FICTIONAL SAMPLE · DRAFTED BY FREE DEMAND WRITER FROM A MADE-UP CASE FILE · NOT LEGAL ADVICE

PLEASE VERIFY BEFORE SENDING

Unverified AI draft. Every fact must be checked against the records before use. It is not legal advice. Fill in every [ADD: …] placeholder, set the demand amount, confirm anything marked [VERIFY], and delete this box before sending.

- Full VIN is not in the documents (only "ending 2J9064"). Add it, along with the firm address, date, delivery method, recipient title and ZIP code.
- Demand amount, response deadline and the amount claimed for the unauthorized charges are placeholders for the attorney to set. The sources do not say which invoice lines the client treats as unauthorized, and the draft does not pick a figure.
- Totals must be checked. The $1,469.09 total (tow, corrective repair, rental) is added from the receipts and excludes the Tanner Mill charges. The "difference" figures in the comparison are not on any document; confirm them or delete them.
- The Marrow Street report lists findings but does not state who or what caused them. The mileage on March 16 and whether anyone else touched the brakes between March 11 and March 16 are not in the file. Confirm with the client before relying on the causation argument.
- The invoice warranty says claims "must be brought to this shop." The client had the repairs done at Marrow Street on March 19 and first wrote to the shop on March 20. Expect the shop to raise this and decide whether to address it.
- The client's account (drop-off, no call, "calipers were sticking" statement, payment because the car would not be released) comes from intake notes dated March 25, 2026. The phone-log screenshot is referenced on the invoice page but the screenshot itself was not seen. Confirm both with the client.
- The sources do not say whether any rotor measurement showed the rotors were out of spec. The letter says only that the invoice does not state this.
- [VERIFY: Connecticut auto repair consumer law (written estimate, authorization, return of parts)]
- [VERIFY: Connecticut consumer protection statute that applies]

Dellacroce & Haines LLC
[ADD: firm street address]
[ADD: city, state ZIP]
[ADD: phone] · [ADD: email]

[ADD: date]

VIA [ADD: delivery method]

Mr. Frank Mazur, Owner [ADD: confirm title]
Tanner Mill Brake and Tire LLC
1450 Tanner Mill Road
Oak Haven, Connecticut [ADD: ZIP]

Re: Demand for Refund of Unauthorized Charges and Corrective Repair Costs. Our client: Lydia M. Brennan. Vehicle: 2018 Brexton Solace EX sedan, VIN [ADD: full VIN]. Tanner Mill Estimate No. E-60217 and Invoice No. 60217. Repair dates: March 10-11, 2026. Brake failure incident: March 16, 2026.

Dear Mr. Mazur:

Introduction

We represent Lydia M. Brennan about brake work performed on her 2018 Brexton Solace EX sedan, VIN [ADD: full VIN] (the shop's documents show the VIN ending 2J9064), by Tanner Mill Brake and Tire LLC ("Tanner Mill") on or about March 10-11, 2026 [written_estimate_authorization.pdf p.1; tanner_mill_final_invoice.pdf p.1]. Please direct all further communication about this matter to our office. Please also forward this letter to your liability insurer.

The repair

Ms. Brennan brought her vehicle to Tanner Mill on March 10, 2026, with one concern: a squeal when braking [written_estimate_authorization.pdf p.1]. She says she dropped the car off at 8:00 AM, and that the service writer told her the pads were worn and the rotors would be checked [written_estimate_authorization.pdf p.1].

Tanner Mill's written Estimate No. E-60217, dated March 10, 2026, listed the following work [written_estimate_authorization.pdf p.1]:

- Front brake pads, premium ceramic: $129.00
- Labor, front pads: $160.00
- Resurface front rotors (if within spec): $90.00
- Shop supplies: $18.00
- Estimated total, before tax: $397.00

Ms. Brennan signed the estimate on March 10, 2026, under this printed authorization: "I authorize the work listed above. Call me at the number on file BEFORE doing any additional work." [written_estimate_authorization.pdf p.1]. The "Customer requests return of replaced parts" box was checked "YES" [written_estimate_authorization.pdf p.1]. The service writer was Dean Sokol [written_estimate_authorization.pdf p.1].

Tanner Mill's own policy, printed on the back of the estimate, states: "No work beyond this estimate will be performed without the customer's approval. Approval for additional work will be

noted on the repair order with the date, time and name of the person who approved it." [written_estimate_authorization.pdf p.1].

Ms. Brennan picked up the car on March 11, 2026, and paid $1,508.04 by card on Final Invoice No. 60217 [tanner_mill_final_invoice.pdf p.1]. She says she paid because the shop would not release the car otherwise [written_estimate_authorization.pdf p.1].

What went wrong

Work and charges beyond the written authorization. The final invoice differs substantially from the estimate Ms. Brennan signed:

Item	Estimate E-60217 [written_estimate_authorization.pdf p.1]	Invoice 60217 [tanner_mill_final_invoice.pdf p.1]
Front brake pads, premium ceramic	$129.00	$129.00
Front rotors	Resurface, if within spec: $90.00	New, pair: $268.00
Front calipers	Not listed	Remanufactured, pair: $412.00
Brake fluid flush	Not listed	$119.00
Labor	Front pads: $160.00	Front brakes, rotors and calipers: $455.00
Shop supplies	$18.00	$35.00
Total before tax	$397.00 (estimated)	$1,418.00 (subtotal)
Sales tax	Not stated	$90.04
Total paid	Not stated	$1,508.04

The invoice replaced the rotors instead of resurfacing them, replaced both calipers, and added a brake fluid flush. None of the caliper or fluid work appears on the estimate. Nothing on the invoice states that the rotors were found out of specification [tanner_mill_final_invoice.pdf p.1].

The invoice carries the note "Additional work approved by phone." [tanner_mill_final_invoice.pdf p.1]. But the repair order line for additional work has no date, time or name of the person who approved it, which is what Tanner Mill's own policy requires [tanner_mill_final_invoice.pdf p.1; written_estimate_authorization.pdf p.1]. The line marked "Additional work approved by customer" is blank, and Ms. Brennan signed only on the payment line [tanner_mill_final_invoice.pdf p.1]. Her phone log shows no incoming calls from the shop's number on March 10 or March 11, 2026 [tanner_mill_final_invoice.pdf p.1]. She says nobody called her, and that at pickup she was told only, "the calipers were sticking, so we took care of it." [written_estimate_authorization.pdf p.1].

Replaced parts not returned. Ms. Brennan asked in writing for her replaced parts to be returned. The invoice states "Old parts: not returned" and "Parts discarded." [written_estimate_authorization.pdf p.1; tanner_mill_final_invoice.pdf p.1].

Brake failure five days later. The invoice records a torque check of "OK," initialed "RP" (technician Ray Pinto), and a mileage out of 84,322 [tanner_mill_final_invoice.pdf p.1]. On March 16, 2026, at about 7:40 AM, Ms. Brennan heard loud grinding and the car pulled hard left under braking on the highway near the Oak Haven exit. She stopped on the shoulder. There was no collision [second_shop_report_and_receipts.pdf p.1]. Hilltop Towing took the car to Marrow Street Auto Service for $185.00 [second_shop_report_and_receipts.pdf p.1].

Independent inspection. On March 17, 2026, Sandra Kowalczyk, a certified master technician at Marrow Street Auto Service, inspected the car and reported these findings [second_shop_report_and_receipts.pdf p.1]:

- The left front caliper lower guide bolt was missing.
- The upper guide bolt was finger-tight only.
- The caliper rotated on the bracket and contacted the wheel and rotor.
- The left front rotor was scored and heat-damaged.
- The inner surface of the left front alloy wheel was gouged.
- The left front brake hose was stretched and kinked.
- The right front caliper bolts were under the manufacturer's torque spec.
- The car was unsafe to drive.

Marrow Street took photographs of the missing bolt and the damage and keeps them in its shop file [second_shop_report_and_receipts.pdf p.1]. The left front caliper is a component Tanner Mill's invoice shows it replaced five days earlier [tanner_mill_final_invoice.pdf p.1].

Complaint and the shop's response. On March 20, 2026, Ms. Brennan emailed you that the shop had left her caliper loose, that she never approved new rotors or calipers, and asked for a refund of the extra charges and payment for the repairs [second_shop_report_and_receipts.pdf p.1]. On March 24, 2026, you replied: "My tech says everything was torqued right. Something else must have happened after you left. We don't give refunds on completed work." [second_shop_report_and_receipts.pdf p.1]. Your reply did not identify who approved the additional work, or when.

Connecticut law governing auto repair shops generally addresses written estimates, authorization before additional work, and return of replaced parts [VERIFY: Connecticut auto repair consumer law (written estimate, authorization, return of parts)]. Tanner Mill's conduct may also implicate Connecticut's consumer protection laws [VERIFY: Connecticut consumer protection statute that applies].

Damages

Item	Date	Amount	Source
Charges on Tanner Mill Invoice No. 60217 for work beyond the March 10 estimate (the invoice total paid was $1,508.04)	March 11, 2026	[ADD: amount claimed for unauthorized work]	tanner_mill_final_invoice.pdf p.1

Item	Date	Amount	Source
Towing, Hilltop Towing	March 16, 2026	$185.00	second_shop_report_and_receipts.pdf p.1
Corrective repair, Marrow Street Auto Service Invoice No. 8842	March 19, 2026	$1,096.69	second_shop_report_and_receipts.pdf p.1
Rental, Oak Haven Car Rental	March 16 to March 19, 2026	$187.40	second_shop_report_and_receipts.pdf p.1

Total of the three itemized receipts above, excluding the unauthorized-work amount (as read from the bills): $1,469.09

Demand

Ms. Brennan demands that Tanner Mill pay her [ADD: demand amount] by [ADD: response deadline]. This covers:

- the charges for work she did not authorize;
- the $1,096.69 she paid Marrow Street Auto Service to correct the condition of her brakes;
- the $185.00 tow; and
- the $187.40 rental.

Tanner Mill must preserve all records and physical items related to this vehicle. This includes:

- the estimate, repair order, invoice and any technician notes or torque records;
- any record of the claimed approval "by phone," including phone records and notes of any call to Ms. Brennan on March 10 or 11, 2026;
- parts purchase records for the rotors, calipers and fluid;
- all communications about Ms. Brennan or her vehicle; and
- any parts removed from her vehicle that remain on hand, and any hardware, bolts or packaging from the work.

If any removed parts were discarded, please tell us in writing when, and by whom.

If this matter is not resolved by the date above, Ms. Brennan is prepared to pursue the remedies available to her under Connecticut law. We would prefer to resolve it without litigation.

Sincerely,

Victor S. Dellacroce
Dellacroce & Haines LLC