

August 22, 2019

CITY OF MILWAUKEE

2019 AUG 27 P 1:31

Milwaukee City Clerk
Re: C.I. File No. 1029-2019-941

CITY CLERK'S OFFICE

In response to your response, it is evident that at some point and time you did however received a complaint about that area because the hole right next to the one my car went into had recently been repaired, the tar had not yet settled. When the repairs were done for that area the needed repairs right next to it were left undone. Workers were there, why not fill all the holes in that same area that needed filling while you're there and be done with. I understand you have discretionary immunity from liability for any damage due to defects in the roads. What I don't understand is why do a poor job when doing the job. As I stated in my complaint, it looked as though the area had been repaired as I drove towards it, and it was, just not all of it I found out. Only the workers know why for sure I guess. I also understand you got a lot of bad feedback for the poor response time and repair work that was done to repair major potholes which supports my complaint. Do the job and do it right the first time instead of having to return to the same areas over again to redo or complete the original job. I'm requesting a hearing although I think it's just a formality because as you stated, if you have no notice of any hazards, which in this case you did have, the city will not be responsible for damages regardless.

Sincerely,



Kathy Stephens

RECEIVED
OFFICE OF CITY ATTORNEY

AUG 28 2019

 2:58 A.M./P.M.

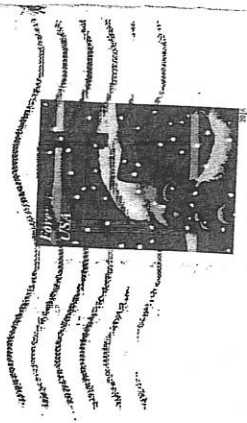
Kathy Stephens
5114 N 66 Street
Milwaukee, WI 53218

RECEIVED
OFFICE OF CITY ATTORNEY

AUG 28 2019

2:58 A.M.(P.M.)

MILWAUKEE WI 530
U.S. POSTAGE



CITY OF MILWAUKEE

7/10 AUG 27 P 1:31

CITY CLERK'S OFFICE

Milwaukee City Clerk
200 East Wells Street Room 205
Milwaukee, WI 53202

53202-357055



may 3, 2019

To: City Clerk
Attn: Claims
200 E. Wells St., Room 205
Milwaukee, WI 53202-3567

CITY OF MILWAUKEE
28 MAY 13 P 2:20
CIT

RECEIVED
OFFICE OF CITY ATTORNEY

Re: Kathy Stephens
Cost Recovery Partially Covered Pothole Damage

MAY 14 2019


3:30 A.M./P.M.

On March 6, 2019 at approximately 2:00 - 3:00 PM, I was driving south on N 60 Street. As I crossed West Calumet St, I saw a tar covered area on the pavement. When I got closer I noticed the left side was just a big deep hole that was not filled. I started panicking, cars were to my right and behind me, I was stuck, into the hole I went. KERPLUNK is what I heard as my car went down into the hole. My heart started racing. The car seemed okay so I kept driving holding my heart. As I was backing into my garage I heard this grunting noise. I put the car in park and turned the wheel to the left and I heard the noise again. I thought maybe some tar and or pebbles from the car falling into the hole had gotten stuck underneath. The next time I drove I pulled into a parking space turning the steering wheel to the left and that grunting noise started again. The next time I drove that noise started again and continued getting worse each time I drove. I took the car to the repair shop to find out what that noise was. The left front strut was damaged. I try very hard to avoid potholes. This hole was deceiving. The hole was filled, just not completely. I don't drive a lot but when I do, I try taking streets I'm familiar with so I know their condition and where the potholes are. There's just too many potholes. I don't remember the streets being so full of holes before. Just about everywhere I go, I'm dogging in and out of lanes trying to avoid holes but as I said, this hole was deceiving.

I'm sympathetically filing this claim because I would like to be reimbursed for the repair of the strut. I have a \$500 deductible and it was not worth filing an insurance claim. I thank God the damage was minimal and the car seems to be okay. My income is fixed and I really would appreciate recouping that money I had to shell out. I've never in all my years of driving experienced anything like that and my heart and I hope I never will again.

I'm seeking: \$447.00 +\$22.80(tax)=\$469.80 Labor
\$239.84 +\$12.23(tax)=\$252.07 Parts
A total of: \$721.87

With Sincere Thanks,



Kathy Stephens
5114 N 66 St.
Milwaukee, WI 53218-4009
pleasure1@sbcglobal.net
414-535-0087
414-704-0583 Cell

KATHY STEPHENS
5114 N 66TH ST
MILWAUKEE, WI 53218-4009

INVOICE



1901 E. Moreland Blvd.
Waukesha, WI. 53186
(262) 970-5900
Fax (262) 513-2917

PAGE 1

HOME: 414-535-0007 CELL: 414-535-0087
BUS: 414-665-4108 CELL:

SERVICE ADVISOR: 40 BOB BERTNICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	02	JAGUAR XTYPE	SAJEA51D72XC65837		103590/103590	T718
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
						INV. DATE
R.O. OPENED	READY	OPTIONS: DLR:8110/5008		0.00	CASH	03APR19

12:49 03APR19 14:16 03APR19
LINE OPCODE TECH TYPE HOURS

A PERFORM COMPLEMENTARY MULTI POINT VEHICLE INSPECTION WITH DETAILED REPORT ATTACHED

INSPECTION WITH DETAILED REPORT ATTACHED

6 CPJ				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE A:	0.00

B CUSTOMER STATES NOISE FROM LT FRONT AFTER HITTING A POTHOLE ON THE LEFT SIDE

6 CPJ

2 C2S3248 LINK

1 C2S29541 DAMPER-SUSPENSIO

4 C2S45731 NUT

2 C2S3248 LINK	144.48	144.48	288.96
1 C2S29541 DAMPER-SUSPENSIO	239.84	239.84	239.84
4 C2S45731 NUT	15.98	15.98	63.92
PARTS:	592.72	LABOR:	0.00
		OTHER:	0.00
TOTAL LINE B: 592.72			

103590 INSPECT AND FOUND LF SHOCK DAMAGED ALONG WITH WORN FRONT

TUESDAY FOR INSTALLATION WITH A COURTESY CAR

RECEIVED
OFFICE OF CITY ATTORNEY

File ds Jaguar Land Rover
1901 E. Moreland Blvd
Waukesha, WI 53186
(262) 970-5900
017 3 2019 13:39

Batch # 1

Trans #: 9 Batch #: 1

CHIP **/**

90 000005

90 000005

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90 000005

90 000005

90 000005

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90 000005

90 000005

90 000005

90 000005

MAY 14 2019

3:30 AM PM

CUSTOMER COPY

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purposes, and neither assumes nor represents any other person to assume for it any liability in connection with the sale of said products. The following limited warranties applied: 90 days or 3,000 miles, whichever comes first, on parts and 30 days on labor.

All parts used in connection with the repair are new unless otherwise noted above.

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin

LABOR AMOUNT	0.00
PARTS AMOUNT	592.72
GAS OIL TIRE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	592.72
SALES TAX	30.23
PLEASE PAY THIS AMOUNT	622.95

CUSTOMER SIGNATURE

CUSTOMER COPY

622.95

CUSTOMER #: JK5350087

KATHY STEPHENS

MILWAUKEE, WI 53218-4009
HOME: 414-535-0087 CONT: 414-535-0087
BUS: 414-665-4108

INVOICE

PAGE 1



WAUKESHA

1901 E. Moreland Blvd.
(262) 970-5900
Fax (262) 513-2917

SERVICE ADVISOR: 40 BOB BERTNICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	02	JAGUAR XTYPE	SA1TRA51D72Y065007			

DATE	DESCRIPTION	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAR02 DD		02JUN2006	WAIT 09APR19	0.00	CASH	

11:17 09APR19 16:02 09APR19
LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES FRONT STRUT ON RO #110559. CUSTOMER
JUST OWES FOR THE LABOR OF \$450.00 PLUS TAX
CUST REPLACE DRIVER SIDE FRONT STRUT
6 CPJ
0.00 LABOR: 447.00 OTHER: 0.00 TOTAL LINE A: 447.00

B CUSTOMER STATES DRIVER SIDE HEADLAMP IS OUT. PLEASE ADVISE
CUST REPLACE DRIVER SIDE HEADLAMP BULB
6 CPJ
1 H1-55W BULB 45.00 45.00
PARTS: 16.09 LABOR: 45.00 OTHER: 0.00 TOTAL LINE B: 61.09

C PERFORM COMPLEMENTARY MULTI POINT VEHICLE INSPECTION WITH DETAILED
REPORT ATTACHED
MPT SEE ATTACHED REPORT
END LINKS AND BUSHING THAT WERE PRE-PAID
LAST VISIT.
6 CPJ
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Fields Jaguar Land Rover
1901 E. Moreland Blvd
Waukesha WI 53188
(262) 970-5900
01/09/2019 4:05
Trans: 2 batch # 2
VISA *****7735 ****
AMOUNT \$534.00
APPROVED BY: [Signature]
DATE: 04/09/19
APP. NO.: A 98 0000031 10
MID: 0000008 00
CVR: 0000008 00

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly including any implied warranty of merchantability or fitness for a particular purposes, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. The following limited warranties shall apply: 3,000 miles, whichever comes first, on parts and 30 days on labor.
All parts used in connection with the repair are new unless otherwise noted above.

Motor vehicle repair practices are Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
PARTS AMOUNT	16.09
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	508.09
LESS INSURANCE	0.00
SALES TAX	25.91
PLEASE PAY THIS AMOUNT	534.00