

Joyce M. Robinson
PO Box 928
Milwaukee, Wisconsin 53201

CITY OF MILWAUKEE
RECEIVED
2010 NOV -4 PM 2:05

October 18, 2010

OFFICE OF
CITY ATTORNEY

City Clerk
ATTN: CLAIMS
200 E. Wells Street
Room 205
Milwaukee, Wisconsin 53202-3567

CITY OF MILWAUKEE
10 NOV -3 AM 11:06
RONALD D. LEONHARDT
CITY CLERK

RE: **Claimant** : **Joyce Robinson**
 Date of Accident : **July 7, 2010**
 Location of Accident : **3903 N. Hopkins Street**
 Make/ Year/Model : **Chevrolet / 2006 / Cobalt**
 Vehicle VIN : **1G1AK15F367776973**

Dear Sir or Madam:

Please accept this letter as my official claim with the city of Milwaukee pursuant to Wisconsin State Statutes 893.80(1) a, and within the prescribed 120 days to file this complaint.

On July 7, 2010 at about 5 p.m. on a Wednesday, I was driving north on Hopkins Street in the City of Milwaukee, County of Milwaukee and I all of a sudden I heard a loud sound. After inspecting the area/spot I heard the noise, I noticed that the sound came from a sewer manhole cover, which was turned upside down. There were City of Milwaukee employees performing some work on that spot, as was explained to me by an employee of the Water Works Department for the City of Milwaukee. Needless to say, there were no signs that evidenced this was a work site.

The damage done to my vehicle was extensive. Enclosed Please find a copy of the bill GMAC estimates it is owed due to the accident that took place as a result of manhole cover turned up-side down by city employees. I am asking the City of Milwaukee to pay the highlighted amount so that GMAC's Excess Wear (Damage) fee may be satisfied.

If you should require anything further of me please feel free to contact me at 414-343-9479. Thank you for your time and attention into this matter.

Sincerely,

Joyce Robinson

JMR:amv
C: City Clerk
C: file

P.O. BOX 380902
BLOOMINGTON MN 55438-0902



Joyce M Robinson
PO Box 928
Milwaukee WI 53201

FOR ASSISTANCE CALL: (800) 200-4622
TDD/TTY (HEARING IMPAIRED) : (800) 833-4622



August 18, 2010

Account Number: 154-9085-96336

Dear Joyce M Robinson,

Thank you for leasing your vehicle through your dealer and GMAC SmartLease. We hope you enjoyed your driving experience as much as we enjoyed helping you with your leasing needs.

Account Settlement

Now that your lease has ended, to settle your account and satisfy your obligations, a balance of \$9,643.09 is due from you. The balance consists of the following:

Excess Mileage (10368 @ \$0.20)		\$	2,073.60
Excess Wear		\$	5,445.10
Equipment - Right Side-Collision Damage Crushed	\$ 5,445.10		
Sales/Use Tax on Excess Mileage/Excess Wear Charges		\$	421.04
Past Due Monthly Payments		\$	537.15
Unpaid Late Charges		\$	120.00
Unpaid Fees and Taxes		\$	175.00
Total Daily Extension Charge (33 days @ \$26.40/day)		\$	871.20
Less - Security Deposit		- \$	0.00
Less - Other Funds Received*		- \$	0.00
Balance Due		\$	9,643.09

Please send payment of the balance due and the attached payment coupon in the envelope we have enclosed for your convenience.

* Other funds received can include an additional security deposit you paid during the lease, credits applied to excess mileage, excess wear or any other charges owing, refunds we've received for cancelled optional insurance, service, maintenance or other agreements, and amounts credited to your account for promotional programs, unused extra mileage and amounts you paid that are not yet due.

To view an image of your vehicle inspection report, go to www.gmacinspections.com and enter either the last 9 digits of your GMAC account number or the full 17 digits of your Vehicle Identification Number (VIN).

You are being asked to pay an amount for excess wear and damage to the leased vehicle. If you do not agree with this amount and wish to preserve valuable rights, you must obtain and deliver to us, within 7 days after hand delivery or 9 days after mailing of this bill, an itemized inspection report and estimate of the cost of repairing such excess wear and damage from an appraiser agreed to by us and, if your lease has ended, payment of any charges due under the inspection you obtained. If you properly obtain and deliver such appraisal and tender any amounts due, such appraisal shall be binding on us. If you fail to do so, our inspection shall be conclusive.

Thank You

Thanks again for using GMAC SmartLease. Your business is very important to us and we hope that we exceeded your expectations. We invite you to visit www.gmacfs.com to learn more about GMAC's full line of consumer products and services.



GM Extended Roadside Assistance Rebate Program

Jul 13, 2010
General Motors Divisional

JOYCE ROBINSON
po box 928
milwaukee, WI 53201

Road Service Receipt

Dear Customer,

We are sorry to hear you recently experienced an emergency roadside service event. As a convenience to you, we billed the cost of service to your credit card. The receipt below outlines the information collected from you at the time service was arranged. You are eligible for a \$30 rebate on the cost of this event if you have your vehicle repaired at the participating GM Extended Roadside Assistance Program dealer to which you had your vehicle towed. Please allow up to 30 days for processing your rebate check from the time we receive your request. Please remember to keep your original receipts for your records. Simply mail a copy of this receipt and your repair order from the participating GM Extended Roadside Assistance Program dealer to the following address on or before **Sep 4, 2010 7:56:10 PM**

GM Extended Roadside Assistance Rebate Program

C/O Cross Country Motor Club

P.O Box 9145

Medford, MA-02155

Should you need us in the future please call your roadside assistance number. We are available 24 hours a day, 365 days per year to assist you with your roadside emergencies.

Sincerely,

Cross Country Motor Club

For matters pertaining to your service, please call customer service at: 1-800-528-9416.

Receipt of Service

MA

Customer Name: JOYCE ROBINSON
Billing Address: po box 928
milwaukee, WI 53201
Telephone Number: 4143439479

Vehicle Information

Make / Year / Model: Chevrolet / 2006 / Cobalt
Plate / Color: / Red
VIN: 1G1AK156367776913

Service Details

Towing Destination: ANDREW CHEVROLET, INC.
Problem Type: Tow
Service Date: Jul 7, 2010 7:56:10 PM
Dispatch Reference Number: 2005542768
Rebate Reference Number: 10528

Payment Information

Credit Card: 2308
Cost of Service: \$72.00
Confirmation Number: VSJC5BC6B184

Cross Country Motor Club www.crosscountry-auto.com

Services are performed by and/or through Cross Country Motor Club, Inc., except in Alaska, California, Hawaii, Oregon, Wisconsin and Wyoming, where services are performed by and/or through Cross Country Motor Club of California, Inc.