

**Jameliah Shana Trammell- cell: 414-807-1313
2610 W. Victory Ln #4
Milwaukee, WI 53209**

March 2010 I had suspension work done on my car. I have all of the receipts to show what work was done. Driving on my daily route the streets are horrible and when repaired the quality of the work done is very poorly, making things worse. I am requesting that all the damage that has been done be repaired. The work that I have gotten done has been damaged and more damage has been sustained.

1. All up and down Teutonia in the North/South lanes; there are large pot hole, torn up streets from the previous snow fall and being plowed.
2. All up and down Villard, both East/West lanes; its like driving over speed bumps all down the road. Also on 52nd & Villard; there was a water main break which collapsed the street. The pack job they did is horrible. Yet another major sink hole. It looks fine until you are close on it and it's too late to avoid. (I have pictures of the water when it flooded the street as well as pictures of the poor repair job once they fixed the water main. I notified police of the incident as it happened.

1. Per Brown Deer Sales Service Center

Suspension Estimate- \$

I was given both a verbal and written estimate about my suspension. The verbal estimate was \$900.00 plus tax just for 2 Rear Trailing Arms and 2 Front Lower Balljoints. This estimate did not include the Front Trailing Arms, the Rack & Pinion, nor the pressure valve for Rack & Pinion. This damage was caused by other incidents listed below.

The written estimate included

1. Both Rear Trailing Arms
2. Both Front Lower Balljoints
3. Both Front Trailing Arms
4. Rack & Pinion
5. Pressure Valve

**Total cost for repair as of April 28th: \$900.00 plus tax
New Total cost for repair as of May14th: \$**

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Incidents that caused other damages

6. Teutonia & Garfield- directly across the street from Williams Funeral Home in the North bound lane. I called and reported that a repair they recently did was poor and had sunk in. It couldn't be avoided. This caused major damage to my vehicle on top of having to travel the same streets everyday.
7. All up and down 35th (Off Florist) North/South as well as Douglas East/West lanes. The street on 35th is really bad I am able to see the metal rods in the concrete. This caused damage to my car as well.

2. Per Winks Auto Electric and Brake Service

Suspension Estimate- \$63.36 (5-13-10)

1. Both Rear Trailing arms and Front trailing arms need replacement
2. Both Front end Lower Balljoints needs replacement
3. Another Rack & Pinion needs to be put on. It's busted. (This is one of the things I had replaced original in March 2010)
4. Pressure control valve is leaking (Pressurizes rack & pinion)

Total cost for repair \$3050.32 plus tax

Brown Deer Sales Service Center
7440 W. Brown Deer Road
Milwaukee, WI 53223
phone: 414-357-6590 / fax: 414-357-6595

WORK ORDER # 6532 05/17/10

JAMELIAH TRAMMELL
 2610 W VICTORY LANE
 Milwaukee, WI 53009

1993 eng: L6 3.0L 2997cc plate# TRAM0001 mileage
 LEXUS vin#
 GS300

SUSPENSION				783.45	Group Total
4851080156	2@	169.95	339.90 FRONT STRUTS	000	3.00hrs@ 89.95/hr 269.85
4868030050	2@	86.85	173.70 STRUT MOUNTS		INSTALLED FRONT STRUTS WITH MOUNTS
Parts Sub-Total			513.60		PER EXCESSIVE WEAR

CHASSIS & STEERING				3864.95	Group Total
4425030060	1@	1983.23	1983.23 STEERING GEAR ASSEMBLY	000	10.70hrs@ 89.95/hr 962.47
4421030050PO	1@	919.25	919.25 Steering Gear Pinion Value		INSTALL STEERING GEAR ASSEMBLY
Parts Sub-Total			2902.48		INCLUDING STEERING GEAR VALUE DUE
					EXCESSIVE LEAKING AND WEAR

SUSPENSION				1616.14	Group Total
4864030110	1@	214.40	214.40 LEFT CONTROL ARM LOWER	000	13.20hrs@ 89.95/hr 1187.34
4862030110	1@	214.40	214.40 RIGHT CONTROL ARM LOWER		REPLACE LOWER CONTROL DUE EXCESSIVE
Parts Sub-Total			428.80		WEAR ON LOWER BALLJOINT. LOWER
					BALLJOINT POSSIBLE NOT
					REPLACABLE-ENTIRE CONTROL ARM MIGHT
					HAVE TO BE REPLACED IF BALL JOINT
					CAN NOT BE REMOVED-6.6 HRS PER SIDE

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New

I, the Registered Owner, authorize you to perform the above repairs, furnish all materials and any necessary sublet work. Your employees may operate vehicle for inspection, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hrs. after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure that amount of repairs thereto.

PARTS	3844.88
LABOR	2419.66
Hazard Waste	13.00
TAX	351.54
TOTAL WORK ORDER	6629.08

SIGNED: _____

original
work order
from Mar'10

AUTO PARTS

01- By me

WE WELCOME YOUR COMMENTS!
CONTACT CARQUEST VOICE OF THE
CUSTOMER DEPARTMENT 877-735-2233

After
12pm



21201003040251400002322150000327374605

ANY PRODUCT RETURNED FOR CREDIT MUST BE ACCOMPANIED BY THIS RECEIPT.

SEE CARQUEST STORE FOR DETAILS OF THE COAST TO COAST GUARANTEE.

THANK YOU
WE APPRECIATE YOUR BUSINESS
COME AGAIN .00000

THANK YOU
WE APPRECIATE YOUR BUSINESS
COME AGAIN 00000

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.		SALES ID	TEAMMATE ID	FORM OF PYMT.	
2514-232215	1	03/04/10				TG1684	CASH	
MFG. PART NUMBER	ORDERED	SHIPPED	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX	
1 WPC M3010146590SNK TIE ROD END <i>New</i>	1	1	105.61	50.11	0.00	50.11	Y/Y	
2 WPC M3010146587SNK TIE ROD END <i>New</i>	1	1	105.61	52.27	0.00	52.27	Y/Y	
<small>WARRANTY DISCLAIMER: "The implied warranty of merchantability constitutes all of the warranties with respect to the sale of all items. The seller hereby expressly disclaims all warranties, either expressed or implied, including any particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of all items."</small>								
SHIP VIA	DELV. TIME	DELV. ID	FREIGHT	TAXABLE AMT.	SALES TAX	TOTAL CORE	PREV. DEPOSIT	
				102.38	5.73			

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110.11 / 2.00

CUSTOMER COPY

PAY THIS AMOUNT ▶

108.11