

October 18, 2017

City Of Milwaukee Office Of City Attorney
200 East Wells Street
Milwaukee, WI. 53202-3551

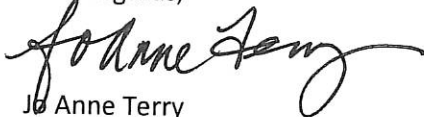
RE: Appeal of C.I File No. 1029-2017-895

Dear City Attorney Office,

I'm writing in regards to the denial of my claim filed with the city for denying payment for damage caused to my 2013 Honda Accord. I'm absolutely shocked to have received this letter and find it rather insulting for my claim to have been denied. I'm a taxpayer and have lived in Milwaukee all of my life, I'm not filing this claim just to receive free money, this is what's rightly owed to me due to "falling" into a massive pothole that was clearly unmarked by the city. As I explained in my previous letter the proof is in the pictures that I attached with my initial letter.

The pictures very clearly shows your workers down the street, approaching the pot hole and posting warning signs, my accident had happened 15-30 minutes before they ever came to the sight. The damage my car took could have been much worse had I been traveling at a faster speed. If a truck had hit that pothole it would have sustained damages as well. My car was damaged to the point that it had to be towed to the dealership because it was undriveable. I'm asking that you reconsider your rejection of my claim and re-process it to cover my out of pocket expenses because that is the right thing to do.

Best Regards,




Jo Anne Terry

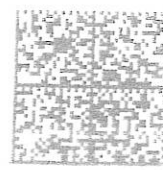
Home Telephone – 414.562.1439

Cell Telephone – 414.779.4140

CC: Ashanti Hamilton


CITY OF MILWAUKEE
Office of the City Attorney
OFFICE OF THE CITY ATTORNEY
800 City Hall
30 East Wells Street
Milwaukee, Wisconsin 53202-3551

PRESORTED
FIRST CLASS



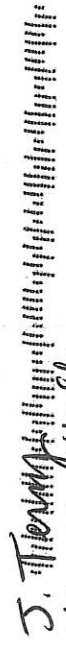
U.S. POSTAGE  PITNEY BOWES
ZIP 53005 \$ 000.37³
02 4W
0000337158 OCT 04 2017

Ms. Jo Anne Terry
4222 North 14th Street
Milwaukee, WI 53209

12-000 0000

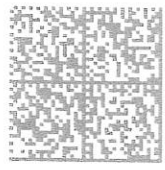


J. Thompson
4222 N. 44th St.
Milwaukee WI, 53209



5000 5153020265

PRESORTED
FIRST CLASS



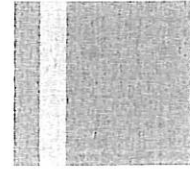
U.S. POSTAGE >> PITNEY BOWES
ZIP 53209 \$ 000.40³
02 1W
0001380188 OCT 24 2017

2017 OCT 26 AM 11:49

CITY ATTORNEY

City of Milwaukee
Office of City Attorney
200 East Wells Street (Room 205)
Milwaukee, WI, 53202

Terry, Jo Anne
4222 North 14th Street
Milwaukee, WI., 53209



City Clerk

Attn: Claims
200 East Wells Street Room 205
Milwaukee, WI. 53202-3567

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APR 20 2017

OFFICE OF
CITY ATTORNEY

CITY OF MILWAUKEE
2017 APR 19 P 2:35
CITY CLERK'S OFFICE

Dear Claims Department,

I'm writing to you regarding reimbursement for structural damage that was received to my car while driving West on St. Paul Avenue on January 23, 2017. I had visited BBC Lighting Co. I left around 1:00 in the afternoon heading home, driving West on St. Paul Ave to enter the freeway. About 2 blocks from BBC, I noticed a fairly strong stream of water flowing across the street, I immediately slowed down because I didn't know exactly how deep the water was and didn't want to stall out my car, immediately my car fell into a very deep Pot Hole. I had no idea what happened, I instantly thought that I was blinded sided and someone hit me or I had fell into a sink hole. I had to floor my car to climb out of the sink/pot hole. I pulled over to the side to inspect my car to see what type of damage was done, right away I heard a lot noise coming from underneath the car. I did a U-turn to the opposite side of the street to get a better look at what I fell into.

Water was still flowing therefore it was difficult to tell exactly what I hit. 2 blocks east I spotted a City of Milwaukee truck. While I'm waiting for the truck to move closer, almost every car driving that stretch hit the Pot Hole, some pulled over took a look and others kept driving. The water finally slowed down and the worker got out of the truck, I was then able to see exactly what I hit/fell into. I approached the worker very much upset as to why this huge Pot Hole wasn't marked to warn drivers, the very rude worker didn't have an explanation. I then asked for a telephone to the city and asked for a supervisor to come and inspect my damage. I was unable to drive my car, meanwhile I called my husband who met me and eventually called a tow truck for my car to be towed the repair shop.

I have attached pictures of the Pot Hole as unmarked, also the City Workers approaching and putting out barriers over the Pot Hole. Also attached are the paid invoices of the damage that was done to my car. I'm seeking full compensation to the damage that was done to my car. We have paid the \$500.00 deductible required by our insurance company, American Family. The accident also caused a large chunk of paint to



come off the car, I didn't attach the picture. Please feel free to contact me directly should you have additional questions regarding this matter.

Best Regards,



Jo Anne Terry

Home Tel. # 414-562-1439

Cell - 414-779-4140

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PRESTIGE AUTO WORKS AND FINISHES INC
6301 W DOUGLAS AVENUE
MILWAUKEE, WI. 53218
PHONE 414-466-2111 FAX 414-466-9992
FEDERAL ID# 39-1661-727

*** PRELIMINARY SUPPLEMENT 1 ***

S1 02/28/2017 11:33 AM
03/07/2017 10:22 AM

Owner

Owner: JOHN L & JO A TERRY
Address: 4222 N 14TH ST (414)562-1439
(414)779-4140
City State Zip: MILWAUKEE, WI 53209-6941 FAX:

Control Information

Claim #: 00445223879-0C
Loss Date/Time: 01/23/2017 06:00 AM
Deductible: \$500.00

Insured Policy #: 1018797706
Loss Type: Collision

Ins. Company: American Family Mutual Insurance Company, S.I.

Insured: JOHN L & JO A TERRY
Address: (414)562-1439
(414)779-4140

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Inspection

Inspection Date: 02/28/2017 11:30 AM
Inspection Location: PRESTIGE
Address: 6301 W DOUGLAS AVE
City State Zip: Milwaukee, WI 53218
Primary Impact: Left Front Corner
Driveable: Yes

Inspection Type: Direct Repair Program
Contact:
Work/Day: (414)466-2111x
FAX: (414)466-9992x
Work/Day:
Secondary Impact:
Rental Assisted: No

Assigned Date/Time:
First Contact Date/Time:

Received Date/Time: 02/02/2017 05:35 PM
Appointment Date/Time: 02/03/2017 06:00 AM

Appraiser Name: JOSH LECAVALIER
Address: 6301 W DOUGLAS AVE
City State Zip: Milwaukee, WI 53218
Email: JOSH@PAWPRESTIGE.COM

Appraiser License # :
Work/Day: (414)466-2111
FAX: (414)466-9992

Orig Appraiser Name: JOSH LECAVALIER
Address: 6301 W DOUGLAS AVE
City State Zip: Milwaukee, WI 53218
Email: JOSH@PAWPRESTIGE.COM

Appraiser License # :
Work/Day: (414)466-2111
FAX: (414)466-9992

Repairer

Address: 6301 W DOUGLAS AVE
City State Zip: Milwaukee, WI 53218

Work/Day: (414)466-2111
FAX: (414)466-9992
Work/Day:

Repair Start Date/Time: 02/27/2017 12:11 PM
Target Complete Date/Time: 03/02/2017 12:11 PM

Vehicle Drop Off Date/Time: 02/27/2017 11:30 AM
Days To Repair: 3

Remarks

ADDITIONAL DAMAGE POSSIBLE AFTER TEAR DOWN

Vehicle

2013 Honda Accord EX-L V6 2 DR Coupe
 6cyl Gasoline 3.5
 6-Speed Automatic

Lic.Plate: 209-YKV
Lic Expire: 04/2017
Prod Date: 02/2013
Veh Insp# :
Condition:
Ext. Color: SAN MARINO RED
Ext. Refinish: Two-Stage
Ext. Paint Code: R94,R94-3

Lic State: WI
VIN: 1HGCT2B85DA006350
Mileage: 36,934
Mileage Type: Actual
Code: H1463E
Int. Color:
Int. Refinish:
Int. Trim Code:

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Options

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2nd Row Head Airbags	AM/FM CD Player	Air Conditioning
Alarm System	Aluminum/Alloy Wheels	Amplifier
Anti-Lock Brakes	Auto Headlamp Control	Bucket Seats
Center Console	Cruise Control	Daytime Running Lights
Driver Seat Memory	Dual Airbags	Dual Zone Auto A/C
Ext Mirror Turn Signals	Floor Mats	Fog Lights
Garage Door Opener	Halogen Headlights	Head Airbags
Heated Front Seats	Heated Power Mirrors	Illuminated Visor Mirror
Intermittent Wipers	Keyless Entry System	Leather Seats
Leather Steering Wheel	Lighted Entry System	MP3 Decoder
Overhead Console	Power Brakes	Power Door Locks
Power Drivers Seat	Power Moonroof	Power Steering
Power Windows	Pwr Driver Lumbar Supp	Rear Bench Seat
Rear Spoiler	Rear View Camera	Rear Window Defroster
Rem Trunk-L/Gate Release	Reverse Sensing System	Side Airbags
Stability Cntrl Suspensn	Strg Wheel Radio Control	Tachometer
Theft Deterrent System	Tilt & Telescopic Steer	Tinted Glass
Tire Pressure Monitor	Traction Control System	Trip Computer
USB Audio Input(s)	Wireless Audio Streaming	Wireless Phone Connect
XM Satellite Radio		

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R	
Front Bumper											
1	N	8		Frnt Bumper Cvr Overhau	Additional Labor				2.4	SM	
2	RI	8		Frnt Bumper Cvr Overhau	R & I Assembly				INC	SM	
3	I	6		Cover,Front Bumper	Repair				1.5*	SM	
				>> HEAT/ RESHAPE/ REPAIR							
4	L	6	#	Cover,Front Bumper	Refinish				3.3*	RF	
					2.2 Surface						
					0.6 Two-stage setup						
					0.5 Two-stage						
				# = 10, 13							

		>> PARTIAL REFINISH / CLEAR COMPLETE			
5	I	21	Spoiler,Lower Front LT	Repair	1.5* SM
6	L	21	Spoiler,Lower Front LT	Refinish	0.5 RF
				0.4 Surface	
				0.1 Two-stage	
		>> FULL REFINISH / CLEAR COMPLETE			
7	RI	22	Spoiler,Lower Front RT	R & I Assembly	INC SM
Wheels					
8	RI	1620	Front Wheel R & I LT	R & I Assembly	0.1 SM
>> Shop removed for suspension & brake shield inspection					

Manual Entries

9	L	M03	Flex Additive	Refinish	\$5.00*		RF
10	SB	M60	Hazardous Waste Removal	Sublet Repair	\$3.00*		SM
11	SB		suspension align/invoi	Sublet Repair	\$79.95*		SM
>> Customer hit large pot hole- vehicle pulls left- adhesive remoeval							
12	N			Additional Labor		0.3*	SM
>> RESIDUE LEFT BEHIND BY GROUND EFFECTS							
13	N		Clean & retape	Additional Labor	\$8.00*	0.5*	SM*
>> clean & retape LT/ RT ground effects							
14	SB		Initial customer repair	Sublet Repair	\$175.89*		SM*
>> Customer paid for replacement of ripped out LT fender liner-per dealer							
>> Invoice attached in images. Shop will reimburse on deductible.							
>> Price includes: part, installation, & hardware							
15	E		Black seals	Replace OEM	\$19.47*	0.3*	SM*
>> Replace black ground effect seals that are 1-time use (3m taped on)							
15 Items							

MC	Message
10	INCLUDES AUDATEX TIME TO CLEAR ENTIRE PANEL
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

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Estimate Total & Entries

Gross Parts		\$19.47	
Other Parts		\$13.00	
Paint & Materials	3.8 Hours @ \$38.00	\$144.40	
Parts & Material Total			\$176.87
Tax on Parts & Material	@ 5.600%		\$9.90

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$58.00	0.4	6.2	6.6	\$382.80
Mech/Elec (ME)	\$92.00				
Frame (FR)	\$58.00				
Refinish (RF)	\$58.00	3.8		3.8	\$220.40
Labor Total				10.4 Hours	\$603.20
Tax on Labor		@ 5.600%			\$33.78
Sublet Repairs					\$258.84
Tax on Sublet		@ 5.600%			\$14.50
Gross Total					\$1,097.09
Less: Deductible					\$500.00-
Net Total					\$597.09
Less: Previous Net Total					\$597.09-
Net Supplement Total					\$0.00

CUSTOMER #: 153585
 UNIT# HGM3488

421260

INVOICE



JOHN TERRY
 4222 N 14TH ST
 MILWAUKEE, WI 53209-6941
 JOHN.TERRY51@GMAIL.COM
 HOME:414-562-1439 CONT:414-562-1439
 BUS: CELL:414-779-4140

PAGE 1

Russ Darrow Honda
 9301 WEST BROWN DEER RD. MILWAUKEE, WI 53224
 PHONE (414) 586-5400
 www.russdarrow.com

ZONE: 8
 CODE: 207717

SERVICE ADVISOR: 254 JAY MALKOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	13	HONDA ACCORD	1HGCT2B85DA006350	209YKV	36792/36792	T1828	
IN.SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11APR16 DD			18:00 23JAN17		0.00	CASH	24JAN17
DATE OF REPAIR	DATE OFFERED BACK	OPTIONS: SOLD-STK:HGM3488 DLR:207717					
23JAN17	24JAN17	1)RL121000240851					

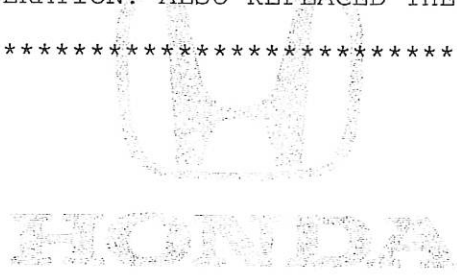
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES SHE RAN OVER A BIG POT HOLE, HEARS NOISE FROM THE
 CASE FRONT NOW, CHECK CAR OUT FOR DAMAGE
 B REPLACED THE DRIVERS SIDE FENDER LINER
 281 DELGAO,MIKE LIC#: 281

	CP					49.95	49.95
1	74150-T3L-A00	FENDER ASSY-, L- FR-			87.90	87.90	87.90
4	91501-S04-003	CLIP, FENDER (INNER)			1.68	1.68	6.72
3	90682-SEA-003	CLIP (5MM)			2.28	2.28	6.84

PARTS: 101.46 LABOR: 49.95 OTHER: 0.00 TOTAL LINE A: 151.41

36792 ADJUSTED DUST SHIELD AND INSPECTED VEHILCE DUPLICATED NOISE
 CONCERN. INSPECTED VEHILCE, FOUND THE BACKING PLATE FOR BRAKE ROTOR ON
 THE FRONT LEFT SIDE WAS RUBBING CAUSING NOISE. ADJUSTED THE BACKING
 PLATE GONE AT THIS TIME. INSPECTED SUSPENION AND FOUND NO SIGNS
 OF DAMAGE. SUBFRAME AND UNDERBODY SHIELD HAVE MINOR SCRAPES. TEST DROVE
 VEHILCE AND FOUND NORMAL OPERATION. ALSO REPLACED THE FENDER LINER IN
 THE FRONT LEFT SIDE.



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"Get the Darrow Difference"

	DESCRIPTION	TOTALS
MATERIAL: ALL PARTS NEW UNLESS SPECIFIED. U=USED R=REBUILT C=RECONDITIONED Y=RECYCLED	LABOR AMOUNT	49.95
STATEMENT OF DISCLAIMER: 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.	PARTS AMOUNT	101.46
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	ENVIRONMENTAL/SUPPLIES	15.15
	TOTAL CHARGES	166.56
	LESS INSURANCE	0.00
	SALES TAX	9.33
The genuine Honda Parts and Accessories Replacement Warranty 12 months or 12,000 miles, See dealer for complete details. Some restrictions and exclusions apply.	PLEASE PAY THIS AMOUNT	175.89

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.

CUSTOMER COPY

World Class Collision Repair

PRESTIGE[®]
AUTO WORKS



www.pawprestige.com

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OFFICE OF
CITY ATTORNEY

Name: John & Joanne Terry Vehicle: 2015 Honda Accord

Thank you for choosing Prestige Auto Works for the repair of your vehicle.

Due to many unforeseen circumstances in the repair process, we regret that we can only ESTIMATE, NOT PROMISE, A COMPLETION TIME.

Your Estimated Repair Time is: 10-14 Days Weeks (weekends & holidays excluded).

Customer Pay

I hereby authorize Prestige Auto Works to estimate, & repair my vehicle, including any & all supplements & sublet work. I understand the estimate may change due to hidden damage & I will be contacted for authorization prior to continuing repairs on my vehicle.

I understand that all charges are due & payable upon completion by Cash, Debit, Visa, MasterCard, Discover, American Express, or Money Order.
NO CHECKS.

Initial Here

Insurance Claim #: 00-4445-223879

I hereby authorize Prestige Auto Works to estimate & repair my vehicle, including supplements & sublet, for American Family Insurance Company. I am responsible for the deductible, customer paid repairs, & betterment, if applicable to this claim. I further understand should the named insurance company deny the claim, I am fully responsible for any & all charges incurred.

My deductible is \$500.

This, along with any other charges, including the check from the insurance company are due upon completion. All charges are payable by Cash, Debit, Visa, MasterCard, Discover, American Express or Money Order.

NO CHECKS.

Initial Here

To Help Expedite The Repair Process, We Ask That You Remove All Personal Property From Your Vehicle To Include, But Not Limited To:

- Garage Openers • Loose Change • Sun Glasses • Radar Detectors • I Pods • Cell Phones
- Chargers • I Pads / Laptops • CDs • GPS • Parking Passes • Car Seats • Children

Initial Here

Prestige Auto Works Cannot Be Responsible For Personal Items Lost Or Damaged During Time Of Repairs.

In the event that you do not pick up your vehicle upon completion, you may incur storage fees of \$40/day. I have read & understand the above & authorize all repairs, including sublet.

Signature: Date: 4/22/17

DIRECTION OF PAYMENT

American Family Mutual Insurance Company

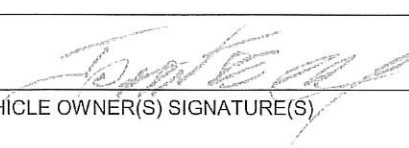
CLAIM NUMBER	0	0	-	4	4	5	-	2	2	3	8	7	9	
SHOP NAME	Prestige Auto Works													
SHOP ADDRESS	10301 W. Douglas Ave.													
CITY	Milwaukee							STATE	WI	ZIP	53218			

This repair facility understands and agrees that payment will only be issued upon full and final completion of repairs.

VEHICLE	2015 Honda Accord
---------	-------------------

Upon receipt of my vehicle and satisfaction of the repairs, I do hereby appoint this repair facility to accept on my behalf any and all checks, drafts, or bills of exchange and to endorse all such checks, drafts, or bill for deposit as credit on my account for the claim number above. I understand that I am responsible for any applicable deductible \$ 500, adjustment for depreciation and betterment.

I hereby authorize American Family Mutual Insurance Company to make payment directly to the shop.

PLEASE PRINT VEHICLE OWNER(S) NAME(S)	John Terry
VEHICLE OWNER(S) SIGNATURE(S)	
DATE	2-27-17

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CITY ATTORNEY

PRESTIGE AUTO WORKS
6301 W DOUGLAS AVE
MILWAUKEE WI 53218
414-466-2111

Terminal ID: 01543813 9508

3/7/17 5:11 PM

DISCOVER - SWIPE
ACCT #: *****9277

CREDIT SALE

UID: 706623997901 REF #: 0864
BATCH #: 153 AUTH #: 171132

AMOUNT \$187.11

APPROVED

CUSTOMER COPY
Part of deductible





