

Wednesday, June 13, 2018

RECEIVED  
OFFICE OF CITY ATTORNEY

JUN 21 2018

11:39 AM/PM

H

City of Milwaukee, Clerks Office,

I have received your notice denying my claim, (#1029-2018-1035), and I am hereby filing this notice to appeal your decision. Enclosed please find a copy of the envelope which you requested which includes the postmark.

Regards,

Charlene Lovett

CAD:

*Denial letter was*

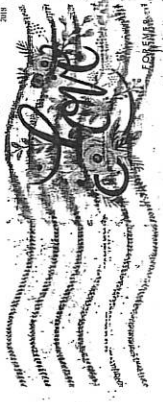
*mailed 5-31-18*

(INCLUDE)

CITY OF MILWAUKEE  
2018 JUN 18 P 1:12  
CITY CLERK'S OFFICE



Charlene Payne-Lovett  
9120 Brandybrook III  
Brown Deer WI 53223-2176

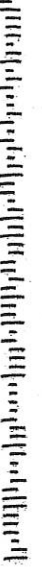


MILWAUKEE WI 530

14 JUN 2013 PM 4 L

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

53202-357099



Thursday, May 03, 2018

CHARLENE LOVETT  
9120 BRANDYBROOK TRAIL  
BROWN DEER, WI 53223  
414.358.3487  
[lovettdwight@att.net](mailto:lovettdwight@att.net)

RECEIVED  
OFFICE OF CITY ATTORNEY

MAY 8 - 2018

4:30 A.M./P.M.

To: City Clerk, Claims Department,

My name is Charlene Lovett and I write this letter filing a claim with the City of Milwaukee in an effort to recover money which had to be spent due to the damage that was done to my vehicle while driving on the city streets.

On Saturday, April 28, 2018 at approximately 11:50am, while traveling eastbound on W. Douglas at N. 40<sup>th</sup> Street I hit a large pot hole in the middle of the street which immediately caused 2 flat tires on the right side of my 2016 Audi Q3.

Seeing as how I was on my way to my sister's home, (who lives right down the street), I proceeded on very slowly as I could hear the air seeping from my tires!

Once there, I immediately called for emergency road service whom advised me that the vehicle had to be flat bedded. I requested that it be taken to Audi North Shore in Brown Deer, 4400 W. Brown Deer Road.

While waiting for my vehicle to be towed my sister's neighbor, Ocela Porter came out and advised me that the same thing had happened to his vehicle on the previous Monday, (April 23, 2018), at which time he had called the city to not only repair the pot hole, but also to file a claim with the city for the damage caused to his vehicle.

My vehicle sat at the dealership for 3 days while waiting for repairs. The two tires had to be replaced along with repairs to the alloy rims, wheel alignment, mount, and balancing. After all was said and done the total cost to get my vehicle back on the road was \$2,070.06!!!

Needless to say, I am very disturbed behind the circumstance of this event especially knowing that the damaged road had previously been reported to the city.....I'm sure on more than one occasion due to the fact that when I returned to the site afterwards, there were at least 2 hub caps from other vehicles lying on the side of the road. I am sure if I'd stayed in the area a little longer, others would have come out to complain!

I also called the City number to report the pot hole(s) in the street. The clerk who answered the phone stated that she is very familiar with the holes because she stays down the street!!!! This is disturbing to me on sooooo many levels!

CITY OF MILWAUKEE  
2018 MAY - 8 A 9:35  
CITY CLERK'S OFFICE

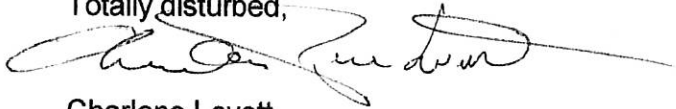
May 3, 2018

I did drive back down to the area of the incident on Tuesday, May 1 in the mid afternoon and noticed that the damage still had not been repaired at that time. My prayer is that no one has been physically injured due to these unkept, unrepaired roads.

Please note that I am including in this complaint photos, an itemized receipt, and a copy of my payment.

Thank you in advance for your attention to this matter, I pray that I will be reimbursed for the damage and the matter will be rectified.

Totally disturbed,

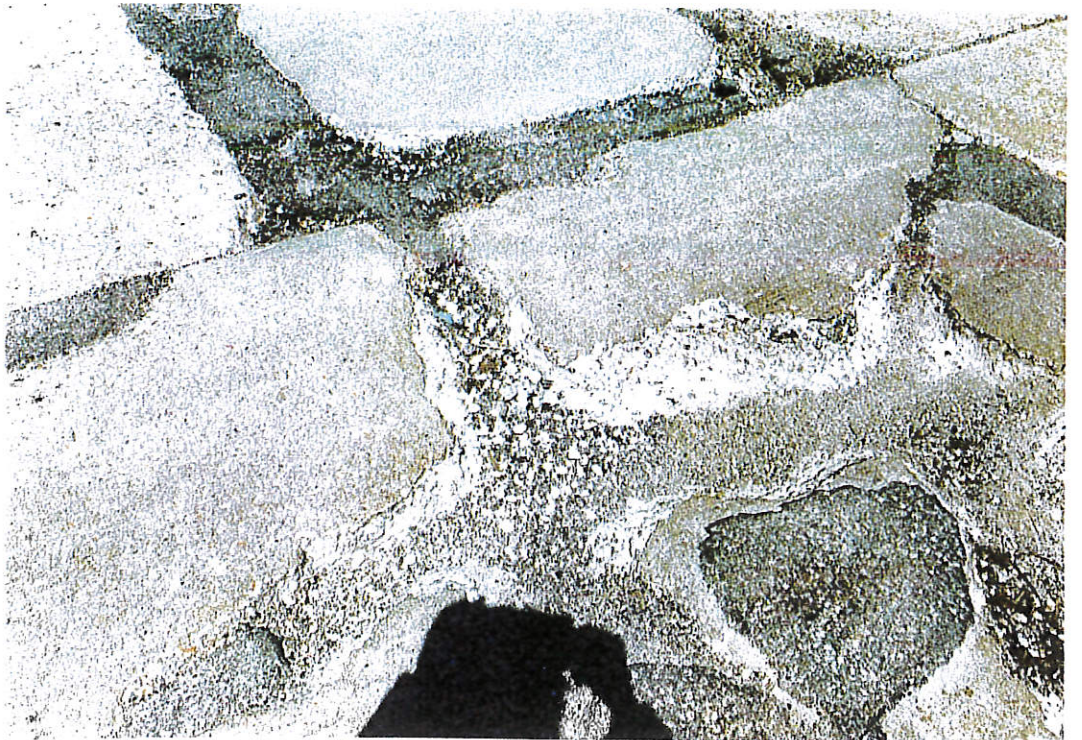


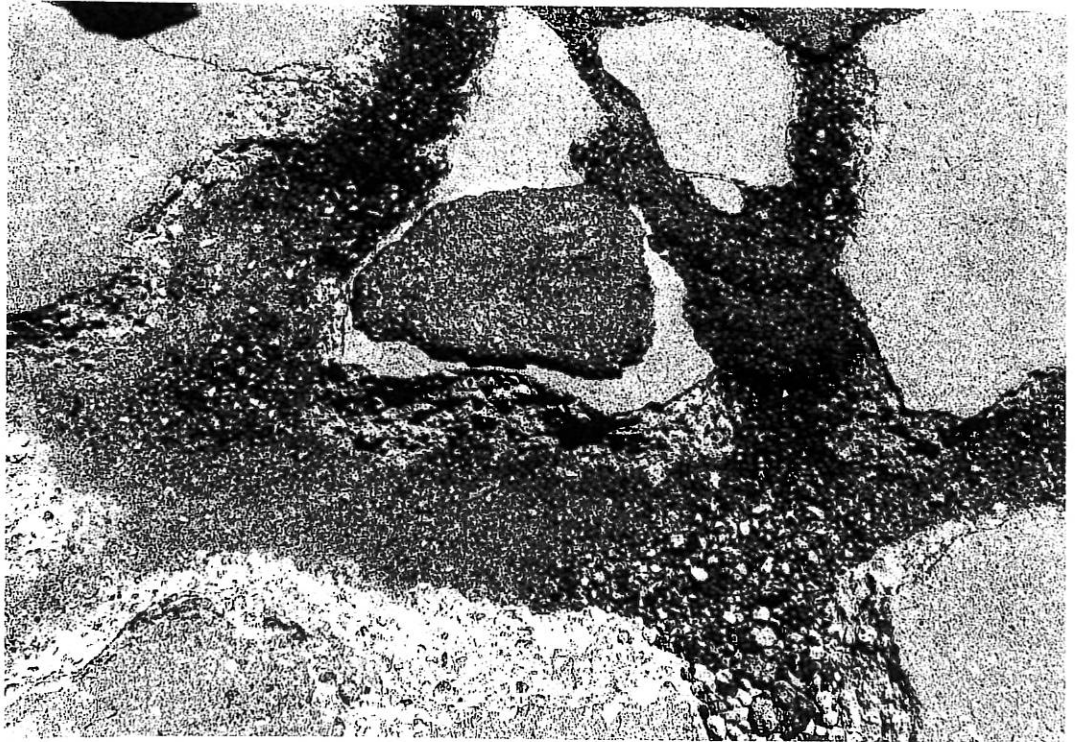
Charlene Lovett

**RECEIVED**  
OFFICE OF CITY ATTORNEY

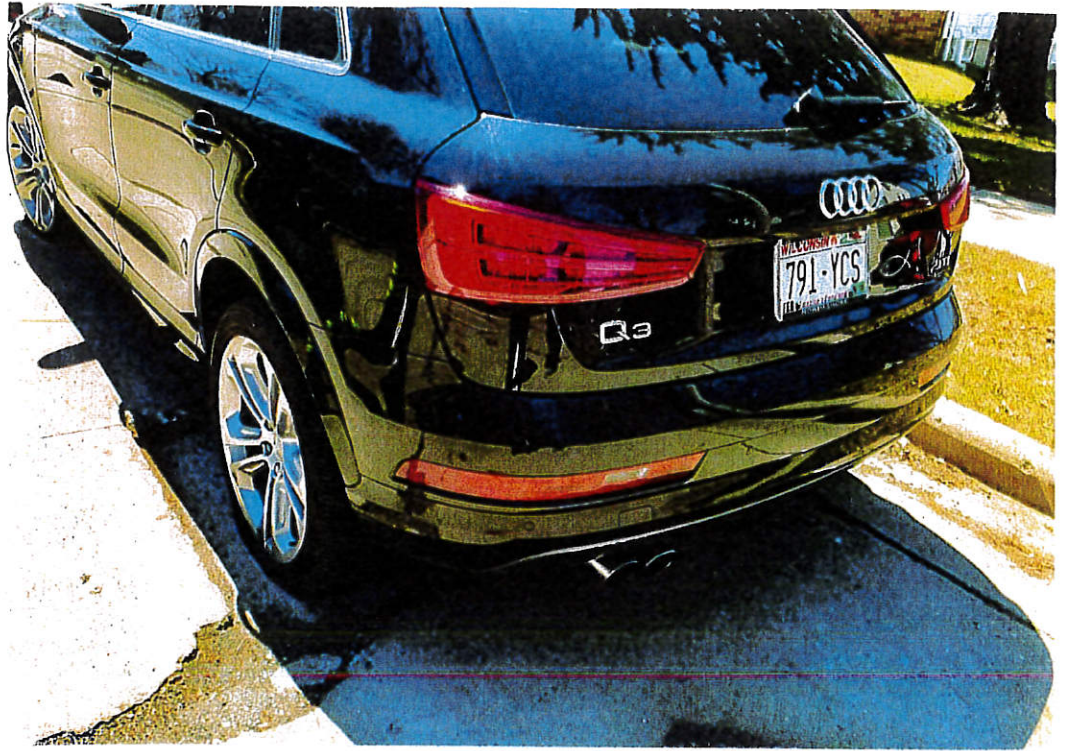
MAY 8 - 2018

4:30 A.M./P.M.















RECEIVED  
OFFICE OF CITY ATTORNEY

MAY 8 - 2018

4:30 A.M./P.M.

AUDI NORTH SHORE  
4400 W BROWN DEER RD  
BROWN DEER, WI 53223  
(414) 355-4400

**SALE**

MID: 520002523639  
TID: 003 REF#: 00002962  
Batch #: 121001 RRN: 500100004  
05/01/18 12:42:29  
Invoice #: 66396  
APPR CODE: 03257B  
MASTERCARD Chip  
\*\*\*\*\*8296 \*\*\*

**AMOUNT \$2,070.06**

APPROVED

MasterCard  
AID: A0000000041010  
TVR: 00 00 00 80 00  
TS: E8 00

CUSTOMER COPY

66396

**Audi North Shore**

4400 W. Brown Deer Rd.  
Brown Deer, WI 53223  
Phone: 414-355-4400 Fax: 414-355-4401  
www.audinorthshore.com

CUSTOMER #: C05536  
UNIT# 416256

MAY 8 - 2018

\*INVOICE\*

DWIGHT LOVETT  
9120 BRANDYBROOK TRL  
BROWN DEER, WI 53223-2176  
HOME: 414-358-3497 CONT: 414-358-3497  
BUS: CELL: 414-795-1407

4:30 AM PM

PAGE 1

SERVICE ADVISOR: 4086 SETH KLINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	AUDI Q3	WA1EFCFS6GR007551		22643/22644	T581
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
04FEB16 DD			17:00 30APR18		140.00 CASH	01MAY18
R.O. OPENED	DATE OFFERED BACK	OPTIONS: SOLD-STK:416256 1)XZILON 2)DINGSIELD 3)JMA SERVICE CONTRACT 4)SAFEGUARD				
07:56 30APR18	11:55 01MAY18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S BOTH RIGHT TIRES BLEW OUT WHILE DRIVING INSPECT AND ADVISE MNTBAL2 MOUNT AND BALANCE TWO TIRES							
				493 CA		69.98	69.98
				2 DT1-548-126 CONTIPROCO DOT AF5WWA460218, 0418	301.53	301.53	603.06
				2 TD TIRE DISPOSAL	4.00	4.00	8.00
				2 WWT WHEELWEIGHT	3.25	3.25	6.50
PARTS: 617.56 LABOR: 69.98 OTHER: 0.00					TOTAL LINE A:		687.54
22644 250 INSTALLED 4 TIRES ROAD TESTED OK							

*****							
B 255/40/19 100H CONTI PRO CONTACT 006 MISC.							
				493ISERV			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00					TOTAL LINE B:		0.00
*****							

C** PERFORM FOUR WHEEL CHASSIS ALIGNMENT / CHECK AND ADJUST AS NEEDED FRONT AND REAR CASTER, CAMBER, AND TOE FWA PERFORM FOUR WHEEL CHASSIS ALIGNMENT / CHECK AND ADJUST AS NEEDED FRONT AND REAR CASTER, CAMBER, AND TOE							
				493 CA		149.95	149.95
PARTS: 0.00 LABOR: 149.95 OTHER: 0.00					TOTAL LINE C:		149.95
22644 200 4 WHEEL ALIGNMENT COMPLETED ROAD TESTED OK							
*****							

D** MOUNT AND BALANCE TWO TIRES MNTBAL2 MOUNT AND BALANCE TWO TIRES							
				493 CA		69.98	69.98
				2 DT1-548-126 CONTIPROCO DOT AF5WWA460418, 0418	301.53	301.53	603.06
				2 TD TIRE DISPOSAL	4.00	4.00	8.00
				2 WWT WHEELWEIGHT	3.25	3.25	6.50
PARTS: 617.56 LABOR: 69.98 OTHER: 0.00					TOTAL LINE D:		687.54
22644 MOUNT AND BALANCED TWO NEW TIRES							
*****							

SERVICE HOURS 7:30am - 5:30pm Monday-Friday  SALES HOURS 9:00am - 8:00pm Mon - Thurs 9:00am - 6:00pm Friday  WE OFFER:  1. DAILY SERVICE RENTALS AT LOW, LOW RATES. 2. COMPLETE BODY AND PAINTING FACILITY. 3. 24 HOUR TOWING SERVICE - 414-335-4400. 4. ALL SERVICE WORK, PARTS AND LABOR GUARANTEED FOR 12,000 MILES OR 12 MONTHS	"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 53708-8911."	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	
		CUSTOMER SIGNATURE	PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

CUSTOMER #: C05536  
 UNIT# 416256

66396

**Audi North Shore**

4400 W. Brown Deer Rd.  
 Brown Deer, WI 53223  
 Phone: 414-355-4400 · Fax: 414-355-4401  
 www.audionorthshore.com

\*INVOICE\*

DWIGHT LOVETT  
 9120 BRANDYBROOK TRL  
 BROWN DEER, WI 53223-2176  
 HOME: 414-358-3497 CONT: 414-358-3497  
 BUS: CELL: 414-795-1407

PAGE 2

SERVICE ADVISOR: 4086 SETH KLINE

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BLACK	16	AUDI Q3	WA1EFCFS6GR007551		22643/22644	T581

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
04FEB16 DD			17:00 30APR18		140.00 CASH	01MAY18

R.O. OPENED: 07:56 30APR18 DATE OFFERED BACK: 11:55 01MAY18  
 OPTIONS: SOLD-STK: 416256 1) XZILON 2) DINGSHIELD  
 3) JMA SERVICE CONTRACT 4) SAFEGUARD

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

E\*\* C/R MILWAUKEE ALLOY WHEEL REPAIR TO REPAIR 3 WHEELS.  
 006 SUBLET TO MILWAUKEE ALLOY FOR RR RF AND LR  
 WHEEL REPAIRS

9999	CA					0.00	0.00
SUBL ALLOY WHEEL REPAIR INV-41369 PO-98002							
CA						406.25	406.25
PARTS:	0.00	LABOR:	0.00	OTHER:	406.25	TOTAL LINE E:	406.25

\*\*\*\*\*

EST: 1,240.00 30APR18 12:11 SA: 4086

EST: 1,690.00 30APR18 14:40 SA: 4086

CONTACT:

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

28.99

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MAY 8 -- 2018

4:30 A.M./P.M.

*Customer Copy*

SERVICE HOURS 7:30am - 5:30pm Monday-Friday  SALES HOURS 9:00am - 8:00pm Mon - Thurs 9:00am - 6:00pm Friday	"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 53708-8911."	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	289.91
WE OFFER:  1. DAILY SERVICE RENTALS AT LOW, LOW RATES. 2. COMPLETE BODY AND PAINTING FACILITY. 3. 24 HOUR TOWING SERVICE - 414-335-4400. 4. ALL SERVICE WORK, PARTS AND LABOR GUARANTEED FOR 12,000 MILES OR 12 MONTHS	CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PARTS AMOUNT	1235.12
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	406.25
			MISC. CHARGES	28.99
			TOTAL CHARGES	1960.27
			LESS INSURANCE	0.00
			SALES TAX	109.79
	PLEASE PAY THIS AMOUNT	2070.06		

# Complimentary Multi-Point Inspection Form

**Audi North Shore**  
 4400 West Brown Deer Rd.  
 Brown Deer, WI 53223  
 (414) 355-4400  
 audinorthshore.com

**Service Department Hours:**  
 Mon-Fri, 7:30am-5:30pm  
 Sat - 8:00am-1:00pm  
 Sun (closed)

**Audi Service** 

**RECEIVED**  
 OFFICE OF CITY ATTORNEY

MAY 8 -- 2018

Customer: \_\_\_\_\_ Email: \_\_\_\_\_ RO# 430 AM/PM  
 Model: \_\_\_\_\_ Year: \_\_\_\_\_ Plate: \_\_\_\_\_ Mileage: \_\_\_\_\_ VIN: \_\_\_\_\_

Requires Immediate Attention     Requires Further Attention     Inspection Result Acceptable    Filled    N/A

### Vehicle Inspection

Check Factory Maintenance Schedule  
 \_\_\_\_\_ Maintenance Book Filled Out  
  Check Audi MMI\* and Navigation Updates  
 \_\_\_\_\_  
  Check ELSA for Vehicle Updates  
 \_\_\_\_\_

### Fluids

Engine Oil Condition  
   Engine Oil Level  
   Brake Fluid Level  
   Coolant Reservoir Fluid Level  
   Windshield Washer Fluid  
   Fluid Leaks (i.e. coolant, engine oil, transmission, etc.)  
   Hoses for Heating (A/C and Coolant)  
   AdBlue\* Fluid (TDI only)

### Filters

Engine Air Filter  
   Air Conditioning and Pollen Filter

### Exterior, Suspension and Drive Components

Shock / Struts and Suspension Components  
   Steering and Steering Linkages  
   Exhaust System (leaks, damage, loose parts)  
   Transmission / Clutch Operation and Linkages / CV Boots  
   Windshield Condition  
   Wiper Operation / Wiper Wear and Spray Nozzles  
   Electrical Inspection (horns, signals, lights—interior and exterior)

### Comments

### Tire Wear Inspection

Tire pressure set to:\*

under 3/32" remaining     3/32" to 5/32" remaining     6/32" remaining  
 \*Factory-recommended specifications.

<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Left Front Tire	<u>new</u>	PSI <u>35</u>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Right Front Tire	<u>new</u>	PSI
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Left Rear Tire	<u>new</u>	PSI
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Right Rear Tire	<u>new</u>	PSI
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Spare Tire		PSI

### Brake Wear

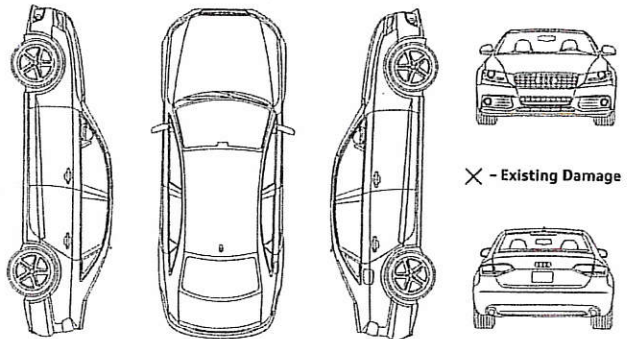
under 5 mm remaining     6 to 9 mm remaining     10 mm remaining  
 under 3 mm remaining\*     4 to 8.5 mm remaining\*     9.5 mm remaining\*  
 \*Audi Q7 only.

<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Left Front Pads	<u>8</u>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Right Front Pads	<u>8</u>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Left Rear Pads	<u>8</u>
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Right Rear Pads	<u>8</u>

OK     Emergency Brake Operation

### Battery Condition

Check Battery for Condition (if accessible)



Vehicle Free of Damage

**Damage Notes (Service Consultant: Provide repair quote.)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Dealer Signature \_\_\_\_\_

Customer Signature \_\_\_\_\_

This inspection does not take the place of state-mandated inspections or other procedures required by law. Dealer must provide, and customer must approve, a written repair estimate before any work recommended by this inspection can be completed.