Office of the City Attorney 200 East Wells Street Suite 800 Milwaukee, WI 53202

Angela M. Lopez 2038 S. 30th street Milwaukee, WI 53215

C. I. F. le No.: 09-5-286

October 6, 2009

Dear City Attorney Grant F. Langley,

I am responding to your letter(s) regarding the claim I filed regarding damages to my vehicle that occurred as a result of negligent towing; a complete stranger ended up with my damaged car in their possession for three days, to supposedly fix it at their discretion, and consequently damaged my speakers, advanced the Mp3 track, and cracked the spoiler in my fairly new and well kept car. I am not certain as to what they fixed because of steering damage (axel and wheel pole) or alleged they changed the tire and feel unsafe about my car.

Contrary to the interpretation made by the Deputy City Attorney, I do not allege that the speakers were stolen, but that the fairly new speakers on my 2007 vehicle were blown by negligent use, and do not sound like they did before they towed my car. I had paid \$95.00 (for a tow) to get it, but was left without a vehicle, having no idea actually where it was and who was driving it. They left clear evidence that they drove it around, messed with my music; the speakers do not sound the same, and they played games with me over the telephone threatening to fix the tire and steering wheel pole damage with junkyard parts at their discretion. I had pleaded with them to have it fixed at a GM dealer. But, instead they kept it for three days and used it; then they drove it to me at a public library; it was not delivered to me by a tow truck.

I should have a right to a refund; I was not allowed to retrieve it from the city tow lot where I accordingly paid the \$95.00.

A tow truck did not bring me my car, to the public library. Nevertheless, this was embarrassing; I was interrupted in the middle of a class I was teaching in the community meeting room inside the Capitol Library.

I do not feel safe driving my car since this happened because I have no idea what they fixed or replaced and the dealer mechanic could not find anything, as of late. I feel unsafe.

My car did not have any numbers marked on it, indicating that it had ever been towed.

When I got into my car, I discovered that they changed the station on my radio and that the MP3 disc that was playing had advanced about two hours of playing tracks. This means the car was driven around a great distance.

When I had parked it on Wisconsin Avenue (from where it had been towed), I had 1/2 tank of gas. When I started the car at the library, I only had a quarter tank of gas left. This too, indicates the car was driven. When I inspected the exterior, I discovered a nick/crack in my spoiler that wasn't there previously, to the car 'getting stolen for a joyride'.

I reiterate the speakers in car do not sound the same. It seems that the person(s) who used my car for three days, blew the speakers out, and this may explain why my MP3 disc was not on the track where I had left it.

I consider those two days of not having my car as auto theft. I demand a refund of the \$95.00 I paid to retrieve my car from the tow lot on 38th and Lincoln, as I was without a car for three days and it was never in the possession of the city tow lot to merit me having to pay any money in order to get it back.

Now that I am informed of the consequence of the deal made with the City Attorney for dismissing the ticket of \$55.00, I realize that I made a huge error by taking that deal. I do not argue that I deserved the parking ticket, and did want to pay it.

Also, as suggested by the City Attorney, I requested rental car compensation. I request reimbursement to replace the speakers, to fix the spoiler and for a rental car. I will pay the parking ticket; hence I am asking \$551.08, the total reflecting the difference of the merited parking ticket and the tow fee.

I appreciate your time and effort in resolving this issue, whether the next step be going to a hearing, or if we can arrive at an immediate solution through my clarification of the circumstances surrounding this claim.

I may be reached at 414-243-2383, anytime.

Sincerely yours,

Angela M. Lopez

Algela M. Lines

C.C. Attorney Linda Uliss Burke

C.C. Investigator Adjuster Robert Overholt

City Hall 200 East Wells Street City Clerk, Room 205 Milwaukeee, WI 53202 CITY OF MILWAUKEE
RECEIVED
2003 JUL 31 PM 2: 23
OFFICE OF
GITY ATTORNEY

Angela M. Lopez 2038 S. 30th street Milwaukee, WI 53215

July 29, 2009

To whom it may concern,

I am filing a claim against the City of Milwaukee, which complies with Sec. 893.80, Stats because my car was damaged, and it did not make it to the City tow lot, when I went to pay \$95.00 (for a tow) to get it, on the same day, 4/2/09.

When I first noticed that my car was gone, I called the city and was told that my car had been taken to the lot on 38th and Lincoln. Then I rushed over there before 6pm and paid the \$95.00 (TOW # 1398682) to get my car out, and waited. Then after waiting for my car, the tow lot employees alleged that the towing company they contracted, Fah Towing and Storage LLC had damaged my car while towing it and it is "undriveable"; but Fah Towing would be willing to repair it, at their cost.

The tow lot employees had taken my keys and would not show me my damaged car because the gate was closed (where they alleged my car was). I asked to see the damages to my car, and they said it was too late. They said "the towing company damaged the axel and wheel pole". My father was present as a witness to this.

Then I called FAH and told them it would have to be repaired at a GM authorized Pontiac dealer because it is a new car under the bumper to bumper and power train warranty, which would be nullified if any unauthorized repairs are done by a non GM mechanic. FAH said they would be shopping around junkyards to get parts needed to fix it. I told them I do not agree to this. We continued to argue this issue over the telephone throughout the evening and the following morning.

JUL 31 PM 1: 1

Next I learned that FAH took my 'undriveable' car, which, according to the City of Milwaukee Tow Lot, had tire and steering damage (axel and wheel pole) to some storage lot on N. Teutonia and told me they would be charging me for storage until I pick it up. Then I kept calling, trying to speak to the person in charge, whom according to the city tow lot employees, is someone who goes by the name "G".

Then after being without my car for three business days, a FAH employee, Alex, who had been driving my car without my permission, said his boss refuses to take my car to be fixed at a GM dealer and said I would have to take it myself, to the GM dealer and pay to get it fixed. The boss would not answer my calls. I had been trying to work things out, but every time I called FAH, they say they 'only listen to what their boss tells them to do'. The boss was some higher up person, who would not speak to me and was never available. They said they 'do not know what it is like to have a warranty because they never owned a new car' and basically patronized me about my demand to have my car properly repaired.

Then all of the sudden Alex called me, the next day, on 4/5/09 regarding my car. I told him that I was at the Capitol Library, and that I had to walk and take the bus, in the cold, to get there. Then all of the sudden, he came to the library, gave me my keys and said my car was parked outside, which he had driven it there, and 'it was no longer damaged'. I did not give anyone permission to drive my car. Alex tried to convince me that the City had confused my car with another car they had damaged.

But why did the City give this person my keys?

A tow truck did not bring me my car, to the public library. Nevertheless, this was embarrassing; I was interrupted in the middle of a class I was teaching in the community meeting room inside the Capitol Library.

I do not feel safe driving my car since this happened because I have no idea what they fixed or replaced and the dealer couldn't find anything, as of late. I feel violated.

My car did not have any numbers marked on it, indicating that it had ever been towed. When I got into my car, I discovered that they changed the station on my radio and that the MP3 disc that was playing had advanced about two hours of playing tracks. This means the car was driven around a great distance.

When I had parked it on Wisconsin Avenue (from where it had been towed), I had 1/2 tank of gas. When I started the car at the library, I only had a quarter tank of gas left. This too, indicates the car was driven. When I inspected the exterior, I discovered a nick/crack in my spoiler that wasn't there previously, to the car 'getting stolen for a joyride'.

Also the speakers in car do not sound the same. It seems that the person(s) who used my car for three days, blew the speakers out, and this may explain why my MP3 disc was not on the track where I had left it. New car speakers will cost \$94.99, the cheaper of two estimates for speakers for my car year, make and model; see print out.

I consider those two days of not having my car as auto theft. I demand a refund of the \$95.00 I paid to retrieve my car from the tow lot on 38th and Lincoln, as I was without a car for three days and it was never in the possession of the city tow lot to merit me having to pay any money in order to get it back.

Enclosed you will find two estimates for the cost to repair the damage to my spoiler (Greenfield Pontiac, \$207.93 AND Auto Collision Specialists, \$212.26).

Also, as suggested by the City Attorney, there are two estimates for the cost to rent a car, similar to mine, from two car rental companies, for the three days I was missing my vehicle (Avis \$208.16 AND National \$246.42).

I request reimbursement for the tow-which never happened to make it to the possession of the city tow lot, and also money to replace the speakers, to fix the spoiler and for a rental car. The lesser of two combined estimates, with the least expensive speakers, and the tow, totals \$606.08. This is the total amount I am asking to settle this. I have enclosed copies of all pertaining estimates for your convenience

Please note that the return address on this document is my permanent mailing address.

I appreciate your time and effort in resolving this issue. I may be reached at 414-243-2383, anytime.

Sincerely,

Angela M. Lopez

Estimate #1 Least Expensive

GREENFIELD PONTIAC BUICK 3615 S 108TH ST MILWAUKEE, WI 53228 414-545-7000

*** ESTIMATE ***

04/07/2009 02:55 PM

Owner

Owner: ANGELA LOPEZ

Address: 2759 N BREMEN STREET City State Zip: Milwaukee, WI 53212

Home/Evening: (414)243-2383

FAX:

Inspection

Inspection Date: 04/07/2009 02:55 PM

Appraiser Name: Jay Gesell

Address: 3615 S. 108th St

City State Zip: Greenfield, WI 53226

Email: bodyshop@greenfieldpontiac.com

Inspection Type:

Appraiser License #:

Work/Day: (414)290-7181 FAX: (414)290-7180

FAX:

Repairer

Repairer: John Paul's Greenfield Address: 3615 S. 108th St

Address: 0010 0. 100th 0t

City State Zip: Greenfield, WI 53226
Email: bodyshop@greenfieldgmpartscenter.com

Contact: Jay Gesell Work/Day: (414)290-7181 Work/Day: (414)545-7000

FAX: (414)290-7180

Vehicle

2007 Pontiac G5 STD 2 DR Coupe

4cyl Gasoline 2.2 4 Speed Automatic

Lic.Plate: 530NMS

Lic Expire: Veh Insp# : Condition:

Ext. Color: BLACK Ext. Refinish: Two-Stage Lic State: WI

VIN: 1G2AL15F677281919

Mileage Type: Actual Code: W2362A Int. Color:

Int. Refinish: Two-Stage

Options

AM/FM CD Player Center Console Intermittent Wipers MP3 Player

Power Door Locks Power Windows Rem Trunk-L/Gate Release

Tilt Steering Wheel Velour/Cloth Seats

Air Conditioning
Dual Airbags
Keyless Entry Sy

Keyless Entry System Mud/Splash Guards Power Mirrors Rear Spoiler

Tachometer Tinted Glass Alarm System Floor Mats

Lighted Entry System Power Brakes Power Steering

Rear Window Defroster Theft Deterrent System Trip Computer

Damages

Line	Op	Guide	МС	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
1	1	494		Spoiler,Deck Lid	Repair			0.3*	SM
2	L	494	#	Spoiler,Deck Lid	Refinish 0.8 Surface 0.6 Two-stage setup			1.6*	RF

04/07/2009 02:56 PM

Page 1 of 3

Angela Lopez

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	MC	Message						
	10 13				ENTIRE PANEL VO-STAGE ALLOW	VANCE		
Estimate Total & Entries								
Other Parts Paint Materials Parts & Material Total Tax on Parts & Material			@ 5	5.600%	\$5.00 \$54.40	\$59.40 \$3.33		
Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs				
Sheet Meta! (SM) Mech/Elec (ME) Frame (FR)	\$55.00 \$94.00 \$65.00)	0.3	0.9	\$49.50			
Refinish (RF) Paint Materials	\$55.00 \$34.00	1.6		1.6	\$88.00			
Labor Total Tax on Labor Gross Total Net Total			@ 5.600	2.5 H %	ours	\$137.50 \$7.70 \$207.93 \$207.93		

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00 Zip Code: 53228 Default

Audatex Estimating 5.0.623 ES 04/07/2009 02:56 PM REL 5.0.623 DT 03/01/2009 DB 04/01/2009 Copyright (C) 2008 Audatex North America, Inc.

0.8 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR-MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM= Replace PXN Reman/Rebit	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
.BR = Blend Refinish	! = Repair	IT = Partial Repair
CG= Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	·

AUTO COLLISION SPECIALISTS 8280 NORTH TEUTONIA AVENUE

BROWN DEER, WI 53209

OFFICE: (414) 355-1900 FAX: (414) 355-1500

CD LOG NO 2513-1

DATE 07/08/09

SHOP:

AUTO COLLISION SPECIALISTS

ADDRESS: 8280 N. TEUTONIA AVE.

CITY STATE: BROWN DEER, WI

ZIP:

53209-

INSP DATE:

07/08/09

CELL PHONE: (414)243-2383

CONTACT: PHONE 1:

TROY DYKSTRA (414)355-1900

FAX:

(414)355-1500

Estimate #2

OWNER:

LOPEZ, ANGELA

ADDRESS:

2759 N. BREMEN STREET

CITY STATE: MILWAUKEE, WI

ZIP:

53212

EMAIL:

ANGELALAGITANA@YAHOO.COM

POINT OF IMPACT: 0

LIC#:

530-NMS

STATE: WI

VIN:

1G2AL15F677281919

BODY COLOR: BLACK

MILEAGE: CONDITION: EXCELLENT ACCTNG CTL#:

DRIVEABLE: YES

VEH. INSP#:

*=USER-ENTERED VALUE

EC=REPLACE ECONOMY

UM=REMAN/REBUILT PRT

OE=REPLACE PXN OE SRPLS

TE=PARTL REPL PRICE

I=REPAIR

TT=TWO_TONE N=ADDITIONAL LABOR

AA=APPEAR ALLOWANCE

E=REPLACE OEM

UE=REPLACE OE SURPLUS

EU=REPLACE SALVAGE

PC=PXN RECONDITIONED

ET=PARTL REPL LABOR

L=REFINISH

CG=CHIPGUARD

RI=R&I ASSEMBLY

RP=RELATED PRIOR

NG=REPLACE NAGS

30,123

UC=RECONDITIONED PRT

EP=REPLACE PXN

PM=PXN REMAN/REBUILT

IT=PARTIAL REPAIR BR=BLEND REFINISH

SB=SUBLET

P=CHECK

UP=UNRELATED PRIOR

2007 PONTIAC G5 STD 2DOOR COUPE

4CYL GASOLINE 2.2

OPTIONS: TWO-STAGE - EXTERIOR SURFACES

CODE: W2362A/C OPTNS D/24CDVL

TWO-STAGE - INTERIOR SURFACES

POWER DOOR LOCKS

POWER WINDOWS ELEC REMOTE CONTROL MIRRORS

AIR CONDITIONING

OP GDE	MC DESCRIPTION	MFG.PART NO.	PRICE	AJ% B%	HOURS R
I 0494	SPOILER, DECK LID	REPAIR			0.5*1
L 0494	13 SPOILER, DECK LID	REFINISH			2.0 4
SBM60	HAZARD. WSTE. REM.	SUBLET REPAIR	3.00*		1*

3 ITEMS

MC MESSAGE(S)

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Angela 1 spez

FINAL CALCULATIONS & ENTRIES				68.00
PAINT MATERIAL				68.00
PARTS & MATERIAL TOTAL	•		F (000	
TAX ON PARTS & MATERIAL	. (4		5.600%	3.81
LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	52.00		0.5	26.00
2-MECH/ELEC	75.00			
3-FRAME	65.00			
4-REFINISH	52.00	2.0		104.00
5-PAINT MATERIAL	34.00			
LABOR TOTAL				130.00
TAX ON LABOR		@	5.600%	7.28
SUBLET REPAIRS				3.00
TAX ON SUBLET		@	5.600%	0.17
TOWING	-			
STORAGE				
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NET TOTAL				212.26
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Angelo Lopez

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MOTENIA AND LIFE

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Previous | Next | Back to Messages

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Friday, May 15, 2009 10:07 PM

Avis Reservation Confirmation

"avisreservations@avis.com" <avisreservations@avis.com>

ANGELALAGITANA@YAHOO.COM

AVIS.



Your Avis Reservation Confirmation

ANGELA LOPEZ

Thank you for choosing Avis for your car rental needs at General Mitchell Field (Milwaukee,Wi). We look forward to seeing you on Wed, May 20, 2009 08:00 PM.

For your convenience here are some key facts you should know about your reservation.

Reservation Quick Facts

Reservation Number: 25005075US4

Pickup date/time:

Wed, May 20, 2009 06:00 PM

Return date/time:

Fri, May 22, 2009 06:00 PM

Approximate Total: (208.16 USD*)

* This total does not reflect any coupons, special services, optional or additional insurance coverages, or products selected at time of reservation. These will be applied at the time of rental.

For complete details on your reservation, simply go here to view your personal Reservation Confirmation page.

It was our pleasure to assist you today, and we look forward to providing you with a great rante experience of you need to make any changes to your reservation, ofcase, contact us at one of the numbers below:

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Note; if you have reserved counter products such as GPS, please do not make modifications to your reservation online. Context us officially whapisame for any modifications to encore your selected products remain on your reservation.

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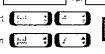
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Angela Lopez

Yahoo! My Yahoo! Mall More

travelocity You'll never room alone **Book your vacation** worry-free.





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Book

Check Mall Compose

Search Mail

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Friday, May 15, 2009 10:00 PM

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National Car Rental Reservation Confirmation 850042358 for Milwaukee Arpt

"reservations@nationalcar.com" <reservations@nationalcar.com>

angelalagitana@yahoo.com

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Your confirmation number let 850042356

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Your level of service is Counter. Please proceed to the model counter.

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e-Receipt

Confirmation # 850042356

Status: Booked



Here's what you do to pick up your car:

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- Counter: Renial counters located in a common car renial facility with all car renials on algorit.

Rental Information

Manuel Parish Care

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Droppil information

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Angel Lopez

send earnings	Location: Milwaukee Arpt (MKET01) Date & Time: Friday, May 22, 2009 @ 12:00 PM	
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sun is shining		
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Manufacturer: <u>Eclipse</u> (1) <u>Rockford</u> Fosqate (1)	6" x 9" Comp	onent Systems				Items per page: 20 50 100
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Peak Power Handling: ② 101 - 200 watts (1) 201 - 300 watts (1)						
Impedance (per voice coil):	!					
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Sensitivity: ② 71 - 90 dB (2)						
Tweeter Design: ②	!					,
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