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

CUSTOMER COPY

EPORT CARD

FORD SERVICE

ULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

[redacted] RO/Tag #: _____

_____

_____

l: 2014 Focus

_____ Plate #: [redacted]

[redacted] _____ Inspect. Month: _____

Advantage Rewards® #: _____ Service Balance: _____

d Protect® Extended Service Plan: ☐ YES ☐ NO

FordPass Member? ☐ YES ☐ NO If no, download at the App Store® or Google Play™

LEGEND ☑ May contribute to vehicle efficiency and promote a greener environment

■ Checked and OK at this time ☐ May require future attention ▨ Requires immediate attention

SCHEDULED MAINTENANCE ITEMS*

DUE		SERVICED	DUE		SERVICED
☐	THE WORKS		☐	Engine Air Filter ☑	
☐	Oil Change & Filter ☑		☐	Engine Coolant	
☐	Tire Rotation ☑		☐	Transmission Fluid &/or Filter	
☐	Multi-Point Inspection		☐	Cabin Air Filter ☑	
☐	Fuel Filter		☐	Spark Plugs ☑	
☐	_____ K Scheduled Maintenance				

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owner's Manual or visit FordOwner.com for vehicle-specific maintenance requirements.

FLUID LEVELS — SERVICED ☑

■ ■ Oil and/or fluid leaks

OK	FILL		OK	FILL	
■	☐	Engine Oil	☐	☐	Power Steering
■	☐	Brake Reservoir	☐	☑	Window Washer
☐	☑	Transmission (if equipped with dipstick)			
☐	☐	Coolant Recovery Reservoir			

WIPER BLADES — SERVICED ☐

☐ Test Performed ■ ■ Front ■ ■ Rear

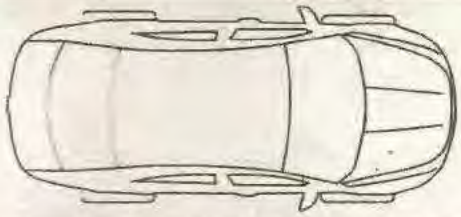
BATTERY — SERVICED ☐

State of Health: 0% ——— 100%

Battery Condition: ■ ☐ ☐

Factory spec cold cranking amps _____ Actual cold cranking amps _____

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD	SERVICED
■ ■ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	☐
■ ■ Windshield for cracks, chips and pitting	☐
BELTS / HOSES / MOUNTS	**SERVICED**
■ ☐ ☐ HVAC system and hoses / lines for leaks and/or damage	☐
■ ☐ ☐ Engine Cooling System, radiator, hoses and clamps	☐
■ ☐ ☐ Accessory drive belt(s)	☐
BRAKE SYSTEM	**SERVICED**
■ ☐ ☐ Brake system (including lines, hoses, and parking brake) ☑	☐
STEERING / SUSPENSION	**SERVICED**
■ ☐ ☐ Shocks / struts and other suspension components for leaks and/or damage	☐
■ ☐ ☐ Steering, steering linkages and ball joints (visual)	☐
EXHAUST SYSTEM	**SERVICED**
■ ☐ ☐ Exhaust system and heat shield (leaks, damage, loose parts) ☑	☐
TRANSMISSION / DRIVE AXLE	**SERVICED**
■ ☐ ☐ Clutch operation (if equipped)	☑
■ ☐ ☐ Constant velocity (CV) drive axle boots (if equipped)	☐
■ ☐ ☐ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	☐

TIRE / BRAKE WEAR

TIRE TREAD / BRAKE LINING	7/32" and greater — Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)	4/32" to 6/32" — 3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum)	3/32" and less — Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES	SERVICED
☐ Alignment check needed	☐
☐ Wheel balance needed	☐

☐ Brake measurements not taken this service visit

LEFT FRONT ☑	SERVICED
■ ☐ ☐ Tire Tread Depth ____/32" Tire Age ____	☐
■ ☐ ☐ Tire Wear Pattern / Damage	☐
■ ☐ ☐ Tire Pressure set to factory-recommended PSI	☐
■ ☐ ☐ Brake Lining ____ mm ____/32"	☐

RIGHT FRONT ☑	SERVICED
■ ☐ ☐ Tire Tread Depth ____/32" Tire Age ____	☐
■ ☐ ☐ Tire Wear Pattern / Damage	☐
■ ☐ ☐ Tire Pressure set to factory-recommended PSI	☐
■ ☐ ☐ Brake Lining ____ mm ____/32"	☐

LEFT REAR ☑	SERVICED
■ ☐ ☐ Tire Tread Depth ____/32" Tire Age ____	☐
■ ☐ ☐ Tire Wear Pattern / Damage	☐
■ ☐ ☐ Tire Pressure set to factory-recommended PSI	☐
■ ☐ ☐ Brake Lining ____ mm ____/32"	☐

RIGHT REAR ☑	SERVICED
■ ☐ ☐ Tire Tread Depth ____/32" Tire Age ____	☐
■ ☐ ☐ Tire Wear Pattern / Damage	☐
■ ☐ ☐ Tire Pressure set to factory-recommended PSI	☐
■ ☐ ☐ Brake Lining ____ mm ____/32"	☐

SPARE TIRE ☑	SERVICED
■ ☐ ☐ Tire Pressure set Tire Age ____	☐

NOTE: Tires should be replaced after 6 years regardless of tread wear, including the spare, even if it has not been used.

Comments:

(1) bucks when shift - screech noise All of the time.

Advisor: Pat Miller

Technician: MR

FordOwner.com One site for all your vehicle needs

Customer Signature: 11500

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

1200 New Jersey Avenue SE.
Washington, DC 20590

Make
3 calls

Yr on line
to claim form

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).

Called 11/3/2017 re: cars Hitch 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

State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftc.gov/ftc/complaint.htm Reference # [redacted]

Call

You may also want to seek immediate help with your vehicle complaint by contacting the BBB AUTO LINE Program. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to www.lemonlaw.bbb.org to file and review eligibility information, or call BBB AUTO LINE at 800 955 5100. Called will send info 1/3/2018 Case # [redacted]

Ok I'll check 1-2 days or getting Call

He will call them Thanks, MOM

Sent ND

Sincerely,

Randy Reid

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Make model
Mileage
Date of purchase
Lease
dealer
description

[redacted]

make copy

[redacted]

December 2018

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 18S32 / NHTSA Recall 18V-735

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?

Service Engine Soon Indicator

On your vehicle, the engine may stall due to a stuck canister purge valve (CPV) within the fuel vapor system. A stuck CPV can lead to excessive vacuum in the fuel vapor system, causing the plastic fuel tank to deform, resulting in an inaccurate or erratic fuel gauge indication, inaccurate distance to empty (DTE), and/or other drivability concerns. The vehicle may also exhibit an illuminated malfunction indicator lamp (MIL).

What is the risk?

This may result in an engine stall while driving without warning or without the ability to restart, and can increase 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 by 1st Quarter, 2019.

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. Customers are advised to maintain at least 1/2 tank of fuel until their vehicle has this safety recall completed.

Ford has not issued instructions to stop driving your vehicle under this safety recall. When parts are available, owners should contact their dealer for an appointment to have their vehicle remedied as soon as practicable. Owners can continue to safely drive their vehicle if they follow all instructions and warnings [illegible]

[redacted]

Glastonbury, CT

[redacted]

National Highway Traffic Safety Admin
1200 New Jersey Ave SE
Washington, DC 20590

20590-

Re: Ford motor company 12/18 another recall

Resolution – Ford motor company repurchase car back unsafe + D.

Please help Thx