

February 17, 2022

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)VIN NUMBER: 1FADP3F26E [REDACTED]
RECALL FOCUS TRANSMISSION

Dear Ford;

My name is [REDACTED] and have been a Ford car owner for over 40 years. My family and I have owned many Ford vehicles throughout the years. When I was [REDACTED] I purchased my first car, it was a 1979 Ford Pinto. Since that time my parents buy a new Ford vehicle every other year. We have always been so pleased with the performance of all those cars.

Unfortunately in the last recent years I have had a disappointing experience with Ford on my 2014 Ford Focus that was purchased new in September 2014. Shortly after buying the car, I received my first recall, one of many. I noticed that the transmission made the car shutter and jerk shortly after I got it. I have tried numerous times to correct the malady and after 8 years the problems still exist. I have listed below the dates and invoice numbers for you to read.

In November 2014, invoice [REDACTED] I brought my car to Superior Brookdale Ford in Plymouth, MN. At that time the technicians confirmed and verified the clutch shutter and corrected it with reprogramming and adaptive relearn. The symptoms continued and got worse.

In March 2016, invoice [REDACTED] the clutch had slippage and according to the work order had failed. The clutch was replaced along with other miscellaneous tasks.

In October 2017, invoice [REDACTED] I took the car into the same dealership as the transmission was still shuttering. The clutch was replaced for the second time along with other miscellaneous tasks.

In October 2019, invoice [REDACTED] the car was bought in again to the same dealership as I felt the transmission shuttering had never improved. They found the clutch was out of calibration limits and replaced the clutch assembly again.

In January 2021, invoice [REDACTED] the transmission was continuing to shutter and jerk.

As recently as December 23, 2021, invoice [REDACTED] took it back in to see if they could find something to correct the continued shuttering upon acceleration. It seems as if I have been ignored with having these transmission problems. The shop told me that Ford had made these Ford Focus cars with a different transmission and they had seen many customers that had come in with issues on their transmission.

Along with transmission recalls, I have received a few other recalls, including the possibility of the rear door coming unlatched while driving. I have lived with this dysfunctional vehicle for 7 years and would like some type of compensation for all the visits to the dealership, missed work, but yet not getting the

NUM

problem solved. I also received notification that there was a law suit going on and I completed the appropriate paper work, without any response.

I am very disappointed with how the Ford Company is handling these problems. The Ford Focus has stopped being made, due to some of these problems. I was told that at one of my appointments.

You may reach me at the following:

[REDACTED]
[REDACTED]
Maple Grove, MN [REDACTED]

[REDACTED]
[REDACTED]
VIN NUMBER : 1FADP3F26E [REDACTED]
[REDACTED]
[REDACTED]

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



03D-0058295-1194390

Ford Focus/Fiesta Transmission Settlement

You received this notice because you may have purchased/leased a 2012-2016 Ford Focus or 2011-2016 Ford Fiesta equipped with a PowerShift dual-clutch automatic transmission. There have been new developments in the class action lawsuit regarding this transmission. Please visit www.FordTransmissionSettlement.com or call 1-844-540-6011 for updated information on claim deadlines and benefits available through the Class Action Settlement.



Postal Service: Please Do Not Mark Barcode

FVS-10352855-5

[Redacted] *****AUTO**5-DIGIT 55369
[Redacted]
Maple Grove MN [Redacted]

FVS



get out paperwork - /SR

Update on the Ford Transmission Settlement

On March 5, 2020, the Court granted final approval of the Class Action Settlement in *Vargas v. Ford Motor Co.*, No. 12-08388 (C.D. Cal.). The Settlement approved by the Court includes additional benefits that were not available when you received the first class notice in 2017. Under the Settlement, you may be eligible to obtain:

- A buyback of your vehicle, if you qualify under your state's lemon laws or under rules provided by the Settlement. If you qualify under the Settlement-created rules, you will be compensated even if you no longer possess your vehicle.
- Cash benefits, starting at \$200, for three or more service visits to a Ford dealer for a qualifying hardware repair.
- Cash benefits, starting at \$50, for three or more service visits for software flashes.
- A one-time \$20 cash payment if a Ford dealer declined to provide a repair after you complained about a transmission problem.

Conditions apply. Please go to www.FordTransmissionSettlement.com or call 1-844-540-6011 for details and to learn about the new benefits under the Settlement.

CUSTOMER #:

Called
3-2-16

INVOICE



9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

MAPLE GROVE, MN

PAGE 1

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4006 JOSEPH BRETTO

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------|------------|------------|-------------|---------|------------------|---------|-----------|
| | 14 | FORD FOCUS | 1FADP3F26E1 | | 10018/10018 | | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN15 IS | | | 23:54 | 01MAR16 | | CASH | 02MAR16 |
| 01JAN15 DD | | | | | | | |
| R.O. OPENED | READY | OPTIONS: | DLR: | ENG: | 2.0 Liter GDI | | |
| 06JAN16 | 02MAR16 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|--|--------|------|------|-------|------|-----|-------|
| A CUSTOMER STATES THE TRANS IS SHUDDERING, WAS JUST IN FOR THE SAME ISSUE PRIOR. CHECK AND ADVISE. WORSE THAN BEFORE | | | | | | | |

CAUSE:

150120L REPROGRAM PCM/TCM. CHECK CLUTCH SLIPPAGE. FAILED.

7107 W

(N/C)

150120M REPLACE CLUTCH

7107 W

(N/C)

1 BV6Z*7B546*F CLUTCH ASY

(N/C)

1 EV6Z*7052*A SEAL ASY - OIL

(N/C)

2 XT*11*QDC FLUID - TRANSMISSION

(N/C)

FC: P66 42

PART#: BV6Z*7B546*F

COUNT:

CLAIM TYPE:

AUTH CODE:

007107

10018 ROAD TEST CONFIRM CONCERN FOUND TSB 15-0120 REPROGRAM PCM AND ROAD TEST FOUND CLUTCH SLIP AT 280RPM INSPECT FOR LEAK FOUND NONE INSTALL NEW CLUTCH AND PERFORM ADAPTIVE RE LEARN ROAD TEST AFTER GOOD

B** TAP RENTAL, CHOICE

CAUSE:

RENT CUSTOMER IN RENTAL VEHICLE

100 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

009999

NEW MON-THUR SERVICE HOURS 7:00AM-9:00PM

FRI SERVICE HOURS 7:00AM-6:00PM

SAT SERVICE HOURS 8:00AM-4:00PM

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Service Hours
Mon - Thurs: 6:30 AM - 2:00 AM
Fri: 6:30 AM - 6:00 PM
Sat: 8:00 AM - 6:00 PM

Body Shop Hours
Mon - Fri: 7:00 AM - 5:00 PM

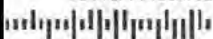
Thank You
For Your
Business

CUSTOMER SIGNATURE

| 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 |



53116/144669/0293



MAPLE GROVE, MN

June 2017

***** 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): 1FADP3F26B

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.

**What should you do?
(continued)**

Your vehicle may be equipped with a diagnostic feature called the Vehicle Health Report which can inform you about all available recalls, as well as other key vehicle health information. Please see <https://owner.ford.com/vehicle-health> for more information.

Do you need a rental vehicle?

Your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to side door latch replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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 www.safercar.gov. Reference NHTSA Safety Recall 16V-643.

CUSTOMER #:

INVOICE



DUPLICATE 3
PAGE 1

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

MAPLE GROVE MN

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7929 STEPHANIE MARIE POCH

| | | | | | | | |
|-------------|------------|---------------------------------|---------------|---------|------------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
| | 14 | FORD FOCUS | 1FADP3F26EL | | 20909/20910 | | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN15 IS | | | 15:00 19JUN17 | | | COUPQ | 20JUN17 |
| 01JAN15 DD | | | | | | | |
| R.O. OPENED | READY | OPTIONS: DLR: ENG:2.0_Liter_GDI | | | | | |
| 19JUN17 | 20JUN17 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A 16S30 RECALL

CAUSE:

16S30B REPLACE SIDE DOOR LATCHES CMAX FOCUS

3827 W

1 CJ5Z*54264A26*A LATCH

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: 16S30

AUTH CODE:

3827

20909 REPLACED DOOR LATCHES PER 16S30 RECALL LETTER

B PERFORM AN OIL AND FILTER SERVICE ON VEHICLE, CHANGE OIL AND FILTER,
FILL ALL LEVELS, CHECK TIRES, BELTS, AND COOLANT.

LOF PERFORM AN OIL AND FILTER SERVICE ON VEHICLE,
CHANGE OIL AND FILTER, FILL ALL LEVELS,
CHECK TIRES, BELTS, AND COOLANT.

3827 C

5 XO*5W20*BSP MOTORCRAFT 5W20 OIL

1 BE8Z*6731*AB KIT - ELEMENT & GASKET - OIL F

2.50

8.33

19.00

2.50

5.99

19.00

12.50

5.99

20909 PERFORMED OIL AND FILTER CHANGE, FILL ALL FLUIDS, CHECK
TIRES, BELTS, COOLANT.

C PERFORM CUSTOMER COMPLIMENTARY MULTIPOINT VEHICLE INSPECTION

99P PERFORM CUSTOMER COMPLIMENTARY MULTIPOINT
VEHICLE INSPECTION

3827 C

0.00

0.00

CUSTOMER PAY SHOP SUPPLY CHARGE

3.04

NEW MON-THUR SERVICE HOURS 6:30AM-7:00PM

FRI SERVICE HOURS 6:30AM-6:00PM

SAT SERVICE HOURS 8:00AM-4:00PM

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Service Hours
Mon - Thurs: 6:30 AM - 2:00 AM
Fri: 6:30 AM - 6:00 PM
Sat: 8:00 AM - 6:00 PM

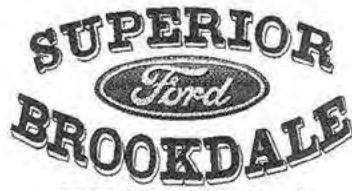
Body Shop Hours
Mon - Fri: 7:00 AM - 5:00 PM

Thank You
For Your
Business

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 19.00 |
| PARTS AMOUNT | 18.49 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 3.04 |
| TOTAL CHARGES | 40.53 |
| LESS INSURANCE | 17.54 |
| SALES TAX | 1.35 |
| PLEASE PAY THIS AMOUNT | 24.34 |

CUSTOMER SIGNATURE

Called 10/26
10:41



9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

CUSTOMER #: [REDACTED]

INVOICE

PAGE 1

MAPLE GROVE, MN [REDACTED]

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4006 JOSEPH BRETTO

| | | | | | | | |
|-------------|------------|--|----------------------|---------|------------------|------------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
| | 14 | FORD FOCUS | 1FADP3F26E[REDACTED] | | 23967/23967 | [REDACTED] | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN15 IS | | | 18:00 24OCT17 | | | CASH | 26OCT17 |
| 01JAN15 DL | | | | | | | |
| R.O. OPENED | READY | OPTIONS: DLR: [REDACTED] ENG:2.0_Liter_GDI | | | | | |
| 23OCT17 | 26OCT17 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
| A | | | | | | | |

A CUSTOMER STATES THERE IS A SHUDDER FROM THE TRANSMISSION WHEN DRIVING SLOW.
CAUSE: .
160109B 2012-2016 Focus/2011-2015 Fiesta DPS6:
Perform Pinpoint Te
7107 W (N/C)
160109C 2012-2016 Focus DPS6: Replace Clutch,
Includes Reprogram T
7107 W (N/C)
1 FV6Z*3B437*G SHAFT - FRONT AXLE (N/C)
1 CCPZ*3B477*F RETAINER (N/C)
1 F1FZ*7B546*B CLUTCH ASY (N/C)
1 EV6Z*7052*C SEAL ASY - OIL (N/C)

FC: P27 42
PART#: F1FZ*7B546*B
COUNT:
CLAIM TYPE:
AUTH CODE: RP96T49GNRYR
7107



23967 #
ROAD TEST CONFIRM CONCERN FOUND TSB 16-0109 FOUND CLUTCH SLIP AT 326RPM INSTALL NEW CLUTCH PER TSB FOUND LEFT FRONT CV AXEL THREADS WERE DAMAGED DUE TO PROGRESSIVE FATIGUE REPLACE LEFT FRONT CV AXEL AND NUT RE SET CLUTCH TOUCH POINTS AND ROAD TEST GOOD
RVC: RP96T49GNRYR

NEW MON-THUR SERVICE HOURS 6:30AM-7:00PM
FRI SERVICE HOURS 6:30AM-6:00PM
SAT SERVICE HOURS 8:00AM-4:00PM

| STATEMENT OF DISCLAIMER | Service Hours | DESCRIPTION | TOTALS |
|--|-----------------------------------|------------------------|--------|
| The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | Mon - Thurs: 6:30 AM - 2:00 AM | LABOR AMOUNT | 0.00 |
| | Fri: 6:30 AM - 6:00 PM | PARTS AMOUNT | 0.00 |
| | Sat: 8:00 AM - 6:00 PM | GAS, OIL, LUBE | 0.00 |
| | Body Shop Hours | SUBLET AMOUNT | 0.00 |
| | Mon - Fri: 7:00 AM - 5:00 PM | MISC. CHARGES | 0.00 |
| | Thank You For Your Business | TOTAL CHARGES | 0.00 |
| | | LESS INSURANCE | 0.00 |
| | | SALES TAX | 0.00 |
| | | PLEASE PAY THIS AMOUNT | 0.00 |
| | CUSTOMER SIGNATURE | | |

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



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. 2:12-cv-08388-AB-FFM

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.

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.

*Please see reverse side for more information.



Postal Service: Please Do Not Mark Barcode

Claim ID No. [REDACTED]
VIN: 1FADP3F26E[REDACTED]

[REDACTED] 01*****AUTO**5-DIGIT 55369
[REDACTED]
Maple Grove, MN [REDACTED]



FVS

Official Court Notice of Class Action Settlement

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 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

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**.

*Please see inside for more information.



11210 - 86th Avenue North
 Maple Grove, MN 55369
 Telephone: 763-315-4548 | 877-817-4816
 Fax: 763-315-2715
www.gadtkelawfirm.com

ADVERTISING MATERIAL

Attorneys
 Todd E. Gadtke *
 Daniel J. Brennan
 Joseph Herbuloek
Paralegal
 Dawna Stewart

*Also licensed in Wisconsin

*****AUTO**ALL FOR AADC 553
 RAY MAYNARD
 6000 W 104TH ST
 MINNEAPOLIS, MN 55438-1826

5596
 14

**IMPORTANT CLASS ACTION
 SETTLEMENT & DEADLINE
 INFORMATION FOR
 2012-2016 FORD FOCUS AND
 FIESTA OWNERS**

August 3, 2017

There has been a major **Class Action Settlement** affecting your 2012-2016 Ford Focus or Ford Fiesta that substantially affects your rights and has a **STRICT DEADLINE**. Our Minnesota Law Firm has helped Wisconsin and Minnesota consumers with problem vehicles for 19 years. I have also represented many consumers dealing with the transmission problems in the Ford Focus and Ford Fiesta vehicles.

Unfortunately, like many class actions, the Class Settlement offers minimal compensation for the majority of Ford Focus and Fiesta owners. (*An official website for this Class Action answering common questions will be given to you by postcard from the Court.*) After successfully helping many other Ford owners receive compensation, we believe most would receive **far more** by pursuing their case **SEPARATELY** and **NOT** taking part in the Class Settlement. Depending on your vehicle's repair history, this may be the difference between receiving hundreds of dollars in the Class Settlement versus **thousands of dollars** separately through your own claim.

DEADLINE TO OPT-OUT OF THE CLASS SETTLEMENT IS SEPTEMBER 5, 2017.

You will be **STUCK WITH** the terms of the Class Settlement if you do not act immediately to Opt-Out. The deadline to Opt-Out of the Class is currently September 5, 2017. **If you do nothing, you will be bound by and stuck with the meager terms being offered to most Ford owners.** (*Note: Class members who stay will still be required to submit forms and evidence to receive any compensation.*)

You may have been told by your Ford dealer that your problems were "NORMAL." But, Ford has effectively admitted this problem was **NOT "NORMAL"** by extending your transmission warranty for up to 7 years or 100,000 miles! (Ford Customer Satisfaction Program 14M01). Now, even more helpful to your cause, they have decided to **PAY UP** by settling this Class Action! **Consumers are winning this battle and the time to act is now.**

State and Federal laws may entitle you to a manufacturer's buyback or a cash settlement! And best of all, if you decide to hire us to help, **you will NOT be required to pay ANY attorneys' fees, court costs, litigation expenses, retainers or any other fees out-of-pocket - WIN OR LOSE -** as the law allows us to recover our attorney's fees and costs from Ford!

If you have been holding out, trying to decide whether or not to pursue your case, **THE WAIT IS OVER!** Time is running out to bring a claim against Ford and obtain the compensation that you deserve.

FOR IMMEDIATE ANSWERS: Call us Toll Free At 1-877-817-4816 for a free consultation to discuss your circumstance and your best possible recourse.

Very truly yours,

GADTKE LAW FIRM, P.A.

Todd Gadtke

Todd E. Gadtke
 tgadtke@gadtkelawfirm.com



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

*Scheduled w/ Johns
11/4/21 10:00*



PH-L-1/82969/326550/0839



December 2020

MAPLE GROVE, MN

Call + schedule appt

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

Safety Recall Notice 20S30 / NHTSA Recall 20V-331

2014 Focus

Your Vehicle Identification Number (VIN): 1FADP3F26E

Your vehicle was brought in for repair to replace the door latches under Safety Recall 15S16 or 16S30. A Ford Motor Company investigation has uncovered that some number of latches were not replaced or may not have been replaced correctly. The date codes of your latches need to be inspected to ensure your vehicle received the proper repair. We believe, especially in today's environment, many customers would prefer to do the inspection on their own rather than visiting the dealer. We are offering both a self-inspection option and an option to have your dealer inspect your vehicle, should you prefer it. A dealer inspection will remain available even if you begin the inspection on your own.

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?

Your vehicle was previously repaired under Safety Recall 15S16 or 16S30. During that repair, your vehicle's door latches were to be replaced to help reduce the risk of doors not closing or doors opening while driving. It is possible that one or more of your door latches was not replaced or may not have been replaced correctly.

What is the risk?

If a door latch was not replaced, there is still a risk that the pawl spring tab inside the door latch could break. This condition will typically prevent the door from latching. In certain situations, where the door is able to be closed, the door may unlatch while driving, increasing the risk of injury.

What needs to be done?

The door latch date codes in your vehicle need to be inspected to verify that the previous door latch recall repair was completed as intended. For your convenience and to encourage the continued social distancing requirements by many state and local governments related to COVID-19, Ford is providing you with the option to complete this simple inspection yourself using the attached self-inspection sheet. By utilizing this option, you should not need to take your vehicle to your dealer unless your vehicle is exhibiting door latching concerns (door will not latch or opens while driving).

CUSTOMER #:



* INVOICE *

DUPLICATE 1
PAGE 1

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

SERVICE ADVISOR: 4006 JOSEPH BRETTO

MAPLE GROVE, MN

HOME: [REDACTED] CONT
BUS: [REDACTED] CELL [REDACTED]

| | | | | | | | |
|-------------|------------|------------|-----------------------|-----------------------------------|------------------|------------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
| | 14 | FORD FOCUS | 1FADP3F26E [REDACTED] | | 52331/52331 | [REDACTED] | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN15 IS | | | 18:00 04JAN21 | | | CASH | 04JAN21 |
| R.O. OPENED | | READY | OPTIONS: | DLR: [REDACTED] ENG:2.0_Liter_GDI | | | |
| 04JAN21 | | 04JAN21 | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
 CAUSE: PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
 99P PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION
 100 I (N/C)

B DOOR LATCH REPEAT REPAIR
 20S30 DOOR LATCH REPEAT REPAIR
 4575 W (N/C)
 52331 performed recall 20s30 passed

C shudder on acel
 CAUSE: GENERAL REPAIRS
 GEN Customer states would like quote on new visor
 100 C 0.00 0.00
 52331 test drove, felt no shudder. hooked up to ids and no codes at this time

EST: 0.00 04JAN21 10:02 SA: 4006
 CONTACT:

wants someone to take vehicle for a drive for s hudder issue. vehicle out of coverage

NEW SERVICE HOURS
 MONDAY TO FRIDAY
 7:00 AM TO 6:00 PM
 CLOSED ON SATURDAY

| | | | |
|--|--|------------------------|--------|
| WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due. | *SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.88, to the Repair Order for shop supplies used in connection with this repair. | 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 DISCOUNT | 0.00 |
| | | SALES TAX | 0.00 |
| | | PLEASE PAY THIS AMOUNT | 0.00 |

CUSTOMER #:



INVOICE

DUPLICATE 1
PAGE 1

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

MAPLE GROVE, MN

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4449 JOHN B MCCLELLAN

| | | | | | | | |
|-------------|------------|---|-----------------------|---------|------------------|------------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
| | 14 | FORD FOCUS | 1FADP3F26E [REDACTED] | | 59911/59911 | [REDACTED] | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN15 IS | | | | | | | |
| 01JAN15 DD | | | 18:00 23DEC21 | | | CASH | 23DEC21 |
| R.O. OPENED | READY | OPTIONS: DLR [REDACTED] ENG:2.0_Liter_GDI | | | | | |
| 23DEC21 | 23DEC21 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A INSPECT PREVIOUS RECALL REPAIR ro 595465 line a 18s32 tech 4407
10/21/19

IR INSPECT PREVIOUS RECALL REPAIR ro 595465 line
a 18s32 tech 4407 10/21/19
4575 ISPL

59911 inspected for previous recall 18s32 done

(N/C)

B** CUSTOMER STATES HAS HAD TRANSMISION ISSUES FOR EXTENDED TIME WILL
CONTACT FORD ON ISSUE

CAUSE: GENERAL REPAIRS
GEN GENERAL REPAIR

100 I

(N/C)

EST: 0.00 23DEC21 09:53 SA: 4449

CONTACT:



NEW SERVICE HOURS
MONDAY TO FRIDAY
7:00 AM TO 6:00 PM
CLOSED ON SATURDAY

9700 56th Avenue N.
Plymouth, MN 55442
www.superiorford.com

John Mc Clellan
SERVICE ADVISOR

Direct: 763-519-6354
Dealership: 763-559-9111
Toll Free: 1-800-642-3247

jmclellan@superiorford.com

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR, THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**
We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.88, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.

| 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 DISCOUNT | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

11/4 @ 10.00

CUSTOMER #



INVOICE

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111

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MAPLE GROVE, MN

PAGE 1

HOME:

ONT:

SERVICE ADVISOR: 4006 JOSEPH BRETTO

BUS:

ELL:

| | | | | | | | |
|-------------|------------|------------|---------------------------------|---------|------------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
| | 14 | FORD FOCUS | 1FADP3F26E | | 8852/8853 | | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN15 IS | | | 20:00 03NOV15 | | | CASH | 04NOV15 |
| R.O. OPENED | | READY | OPTIONS: DLR: ENG:2.0_Liter_GDI | | | | |
| 03NOV15 | | 04NOV15 | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES TRANS IS SHUDDERING, CHECK AND ADVISE.
CAUSE: .

150120H REPROGRAM PCM/TCM, CLUTCH PASSES

4213 W

(N/C)

FC: P27 14

PART#: 7B246

COUNT:

CLAIM TYPE:

AUTH CODE:

000392

*7.00 wcd
11/3/15*

8852 VERIFIED CONCERN TO BE CLUTCH SHUDDER. RAN OASIS AND FOUND TSB 15-0120. FOLLOWED TSB TO REPROGRAM PCM/TCM AND PERFORM CLUTCH ADAPITVE RELEARN. TEST DROVE AND WAS UNABLE TO GET CLUTCH SHUDDER ABOVE 100 RPM. NO LEAKS FOUND. RELEASE VEHICLE AT THIS TIME.

B 15B22

GEN GENERAL

4213 I

(N/C)

8852 SEE LINE A

C CUSTOMER STATES WHEN TAKING LEFT TURN THERE WILL BE GRINDING NOISE.

GEN GENERAL

4213 I

(N/C)

8852 TEST DROVE VEHICLE AND WAS UNABLE TO VERIFY NOISE CONCERN. NO LOOSE OR WORN OUT WHEEL BEARING, TIRES SHOW NORMAL WEAR AT THIS TIME. NO PROBLEMS FOUND AT THIS TIME.

NEW MON-THUR SERVICE HOURS 7:00AM-9:00PM

FRI SERVICE HOURS 7:00AM-6:00PM

SAT SERVICE HOURS 8:00AM-4:00PM

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Service Hours
Mon - Thurs: 6:30 AM - 2:00 AM
Fri: 6:30 AM - 6:00 PM
Sat: 8:00 AM - 8:00 PM

Body Shop Hours
Mon - Fri: 7:00 AM - 5:00 PM

Thank You
For Your
Business

CUSTOMER SIGNATURE

| 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 |



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

7/23/20 7:58 AM 3 0001556/20200723 PGRN2101 RENDM 2 (or DO) [REDACTED]



PH-1-T/14821/232866/0525



July 2020

MAPLE GROVE, MN [REDACTED]



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

Safety Recall Notice 20S30 / NHTSA Recall 20V-331

2014 Focus

Your Vehicle Identification Number (VIN): 1FADP3F26E [REDACTED]

Your vehicle was brought in for repair to replace the door latches under Safety Recall 15S16 or 16S30. A Ford Motor Company investigation has uncovered that some number of latches were not replaced or may not have been replaced correctly. The date codes of your latches need to be inspected to ensure your vehicle received the proper repair. We believe, especially in today's environment, many customers would prefer to do the inspection on their own rather than visiting the dealer. We are offering both a self-inspection option and an option to have your dealer inspect your vehicle, should you prefer it. A dealer inspection will remain available even if you begin the inspection on your own.

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?

Your vehicle was previously repaired under Safety Recall 15S16 or 16S30. During that repair, your vehicle's door latches were to be replaced to help reduce the risk of doors not closing or doors opening while driving. It is possible that one or more of your door latches was not replaced or may not have been replaced correctly.

What is the risk?

If a door latch was not replaced, there is still a risk that the pawl spring tab inside the door latch could break. This condition will typically prevent the door from latching. In certain situations, where the door is able to be closed, the door may unlatch while driving, increasing the risk of injury.

What needs to be done?

The door latch date codes in your vehicle need to be inspected to verify that the previous door latch recall repair was completed as intended. For your convenience and to encourage the continued social distancing requirements by many state and local governments related to COVID-19, Ford is providing you with the option to complete this simple inspection yourself using the attached self-inspection sheet. By utilizing this option, you should not need to take your vehicle to your dealer unless your vehicle is exhibiting door latching concerns (door will not latch or opens while driving).



INVOICE

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Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

MAPLE GROVE, MN

PAGE 1

SERVICE ADVISOR: 4006 JOSEPH BRETTO

| | | | | | | | |
|-------------|------------|---------------------------------|---------------|------------------|------|---------|---------|
| CC | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | | |
| 14 | FORD FOCUS | 1FADP3F26E1 | | 42284/42284 | | | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. |
| 01JAN15 IS | | | 18:00 21OCT19 | | | CASH | 24OCT19 |
| 01JAN15 DD | | | | | | | |
| R.O. OPENED | READY | OPTIONS: DLR: ENG:2.0 Liter_GDI | | | | | |
| 21OCT19 | 24OCT19 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A FUEL TANK DEFORMATION

CAUSE: .

18S32B REPROGRAM PCM. NO PARTS REPLACED.

4407 WL

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: 18S32

AUTH CODE:

4407

B CUSTOMER STATES TRANSMISSION CONCERN TRANSMISSION IS SHUDDERING WITH ACCELERATION

CAUSE: .

19N08B PERFORM PINPOINT TEST. CLUTCH OUT OF LIMITS

4407 W

(N/C)

1 F1FZ*7B546*B CLUTCH ASY

(N/C)

1 EV6Z*7052*C SEAL ASY - OIL

(N/C)

19N08C REPLACE DPS6 CLUTCH

4407 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: 19N08

AUTH CODE: RP96T49GNRYR

4407

42284 verified concern, has shudder of 488 rpms, 1803-1321, replaced clutch, test drove, vehicle runs fine at this time, Rvc, RP96T49GNRYR

C PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

99P PERFORM COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

4407 C

0.00

0.00

GBATT PERFORM BATTERY INSPECTION, BATTERY IS OK AT THIS TIME

4407 C

0.00

0.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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***SHOP SUPPLY COSTS:**

We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.88, to the Repair Order for shop supplies used in connection with this repair

ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC CHARGES * | |
| TOTAL CHARGES | |
| LESS DISCOUNT | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



INVOICE

9700 56th Ave. North
Plymouth, MN 55442
(763) 559-9111
www.superiorford.com

PAGE 2

SERVICE ADVISOR: 4006 JOSEPH BRETTO

MAPLE GROVE MN

HOME:
BUS:
CONT:
CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. Includes vehicle details for a 2014 Ford Focus and payment information.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like brake and tire inspections with associated costs.

D RENTAL VEHICLE

CAUSE:

RENT RENTAL VEHICLE
4407WRENT

(N/C)

EST: 0.00 21OCT19 09:17 SA: 4006

WILL HAVE FOR A COUPLE OF
DAYS, DROPPING OFF ON SUNDAY

NEW MON-THUR SERVICE HOURS 6:30AM-7:00PM
FRI SERVICE HOURS 6:30AM-6:00PM
SAT SERVICE HOURS 8:00AM-4:00PM



WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED...

*SHOP SUPPLY COSTS: We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$29.88, to the Repair Order for shop supplies used in connection with this repair. ALL PARTS ARE NEW ORIGINAL EQUIPMENT PARTS UNLESS OTHERWISE INDICATED.

Table with columns: DESCRIPTION, TOTALS. Lists charges for labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less discount, and sales tax.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

VEHICLE REPORT CARD

Plymouth, MN 55442

MULTI-POINT INSPECTION AS RECOMMENDED BY FORD MOTOR COMPANY

Date: 10/21/2019 RO/Tag [REDACTED]

Name: [REDACTED]

Email: [REDACTED]

Year/Make/Model: 2014 FORD FOCUS

VIN #: 1FADP3F26 [REDACTED] Plate #: _____

Odometer: 42284 Inspect. Month: _____

Owner Advantage Rewards® #: _____ Service Balance: _____

Ford Protect® Extended Service Plan: YES NO

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

LEGEND

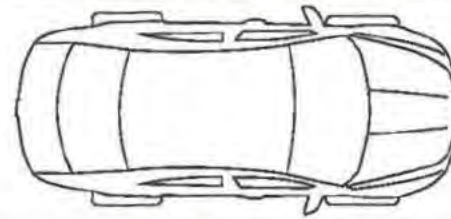
Checked and OK at this time

May require future attention

Requires immediate attention

reener environment

EXTERIOR BODY



Note any existing exterior body damage or defects on diagram

SYSTEMS / COMPONENTS

LIGHTS / WINDSHIELD

Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps SERVICED

Windshield for cracks, chips and pitting SERVICED

BELTS / HOSES / MOUNTS

AC system and hoses / lines for leaks and/or damage SERVICED

Engine Cooling System, radiator, hoses and clamps SERVICED

Accessory drive belt(s) SERVICED

BRAKE SYSTEM

Brake system (including lines, hoses, and parking brake) SERVICED

STEERING / SUSPENSION

Shocks / struts and other suspension components for leaks and/or damage SERVICED

Steering, steering linkages and ball joints (visual) SERVICED

EXHAUST SYSTEM

Exhaust system and heat shield (leaks, damage, loose parts) SERVICED

TRANSMISSION / DRIVE AXLE

Clutch operation (if equipped) SERVICED

Constant velocity (CV) drive axle boots (if equipped) SERVICED

Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed) SERVICED

SCHEDULED MAINTENANCE ITEMS*

| | DUE | SERVICED |
|--|---|-------------------------------------|
| <input type="checkbox"/> THE WORKS | <input type="checkbox"/> Engine Air Filter | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Oil Change & Filter | <input type="checkbox"/> Engine Coolant | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Rotation | <input type="checkbox"/> Transmission Fluid &/or Filter | <input type="checkbox"/> |
| <input type="checkbox"/> Multi-Point Inspection | <input type="checkbox"/> Cabin Air Filter | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Fuel Filter | <input type="checkbox"/> Spark Plugs | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> _____ K Scheduled Maintenance | | <input type="checkbox"/> |

*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

Oil and/or fluid leaks

| OK FILL | OK FILL | OK FILL |
|--|---|---|
| <input type="checkbox"/> Engine Oil | <input type="checkbox"/> Power Steering | <input type="checkbox"/> Transmission (if equipped with dipstick) |
| <input type="checkbox"/> Brake Reservoir | <input type="checkbox"/> Window Washer | <input type="checkbox"/> Coolant Recovery Reservoir |

WIPER BLADES

Test Performed Front Rear SERVICED

BATTERY

SERVICED

State of Health

Battery Condition



100%

Factory spec cold cranking amps _____

Actual cold cranking amps _____

TIRE / BRAKE WEAR

TIRE TREAD: 7/32" and greater 4/32" to 6/32" 3/32" and less

BRAKE LINING: Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum) 3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm or 2/32" to 3/32" (Drum) Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES: SERVICED LEFT FRONT SERVICED RIGHT FRONT SERVICED

Alignment check needed Tire Tread Depth >6 /32" Tire Age _____ Tire Tread Depth >6 /32" Tire Age _____

Wheel balance needed Tire Wear Pattern / Damage OK Tire Wear Pattern / Damage OK

Tire Pressure set to factory-recommended PSI Tire Pressure set to factory-recommended PSI

Brake Lining _____ mm _____ /32" Brake Lining _____ mm _____ /32"

LEFT REAR SERVICED RIGHT REAR SERVICE

Tire Tread Depth >6 /32" Tire Age _____ Tire Tread Depth >6 /32" Tire Age _____

Tire Wear Pattern / Damage OK Tire Wear Pattern / Damage OK

Tire Pressure set to factory-recommended PSI Tire Pressure set to factory-recommended PSI

Brake Lining _____ mm _____ /32" Brake Lining _____ mm _____ /32"

SPARE TIRE SERVICED

Tire Pressure set _____ Tire Age _____

Comments: _____

Advisor: Joe Bretto

Technician: Keith Waltz

Customer Signature: _____

FordOwner.com
One site for all your vehicle needs



From: "Ford Program HQ" <candihelp@fordprogramhq.com>

To: [REDACTED]

Sent: Wed, Aug 28, 2019 02:01 PM

Subject: Thank you! Open Your Minnesota State Fair Bonus Cash Offer Today!

To view this email as a web page, click here.



Thank you for taking part in the Ford display at the Minnesota State Fair! We hope you enjoyed the experience and had an opportunity to check out many of the vehicles in the Ford product line. To show our appreciation for participating, here is an exclusive offer of \$750 Bonus Cash towards a new vehicle purchase or lease.* Your exclusive eCertificate number ([REDACTED]) may be used towards any eligible 2018/2019/2020 Ford Vehicle.

Your offer expires on 12/31/2019 so don't delay and check out a Ford vehicle today.

Please print this email confirmation and bring the email containing your name and address to your local Ford dealer for redemption.

Again, thank you for coming out and showing interest in our exciting new Ford products.

eCertificate Number [REDACTED]
Incentive Offer: \$750
Expiration Date: 12/31/2019

For more information visit [Ford.com!](http://Ford.com)
[Ford Social](#) | [Build & Price](#) | [Incentives & Offers](#) | [Locate a Dealer](#)

*\$750 Retail Bonus Cash Offer is valid for the purchase or lease of an eligible new 2018/2019/2020 model year Ford or Lincoln vehicle, excluding Ford GT, F-150 Raptor, Focus RS, Mustang BULLITT, Mustang Shelby® GT350/350R, Mustang Shelby® GT500®, 2020 Corsair and 2020 Aviator. May not combine with other private, conquest or commercial offers. U.S. residents only, residency restrictions apply. See an authorized Ford Dealer for complete qualifications and details. Customer must take new retail delivery from an authorized Ford Dealer's stock by 12/31/2019. Ford Motor Company reserve the right to modify the terms of this offer at any time. Note to dealer: Claim in VINCENT using # 37276.

[Privacy](#) | [CA Privacy Rights](#) | [Unsubscribe](#)

This email was sent to: star6317@netzero.com
This email was sent by: Ford C&I Program Headquarters
P.O. Box 312290 Detroit, MI 48231 USA

Plymouth MN
(888) 466-5275

ADVISOR: JOE BRETTO

VIN # 1FMCU9GD1K

RO#
RA#

| | | | | | |
|---|--|-----------------------------|------------|----------------------------|-------------------|
| CUSTOMER | | VEHICLE NO. | | STATE | |
| HOME ADDRESS | | CITY | STATE | ODOMETER OUT | ODOMETER IN |
| MAPLE GROVE MN | | | | 1896 | |
| DRIVER'S LICENSE NO. | | STATE | EXP. DATE | YEAR AND MAKE OF VEHICLE | |
| | | MN | 03/17/2022 | 2019 FORD | |
| BIRTH DATE | | HOME PHONE | VERIFIED | MODEL AND COLOR OF VEHICLE | |
| | | | | ESCAPE BLACK | |
| LOCAL CONTACT | | ADDRESS | PHONE | MILES ALLOWED | DATE AND TIME OUT |
| | | | | 0 | 10/21/2019 |
| CORPORATE ACCOUNT NUMBER | | MAX. PAYLOAD | | DATE AND TIME IN | |
| | | | | 10:25 AM | |
| EMPLOYER | | PHONE | | DATE DUE | |
| | | | | EXPIRATION OF CONTRACT | |
| EMPLOYER'S ADDRESS | | CITY | STATE | 10/22/2019 | |
| | | | | 04:00 PM | |
| CUSTOMER INSURANCE INFORMATION | | | | | |
| Insurer | | | Agent | | |
| PROGRESSIVE | | | | | |
| Policy No. | | Expiration Date | Telephone | | |
| | | 12/18/2019 | | | |
| ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER. | | | | FULL FUEL EMPT | |
| NONE | | | | OUT IN | |
| NAME DRIVERS LICENSE # AGE | | | | E E | |
| NONE | | | | 1/4 1/4 | |
| NAME DRIVERS LICENSE # AGE | | | | 1/2 1/2 | |
| NONE | | | | 3/4 3/4 | |
| | | | | PER F | |
| FUEL PURCHASE OPTION | | | | | |
| By initialing, You accept or decline to pre-purchase a full tank of fuel from Us at \$ 0.00 per gallon. You will not receive credit for unused fuel. If You decline the Fuel Purchase Option and return the Vehicle with less fuel than when rented, You agree to pay Us a refueling charge of \$ 0.00 per gallon to return the fuel level to the same as when rented. | | | | | |
| DECLINES ACCEPTS | | | | | |
| DAMAGE DESCRIPTION | | | | | |
| Condition Out: | | | | | |
| | | | | | |
| Condition In: | | | | | |
| Any daily rate is based on a 24-hour period. The time the rental begins is noted on this agreement. When damage to the Vehicle is covered by Your personal insurance policy, prior payment by You is not required, and We will accept payment from Your insurance company within the time limits of Minn. Stat. Ann. Section 72A.201. | | | | | |
| Under Minnesota law, a personal automobile insurance policy must: (1) cover the rental of this motor vehicle against damage to the vehicle and against loss of use of the vehicle; and (2) extend the policy's basic economic loss benefits, residual liability insurance, and uninsured and underinsured motorist coverages to the operation or use of a rented motor vehicle. Therefore, purchase of any collision damage waiver or similar insurance affected in this rental contract is not necessary. In addition, purchase of any additional liability insurance is not necessary if your policy was issued in Minnesota unless you wish to have coverage for liability that exceeds the amount specified in your personal automobile insurance policy. | | | | | |
| BALANCE DUE | | | | | |
| CASH REFUND CUSTOMER INITIALS \$ 0.00 | | | | | |
| PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS. | | | | | |
| By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists as further described in Section 1.1 of this Agreement; and authorize us to debit your payment card account to reflect the amount due as a result of our audit. | | | | | |
| Your Signature | | | | | |
| TO FINAL AUDIT | | | | | |
| RETURN LOCATION (IF DIFFERENT FROM OUR LOCATION) | | EXTEND TO | | ADDITIONAL CASH DEPOSIT | DATE |
| | | | | \$ | |
| VEHICLE CONDITION OUT | | SPARE & JACK 3/4 | | CHECKED OUT BY: | |
| IN | | | | CASHIER CASHIER | |
| CREDIT CARD CO. <input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> AMEX <input type="checkbox"/> DISCOVER <input type="checkbox"/> OTHER | | EXP. DATE AUTH# | | CHECKED IN BY: | |
| | | | | | |
| | | AUTH#: AUTHORIZATION NUMBER | | PREPARED BY: | |
| | | | | | |

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to door latching concerns after repairs were claimed under 15S16 or 16S30. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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 www.safercar.gov. Reference NHTSA Safety Recall 20V-331.

Thank you for your attention to this important matter.

Ford Customer Service Division

Customer Inspection Sheet

Note before starting: If you plan to use an internet browser on your personal computer, you can use the graphic in Step 4 to write down your vehicle's information before logging into the web site. If you will be using a mobile device, you can enter your vehicle's information directly into the website as you inspect your vehicle.

Step 1 **PC USERS:** Using your internet browser, navigate to www.fordlatchrecall.com.

Or

MOBILE USERS: Using your mobile device, scan the QR code to open the customer inspection website. Using this option will enter the vehicle identification number (VIN) of your affected vehicle for you.

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Step 4 Record the door latch codes from all four door latches in the website. Remember – latch codes may be 4 to 7 characters long (numbers and/or letters). Be sure you record all the characters for each latch. For the rear doors, you also need to document whether or not the child locks are present.

Left (Driver) Front Latch Code

Left (Driver) Rear Latch Code

Child Lock Present? Yes
 No



Right (Passenger) Front Latch Code

Right (Passenger) Rear Latch Code

Child Lock Present? Yes
 No

Step 5 Double check the information that you entered for each door!

Once you are certain that the information has been entered correctly, click the Submit button.

Step 6 If the website reports that it is able to confirm the information you entered, you're done! No further action is required – your vehicle will automatically be closed out of this program.

If the website cannot confirm your information, you need to recheck the information you entered and resubmit. If the codes you entered were correct, you need to take your vehicle to your dealer for additional inspection and/or repairs. Refer to your owner letter for more information.

Vehicle Inspection Guide

What do you need?

You'll need the following items to help with your inspection:

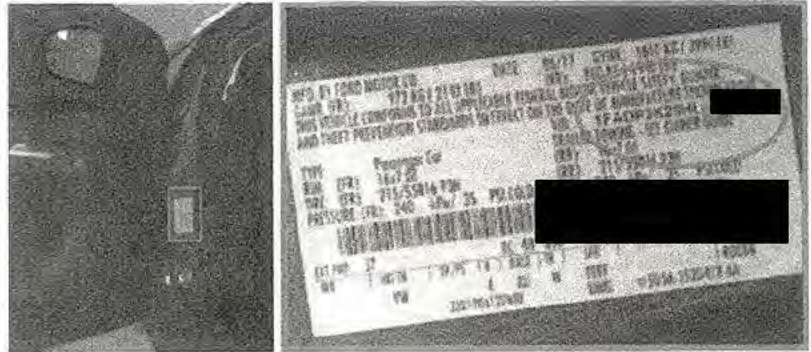
1. A flashlight
2. A cloth for wiping away dirt from the latch opening, if needed
3. Your inspection sheet and a pen or mobile device

Check your VIN

Your VIN is located in one of the following locations:

- (1) the **forward** portion of the driver front door opening (shown to the right)
- (2) the **rearward** portion of the driver front door opening

Compare your vehicle's VIN to the VIN in the website (if using a mobile device with the QR code) or to the VIN printed near the top of your owner letter to be sure they match.

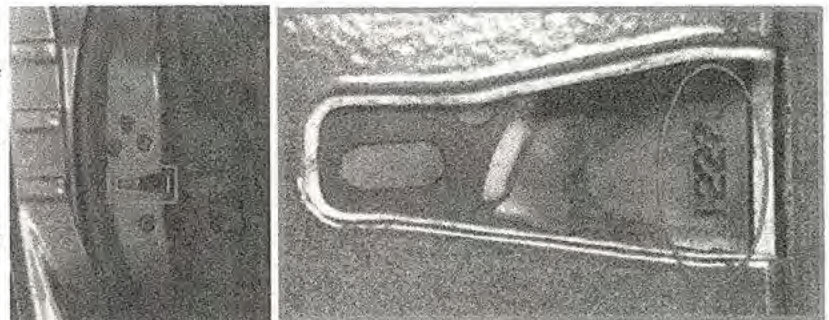


Check your front door codes

The door latch is located on the rearward part of the front door – the door must be open to see it.

The code will be stamped into the plastic and can be 4-7 characters (numbers and/or letters).

If you cannot read the code, be sure it is not obscured by dirt. If you still cannot read the code even after cleaning, be sure to note this in the website when you submit the results of your inspection.



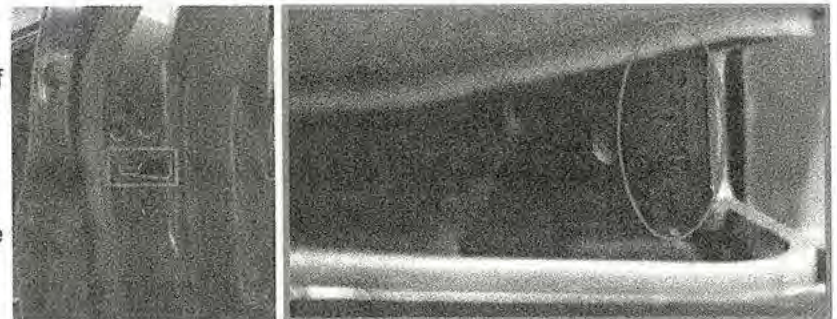
Above: Driver side door is pictured; passenger side door is similar

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The door latch is located on the rearward part of the rear door – the door must be open to see it.

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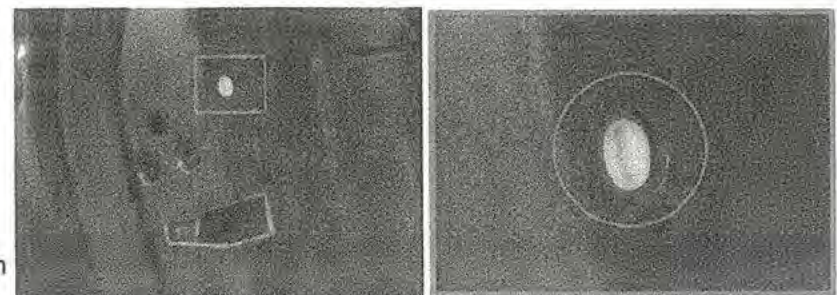
Above: Driver side door is pictured; passenger side door is similar

Check your child locks

The child lock is located in the inner, rearward edge of the rear door, just above the latch opening. The door must be open to see it.

If you can see a slotted white circle, your child lock is present.

If you cannot see a slotted white circle in this opening, be sure to note this in the website when you submit the results of your inspection.



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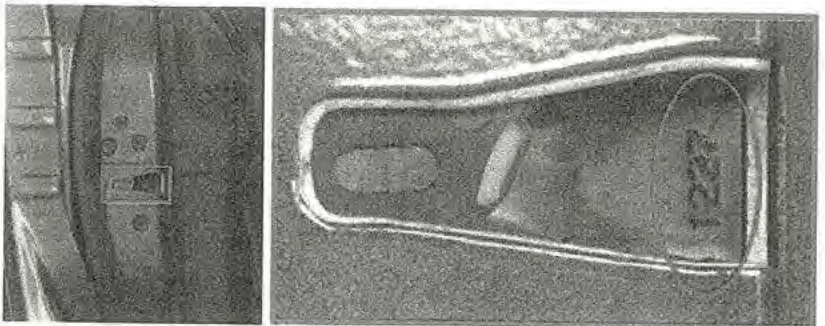


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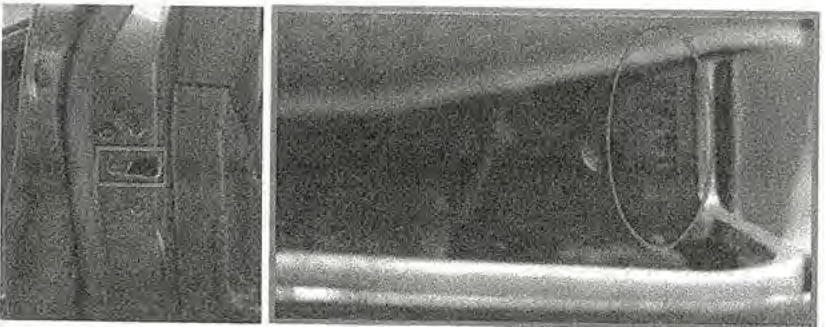
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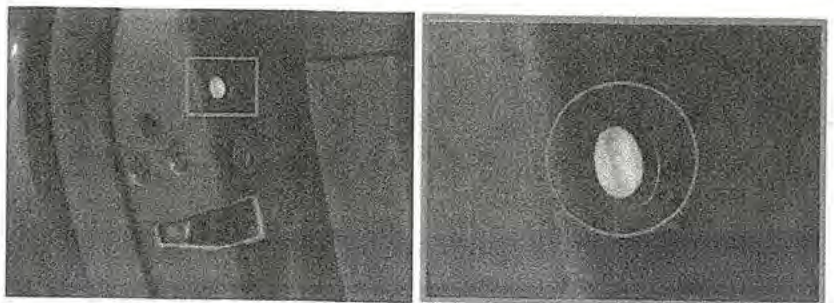
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Above: Driver side door is pictured; passenger side door is similar



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



H/15549/428623/1775



MAPLE GROVE, MN

December 2018

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

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

2014 Focus

Your Vehicle Identification Number (VIN): 1FADP3F26E



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.



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



0/48309/295431/0741



September 2019

MAPLE GROVE, MN

Customer Satisfaction Program 19N08

2014 Focus

Your Vehicle Identification Number (VIN): 1FADP3F26EL

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

We are pleased to let you know that, for your peace of mind, Ford Motor Company is extending the warranty coverage on the clutch.

What is the effect?

This increases the clutch warranty coverage to a total of 7 years or 100,000 miles from the warranty start date, whichever occurs first. NOTE: Your vehicle may exhibit intermittent transmission clutch judder or shudder on light acceleration from a stop or during shift events.

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through February 10, 2020. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's clutch requires replacement due to judder or shudder and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace the clutch free of charge (parts and labor). This is a one-time repair program.

How long will it take?

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Additional time may be required to allow the engine to cool prior to performing this repair, and to perform an inspection to determine if parts need to be ordered.

What should you do?

You do not need to return to your dealer for this repair unless your vehicle exhibits clutch judder or shudder on light acceleration from a stop or during shift events. Please keep this letter as a reminder of the extended warranty coverage for your clutch. If your clutch requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your



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

4/29/20 called
814-540-6011



K/28789/210185/0449



MAPLE GROVE, MN



August 2019

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

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

2014 Focus

Your Vehicle Identification Number (VIN): 1FADP3F26E



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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 PCM software may not adequately detect a stuck-open canister purge valve (CPV) within the fuel vapor system. If the CPV malfunctions and sticks open, it can lead to excessive vacuum in the fuel vapor system, potentially deforming the plastic fuel tank. This can cause the following symptoms:

- Illuminated malfunction indicator lamp (MIL) with certain diagnostic trouble codes (DTCs)
- Inaccurate or erratic fuel gauge indication
- Inaccurate distance to empty (DTE)
- Engine stall and/or other drivability concerns related to stuck open CPV

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?

Parts and software are now available to repair your vehicle.

Ford Motor Company has authorized your dealer to update your vehicle's PCM software, check for DTCs or other evidence of a leaking CPV, and perform any additional required repairs as required, free of charge (parts and labor).

If you installed a Ford Performance calibration on your 2013-2018 Focus ST, you must still have this safety recall performed. You may contact Ford Performance to obtain an updated Ford Performance calibration for your vehicle after this recall has been completed. Contact the Ford Performance Tech line if you have purchased and installed an upgraded high performance

**What should you do?
(continued)**

Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. **Customers are advised to maintain at least 1/2 tank of fuel until their vehicle has this safety recall completed.**

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. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed 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.

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 and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct software and parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to fuel tank deformation. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

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PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



7021 1970 0000 9470 3893



1024



20590

U.S. POSTAGE PAID
FCM LG ENV
MAPLE GROVE, MN
55311
FEB 25, 22
AMOUNT

\$5.91

R2305H128918-23

NHTSA

Administration
1200 New
Washington

re: Ford Recalls
Jersey Ave SE
D.C. 20590

W48-226

POSTNET barcode