

Roy Caul
3607 18th Ave
Kenosha, WI 53140
04-11-18
256.668.9555
rcaul2010@yahoo.com

C.I. File No. 1029-2018-535

RECEIVED
OFFICE OF CITY ATTORNEY

APR 17 2018

24: 00 A.M./P.M.

Milwaukee City Clerk
200 East Wells St. Rm 205
Milwaukee, WI 53202

Dear Milwaukee City Clerk:

I was devastated to hear that the city of Milwaukee had decided to NOT take responsibility for damages resulting from defects in their infrastructure, however I am pleased that an appeals process is available.

I Roy a Caul am requesting an appeal hearing on the municipality's decision to deny my claim for compensation resulting from Milwaukee's defective infrastructure. If you have any questions or need further information, please feel free to contact me. I have enclosed the requested information.

Sincerely,



Roy a Caul

CITY OF MILWAUKEE
2018 APR 16 A 9:35
CITY CLERK'S OFFICE

CITY OF MILWAUKEE
Office of the City Attorney
OFFICE OF THE CITY ATTORNEY

800 City Hall
200 East Wells Street
Milwaukee, Wisconsin 53202-3551

Roy Caul
3607 18th Avenue
Kenosha, WI 53140



CZE-SSB 53140



Request claim for reimbursement from ~~City of~~ **CITY OF MILWAUKEE**

Roy Caul
3607 18th Ave,
Kenosha WI 53140
256.668.9555

2018 MAR -5 P 3: 51

CITY CLERK'S OFFICE

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OFFICE OF CITY ATTORNEY

MAR 5 - 2018

3:18 A.M./P.M.

To whom it may concern:

On Tuesday Feb 20th, 2018 I was traveling to work at Davita located at 4176 N 56th St, Milwaukee, WI 53216. I was scheduled to be at work at 4:30am. At approximately 4:10am was traveling along Fond du Lac/ WI 145 near the crossing of 16th street heading NW. The weather was cold with heavy rainfall. All the water on the roadway made detecting pot holes extremely difficult. At the address of 1540 W Fond Du Lac Ave, Milwaukee, WI 53205 while traveling in the outer lane at 30mph I struck a large pothole with the passenger side wheels of my vehicle, a 2002 Silver Volvo s60 WI plate # AAK-8349. The impact of the pothole was disorienting; however, I was able to maintain control of the vehicle until coming to a stop at the traffic lights located at the intersection of WI-145 & 17th St., and due to the high crime area, I was reluctant to immediately exit my vehicle to observe the damage, if any, to the vehicle.

Upon leaving the traffic lights I could feel the hesitation of the vehicle mixed with the heavy vibrations resonating through the steering wheel that felt of a flat tire(s). I pulled the car over in front of Feeding America Eastern Wisconsin parking lot located just NW from the previous traffic lights to check to see what exactly was damaged from the pothole. Upon checking the tires on the passenger side of the vehicle I observed two bent rims, one with a visible crack in the rim, and two flat tires. Un-familiar with the area beside the constant news of violence near Fond du Lac, I used my mobile phone to look for a gas station close by, so I could hopefully find some safety.

My mobile phone listed a gas & go station nearby at 2312 W Fond Du Lac Ave. I drove, with two already beyond repair tires and rims, to the location provided in the maps on my mobile phone. When I arrived, the location was out of business or closed. Afraid to proceed any further on two flat tires and fearing my prolonged stay could become dangerous I decided to remove the front passenger drive tire and replace it with my spare. I proceeded to my destination at a very low speed with one flat tire on the passenger rear. I called my auto insurance roadside help and the tow back to my home in Kenosha was covered at no cost.

I ordered USED OEM replacement parts to repair my vehicle. I have included all receipts for repairs to my vehicle as a result from striking the pothole. Upon traveling home from work with my vehicle in tow at approximately 3 PM the same day, I observed the location where the pothole was located was blocked by a Milwaukee Police Vehicle. I returned to the impact location several hours later to obtain photos and the damaged areas of roadway had been filled with what appeared to be asphalt. I contacted the District 7 Milwaukee Police Department to obtain the Informational report for the road damage and was transferred to a detective who has failed to return my call. I will include all supporting documentation, photos, and receipts for repairs with this claim. The spare I installed was low on pressure and became damaged from the drive. I did not include the spare in this claim as the City of Milwaukee is not at fault for its damage.

The City of Milwaukee and/or its assigned departments over road repair failed to maintain safe hazard free roads and as a result my vehicle sustained severe and extensive damage.

I have retained the rims and tires (still mounted to each other) for inspection if needed. I have attached an itemized cost sheet with total damages that I am seeking reimbursement on.

I took the car to Firestone complete auto care for a full vehicle inspection to determine the exact amount of damage from striking the pothole. To reduce the cost of repair, I purchased and replaced the damaged components (associated with the incident) myself. As per Firestone complete auto care the steering related components are recommended to be replaced in pairs. I have only included the components related to the passenger side (damaged area) in my claim. I included the report from the full vehicle inspection to assist with the claim.

Replacement of Two (2) USED OEM rims on passenger side-	\$ 160.99
Replacement of required rim valve stems- tax @ 5.1% included*	\$ 6.31
Replacement of Two (2) tires, same as original -tax @ 5.1% included*	\$ 119.81
Wheel balance of New tires- tax @ 5.1% included*	\$ 21.02
Vehicle Inspection for pull towards right after tire replacement-	\$ 23.20
Replacement of 1 tie rod inside and out on passenger side front-	\$ 19.88
Replacement of passenger side front lower ball joint	\$ 9.10
Replacement of front and rear passenger side sway bar end links	\$ 15.36
Alignment of vehicle required after part replacement-tax @ 5.5% included*	\$ 101.58

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3:18 A.M./P.M.

*tax was applied only when I was required to pay it.

Total Cost of Repairs-----\$477.25
Total amount requested from this claim-----\$477.25

* before repair *

WORK ORDER #
000767
02/23/18 10:29AM

FIRESTONE COMPLETE AUTO CARE
3190 MARKET LANE
KENOSHA, WI. 53144

SERVICE ADVISOR
05 DAMIAN
262.657.3390

CAUL, ROY
3607 18TH AVE
KENOSHA, WI 53140
256.668.9555

2002 VOLVO S60 BASE
2.4L L5 FI GAS
LIC # WI VIN #
IN 02/23/18 8:37AM EST. MILEAGE 150,000

Store # 783816

Recommended Services not Authorized by Customer

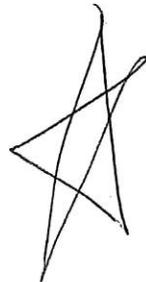
Status	Description	Qty	Unit Price		Extended Price		Total
			Parts	Labor	Job Total	Cat. Total	
Recmd	POWER STEERING					607.99	
	AAE5213 ATLANTIC REMAN PS PUMP	1	385.99	0.00			
	REMOVE & REPLACE POWER STEERING PUMP PULLEY	1	0.00	222.00			
Recmd	BALL JOINTS (Lower-Front,Right)					177.79	
	10480700 10480700 BALL JOINT LWR	1	88.99	0.00			
	REMOVE & REPLACE F BALL JOINT - ONE SIDE	1	0.00	88.80			
Recmd	TIE ROD ENDS (Both Left and Right Outer)					415.18	
	ES80981 ES80981 TIE ROD END LH O	1	140.99	0.00			
	ES80982 TIE ROD END RH OUT	1	140.99	0.00			
	REMOVE & REPLACE TIE ROD &/OR ENDS - ONE	1	0.00	99.90			
	REMOVE & REPLACE TIE ROD &/OR ENDS - EACH ADDITIONAL	1	0.00	33.30			
Recmd	HALF SHAFT (Front-Left)					280.09	
	6015N 6015N DLG NEW CV AXLE R&I OR R&R F AXLE SHAFT - LEFT	1	157.99	0.00			
		1	0.00	122.10			
	System Failure - Required						1,481.05 1,481.05
Recmd	ALIGNMENT SERVICE (12-MONTH WARRANTY)					89.99	
	ALIGNMENT SERVICE	1	0.00	89.99			
	Improved Performance - Suggested						89.99 1,571.04

Recommended Parts: 914.95
 Labor: 656.09
 Subtotal: 1,571.04
 Shop Supplies: 25.00
 Tax (5.50%): 87.78
 Total: 1,683.82

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MAR 6 - 2018

3:15 A.M./P.M.



estimate
Only
to know what
Needs Replaced

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ Skill Rate

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

WORK ORDER
000767
02/23/2018

FIRESTONE COMPLETE AUTO CARE
3180 MARKET LANE
KENOSHA, WI 53144

SERVICE ADVISOR
05 DAMIAN
262.657.3380

CAUL, ROY
3607 18TH AVE
KENOSHA, WI 53140
256.668.9555

2002 VOLVO S80 BASE
2.4L I5 FI GAS
LIC # WI VIN #
IN 02/23/2018 08:37AM EST. MILEAGE 150,000
DUE: 08:30AM 02/23 Waiting APPT: Yes

Alt. Auth. Name & Phone:
Store # 783816

INITIAL ESTIMATE

Description	Article Number	T#	Qty	Part	Labor	Extended Price	Job Total
VEHICLE PULL INSPECTION							21.98
PULLED RIGHT SLIGHTLY THEN HIT POT HOLE ON RIGHT SIDE CRACKED RIMS, REPLACED THEM, BUT PULL GOT WORSE REPLACED TIRES AND DID NOT CHANGE							
VEHICLE INSPECTION	057028788		1		21.98	21.98	

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3:18 A.M. (P.M.)

Flat rate charged per internal & Mitchell labor manuals
Time In: 08:37AM 02/23/2018 Parts Return: No
Cust Status: Waiting Appt: Yes Pay Type: Unspecified
Wheel Lock:
BASE
OE: 195/65R15 PSI 38
Torque 103



Summary	
Parts	0.00
Labor	21.98
Shop/Supply	0.00
Sub	21.98
Tax	1.21
Total	23.20

I ACKNOWLEDGE THAT I HAVE REVIEWED THIS ESTIMATE OF REPAIR AND SERVICE WORK. I HEREBY AUTHORIZE THE ABOVE WORK TO BE DONE, INCLUDING THE INDICATED, PARTS AND LABOR, AND PROMISE TO PAY FOR ALL SUCH WORK. I GRANT PERMISSION TO OPERATE THE REFERENCED CAR, TRUCK OR VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION AND/OR TESTING. I UNDERSTAND THAT ALL CLAIMS MUST BE ACCOMPANIED BY AN INVOICE. I UNDERSTAND IF ADDITIONAL WORK IS REQUIRED, YOU WILL OBTAIN MY VERBAL OR WRITTEN AUTHORIZATION BEFORE ANY ADDITIONAL WORK IS BEGUN, UNLESS OTHERWISE SPECIFIED ON THIS ESTIMATE.

X

Please do not leave Cell Phones, CDs, Money, Jewelry, or any other valuables in your vehicle. Firestone Complete Auto Care is not and will not be held responsible for missing or stolen items.

ESTIMATE ALTERNATIVES

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE, WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- 1 REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS.
- 2 PLEASE PROCEED WITH REPAIRS. I WILL CALL YOU BEFORE CONTINUING IF THE PRICE WILL EXCEED \$_____.
- 3 I DO NOT WANT AN ESTIMATE.

RIGHT TO REPLACED PARTS

REPLACED PARTS WILL BE RETURNED TO YOU IF YOU REQUEST THEM WHEN THE REPAIRS ARE ORDERED (YOU MAY INSPECT THOSE PARTS WHICH MUST BE RETURNED TO THE MANUFACTURER.)

- INITIAL ONE: _____
PLEASE RETURN REPLACED PARTS.
- _____ I DO NOT WANT REPLACED PARTS.

Customer Invoice
000885
03/02/2018

**FIRESTONE COMPLETE AUTO CARE
SOMERS FCAC
3190 MARKET LANE
KENOSHA, WI. 53144**

Service Advisor:
02 ISRAEL
262.657.3390

CAUL, ROY
3607 18TH AVE
KENOSHA, WI 53140-2303
256.668.9555

2002 VOLVO S60 BASE
2.4L L5 FI GAS
Lic #: WI Vin #:
In: 03/02/18 10:56AM Mileage: 154,645
Out: 03/02/18 11:38AM

Store # 783816

RETAIL SALE

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
ALIGNMENT SERVICE (12-MONTH WARRANTY) ALL PARTS HAVE BEEN REPLACED ALIGNMENT SERVICE		02				89.99
	7004578	65TS	1	89.99	89.99	

Technician(s):
65 TRAVIS

Payment History:
Visa 1896 101.58 791691
Total Tendered 101.58

Summary:

Parts	0.00
Labor	89.99
Shop Supplies	6.30
Sub-Total	96.29
Tax (5.50%)	5.29
Total	\$101.58

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.



Customer Signature

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MAR 6 - 2018

3:28 A.M./P.M.

All parts are new unless otherwise specified.

Motor Vehicle repair practices are regulated by chapter ATCP132, Wis. Adm. Code, administered by the bureau of consumer\013\010protection, Wisconsin Dept. Agriculture, Trade and Consumer Protection, PO Box 8911, Madison, Wisconsin 53708-8911

After Repair

HOW ARE WE DOING?

Tell us about your experience today!
Complete a 4-minute survey for a chance to win \$500 in store services
Visit www.FirestoneSurvey.com within 4 days and enter Code 783816-000885

Order information

Buyer thesaleshop2k11
 Seller bufexjunker
 Order placed on Tuesday, Feb 20, 2018
 Payment method PayPal
 Payment date Tuesday, Feb 20, 2018

Shipping address

tss2k11
 3607 18th Ave
 Kenosha WI 53140-2303
 United States

Order total

Subtotal \$116.00
 Shipping \$44.99
Total \$160.99

Item(s) bought from bufexjunker

Qty	Item name	Shipping service	Item price
2	2001 2003 2005 2007 2009 Volvo 60 Series 70 OEM 16 Mimas Wheel Rim (253264677704)	UPS Ground	\$116.00

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3:18 A.M./P.M.

Order information

Shipping address

Order total

Buyer thesaleshop2k11
 Seller www.1aautomotive.com
 Order placed on Friday, Feb 23, 2018
 Payment method PayPal
 Payment date Friday, Feb 23, 2018

tss2k11
 3607 18th Ave
 Kenosha WI 53140-2303
 United States

Subtotal \$108.90
 Shipping Free
 Total \$108.90

Item(s) bought from www.1aautomotive.com

Qty	Item name	Shipping service	Item price
1	4 Piece Steering Kit Front Inner Tie Rods & Rack Bellows Boots for Volvo S60 S80 (351724676951)	Standard Shipping	\$36.95 -\$8.00
1	8 Piece Kit Ball Joint Tie Rod End Sway Bar Link LH RH Set for S60 S80 V70 New (232040065098)	Standard Shipping	\$71.95 -\$11.88

Parts for individual repair priced on sheet as Per Component Cost.

Passenger tie Rod @ \$11.88
 Passenger inner tie Rod @ \$8.00
 Passenger Ball Joint @ \$9.10
 Passenger Sway Bar End links @ \$15.36

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3:18 A.M. P.M.

WALMART# 02668
 3049 S OAKES RD
 STURTEVANT, WI 53177 US
 (262)598-8702
 LIC# F

Service Order:



485700 60835

Sales Associate will provide a CIMS DOT registration card.
 Customer mails in CIMS card to register tires.

2-22-2018	CAUL, ROY	360" 18TH AVE. KENOSHA, WI 53140	
256)668-9555	YEAR	MAKE	COLOR
0	ODOMETER	CUSTOMER ARRIVAL TIME	SERVICE COMPLETED TIME
	0	2018-02-22 01:59 PM	2018-02-22 02:22 PM

Service Description	Service
NEW TIRE [3 @ 0.00] Whitewall - N/A	0.00
- Valve Stem - Drv Rear - COMPLETE	
- Valve Stem - Pass Rear - COMPLETE	
- New Tire - Pass Front - COMPLETE	
- DOT Number - Drv Rear - M6OF UA1R 4717	
- DOT Number - Pass Rear - M6OF VA1R 4817	
WHEEL BALANCE LIFE [3 @ 10.00]	30.00
- Balance Accepted - Drv Rear - COMPLETE	
- Balance Accepted - Pass Rear - COMPLETE	
TR413 VS PACKAGE	3.00
TR414 VS PACKAGE [2 @ 3.00]	6.00
LUG TORQUE	
Drv Rear 69 FT-LB	
Pass Front 69 FT-LB	

**third tire & stem was for spare replacement*

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

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.

Merchandise Description	Quantity	Unit Price	Merchandise
205/55R16 91H DPERF	3	57.00	171.00

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 3:18 A.M./P.M.

Customer Comments	Total (Excluding Tax & Govt. Fees) 210.00
Technician Comments	DISCLAIMER

I authorize the stated service to be completed with the necessary materials. I give permission to operate the vehicle.

1. Walmart is not responsible for loss/damage to the vehicle or items left in it if they are safe. Only the service on the service order is performed. Tires are not inspected for conditions that may affect safety (tread depth, cuts, punctures, cracking, bulges, and uneven tread wear).

2. Walmart does not inspect tires to determine if they are safe. Only the service on the service order is performed. Tires are not inspected for conditions that may affect safety (tread depth, cuts, punctures, cracking, bulges, and uneven tread wear).

3. Customers should ensure their tires are properly inflated, have tread depth greater than 2/32" in all grooves, and have no cuts, punctures, cracking, bulges, or uneven tread wear.

An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of services performed.

Driving conditions will affect the safety and performance of my tires.

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

SIGNED _____

DATE _____

QUALITY CONTROL TECH: JOSH 9239
 SERV WRTR/GREETER: SCOTT 3349
 THIRD QC TECH: DEANDRAE 5659
 TIRE TECHNICIAN: DEANDRAE 5659

02-22-2018

CUSTOMER SIGNATURE _____ DATE _____

See back of receipt for your chance
to win \$1000

ID #: 7M2D78XWPFB



..... (.262.) .598 - .8702

MANAGER, ZEKE. RADOVANOVIC

3049 S. DAKES RD.

STURTEVANT, WI. 53177

ST# .02668 .OP# .007377 .TE# .95 .TR# .03539

TLE ITEMS FOLLOW

ORDER NUMBER .0048570060835

VALVE STEM .060538862032 3.00 X

VALVE STEM .060538862034 3.00 X

.....

AUTO TIRES .074131795969 57.00 X

AUTO TIRES .074131795969 57.00 X

.....

LIFE WHL BAL .007874224343 10.00 X

LIFE WHL BAL .007874224343 10.00 X

.....

TLE ITEMS COMPLETE

SUBTOTAL 210.00 ..

PN. CN. VOL. 23 .008087818315 6.42 X

PINTO BEANS .007152401125.F 2.63.0

** ITEM PACKAGE .48580210113. **

OLYFUN 003535210622 4.41 X

3.000 .yd. AT 1 .yd. FOR 1.47

** PACKAGED PRICE 4.41 **

SUBTOTAL 223.46 ..

TAX 1 .5.100.% 11.26 ..

TOTAL 234.72 ..

VISA .TEND 234.72 ..

Visa Credit .****.****.****.1896.I.0

APPROVAL # .015907

REF # .1042000314

TRANS ID - .308053755185114

VALIDATION - .R9ML

PAYMENT SERVICE - .E

AID. A0000000031010

TC. 5EA3B7A14D9B51FB

TERMINAL # .SC010704

*Signature Verified

02/22/18 14:58:47

CHANGE DUE 0.00 ..

#####

DUPLICATE RECEIPT

#####

#. ITEMS SOLD 12

TC# 6949.4840.0749.5561.3062.1



Low Prices. You Can Trust. Every Day..

02/22/18 14:58:47

CUSTOMER COPY

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OFFICE OF CITY ATTORNEY

MAR 6 - 2018

3:18 A.M./P.M.

Use Walmart Pay to save your receipts.



Photo taken
at
Sisron
of

RECEIVED
OFFICE OF CITY ATTORNEY

MAR 6 - 2018

3:18 AM/PM

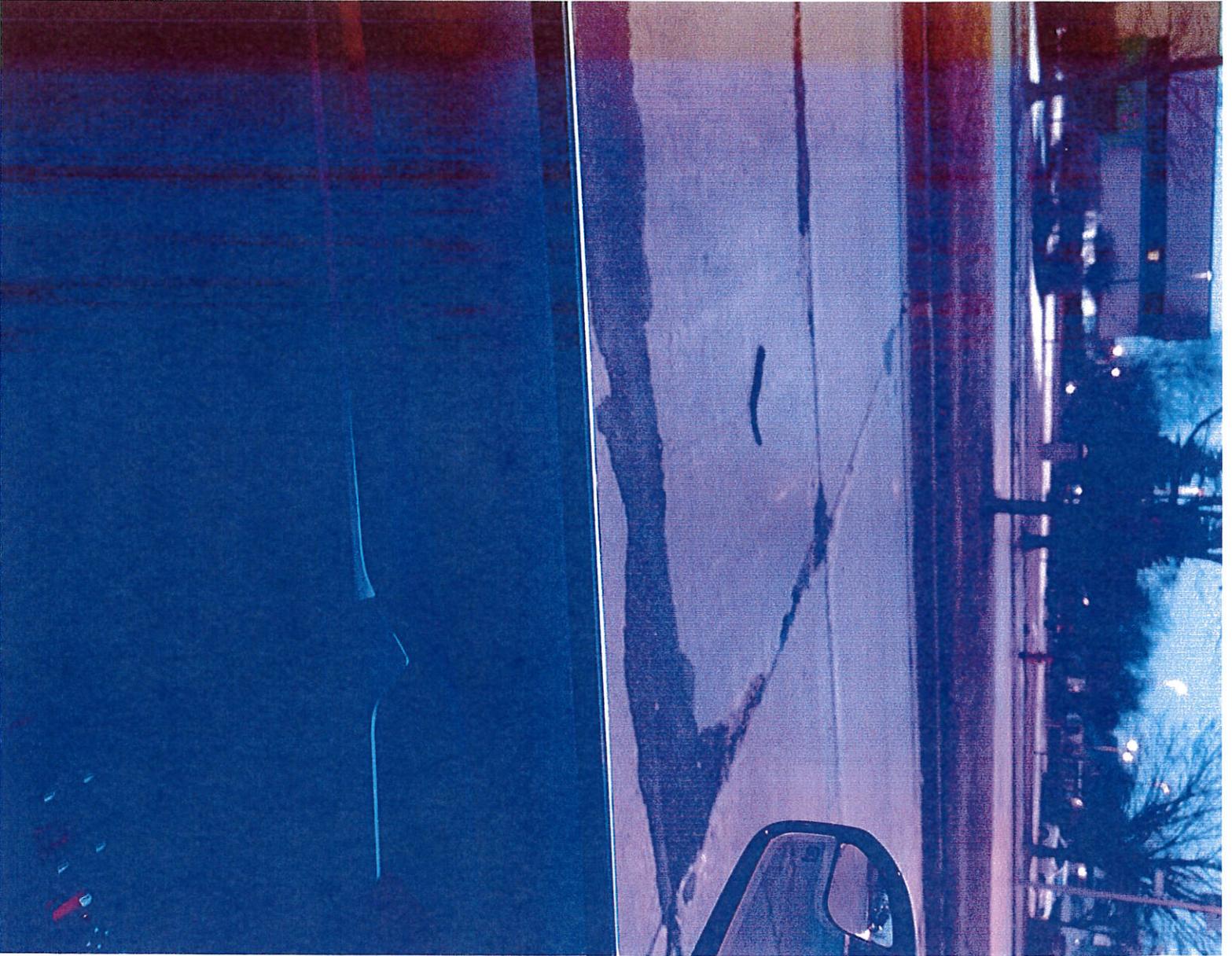
US-145
←→



→ NW

Pothole Filled
Upon Second
Return

Photo taken
on
9-26-18
at
5:32pm



2nd
Shot
of now
filled
Pothole

Photo taken
at 9:30am
on
9-20-18



Photo of
Passenger
Rear
tire


Crack marks
with a 

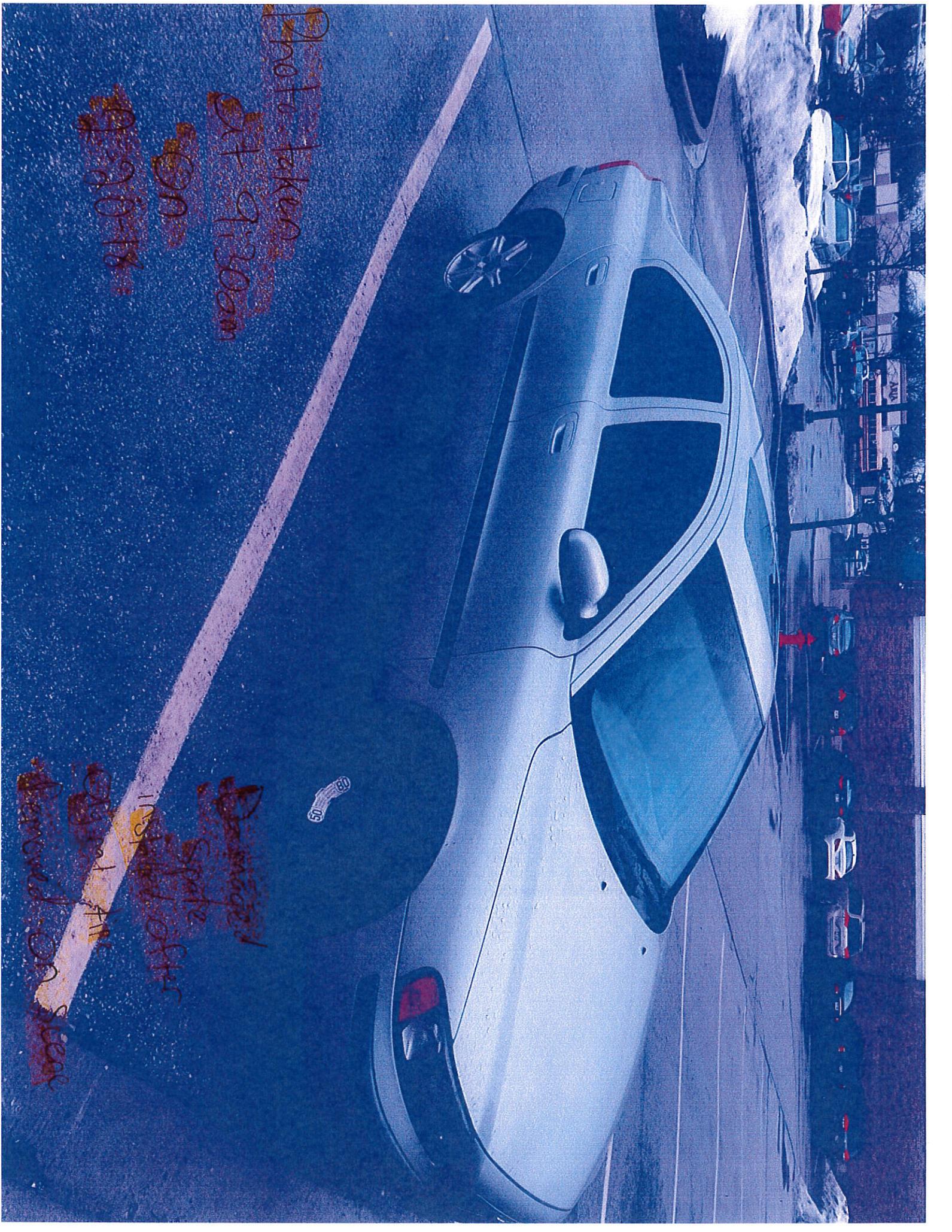


Photo taken
at 9:30am

ON
9-20-18

Damage
Spoke off
install 4th

removed on street
off 4th

Photo taken
at
6:36 am
on
2-20-18

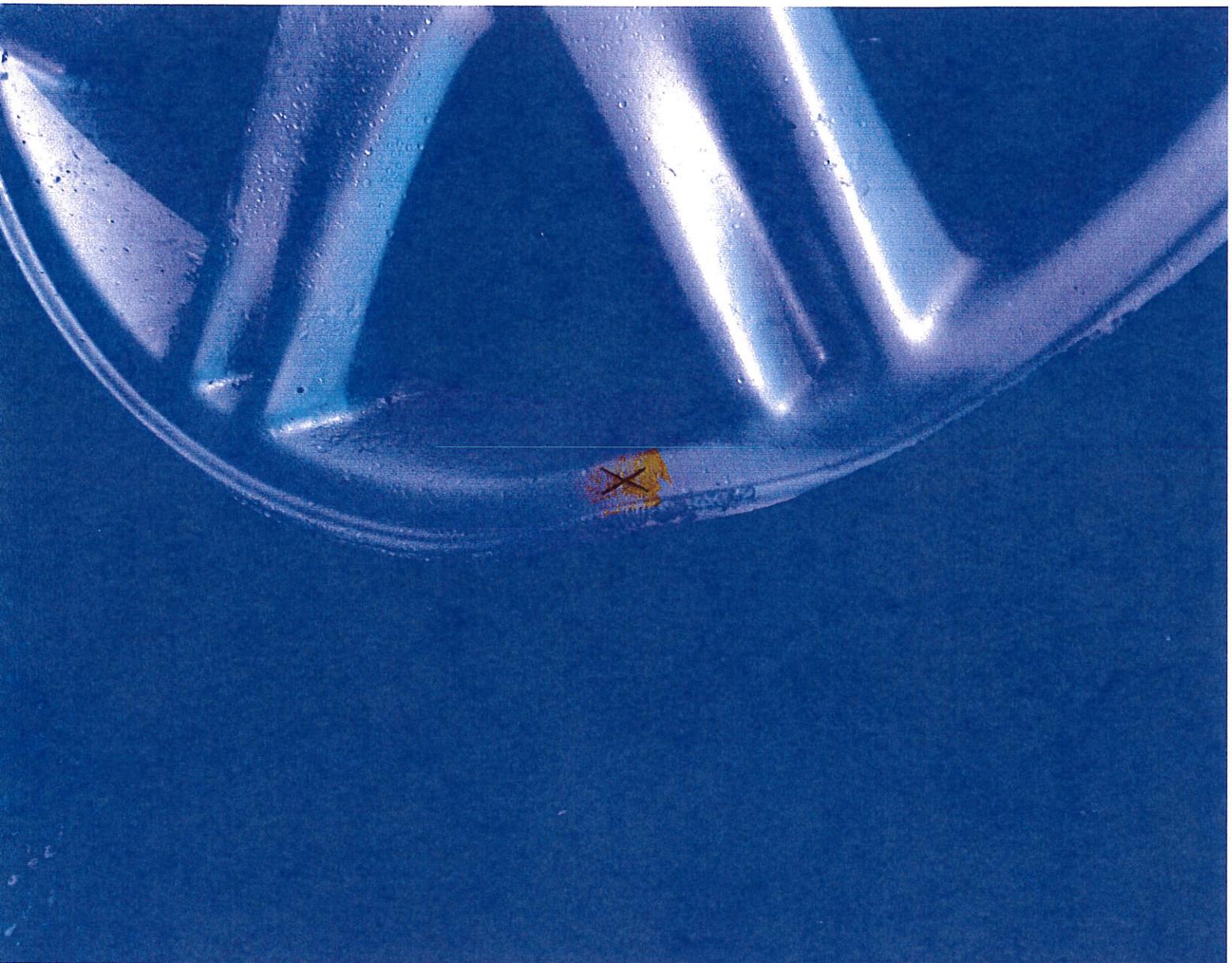


Photo of
Back side of
Passenger front
fire after
removal

Damage marker
with



Photo taken
at 6:34am
on
9-20-2018



2nd Photo
of Passenger
Tire Rear
Crack barely
visible, but
bead clearly
shown and
marked with
an X

Photo taken
at 9:30am
9-20-18



2nd Photo
of front
passenger inside
fire.

Damage marker
with

X

Photo taken
at

6:35 am
NOV

9-20-18



Photo of
Passenger Floor
outside of
Rim. damage
marked with
a X