

January 7, 2016

Dear Sir,

I, Sharon Shell want to file an appeal regarding the decision made involving damage to my vehicle.

Sincerely,

Sharon Shell
1046 E. Potter Ave
Milwaukee, WI 53207
(414) 238-8894

RECEIVED

JAN 11 2016

OFFICE OF
CITY ATTORNEY

CITY OF MILWAUKEE
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CITY CLERK'S OFFICE

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From: **shazadi 7** (shazadi7@hotmail.com)
Sent: Thu 11/19/15 7:04 AM
To: ghassan.korban@milwaukee.gov (ghassan.korban@milwaukee.gov)

RECEIVED

DEC 15 2015

OFFICE OF
CITY ATTORNEY

Dear Mr Ghassan, I am writing to you with the confidence of knowing that you will make sure my request is forwarded to the proper department in the Infrastructure Services Division. Please save this email to add to the packet of photos and the receipt from the VW Dealership that I will be sending to you this morning by USPS Certified Mail that you should receive Friday November 20th or at the latest Monday November 23rd. On September 6th, 2015 I was driving my 2011 VW Golf TDI southbound on Logan Ave in Bay View. Since I normally drive another block east and continue southbound on Bay Street, I was not familiar with the condition of the road on South Logan Ave between 2389-2373 S Logan.

To my regret, I was unfamiliar with a 20-25 foot long series of holes in the road at the above addresses. I inadvertently drove over the series of holes which were actually unavoidable. I realized that my car took quite a beating by driving over the series of holes, but it wasn't until the next morning when I was going to run errands that I saw that both tires on the passenger side of my car were nearly flat. I had my son come with an air compressor to fill up my tires and continued with my day. Two days later I realized that both tires on the passenger side no longer were holding the air. Since I had bought new tires in July 2014 and had purchased the extended warranty I made an appointment at the car dealership to have the tires checked.

To my dismay, I was very upset to learn that the series of holes I drove over on Logan Ave did a lot more damage than just ruining two tires. It actually ruined the struts and suspension system in to the front of my car. I had no choice then to have it repaired and the two tires replaced. Luckily the dealership replaced the two tires at no cost because I'd bought the extended warranty, however the repairs to the front end were very expensive. I became a widow March 27th, of 2015 and have an extremely tight budget. I certainly was in no position to pay for these repairs and over the last two months have realized that the city of Milwaukee Infrastructure Services Division need to be held responsible for the neglect and lack of maintenance of South Logan Ave from 2389-2373. It was not winter, or under construction, so there was absolutely no reason for that road to be in such disrepair.

The pictures you will be receiving by certified mail were taken on September 8th where my neighbor held the measuring tape so I could take the photos. I am not a profession photographer so the images are not the best, however they clearly show the neglect and disrepair that I drove over.

I am requesting that the city reimburse me for the amount I spent on the front end damage. After speaking to our family attorney, I'd decided to try and address the situation myself, however I was told by our attorney that if I don't receive satisfaction from the City of Milwaukee for this incident, that he will then step in. As I have stated before, I have no room in my tight budget for attorney fees, or for that matter, small claims costs. I am hoping to resolve this civilly.

Sincerely, Sharon Shell 1046 E Potter Ave Milwaukee, WI. 53207 414-238-8894

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CUSTOMER #: 25368

DEC 15 2015

164013

Boucher Volkswagen

Marketplace

6420 S. 108th Street · Franklin, WI 53132

(414) 525-1100

www.boucher.com

OFFICE OF CITY ATTORNEY

INVOICE

JAMES HILL
2525 S SHORE DR
MILWAUKEE, WI 53207
HOME: 414-238-8894 CONT: 414-238-8894

PAGE 1

BUS: CELL: SERVICE ADVISOR: 5158 DUSTIN J ABPLANALP

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, IN SERVICE DATE, WAHR EXP, PROMISED, PO NO, PAYMENT, INV DATE, R.O. OPENED, READY, OPTIONS.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CUSTOMER STATES BOTH PASSENGER TIRES KEEP LOOSING AIR AND FRONT PASSENGER TIRE HAS TWO BULGES IN SIDEWALL. INSPECT AND ADVISE CUSTOMER HAS ROAD HAZARD ETPPREP PROTECTION REPAIR 5078IETPR 2 42370 KUMHO: 2161793 52540 Replaced both passenger side tires, rotated new tires up front, took drivers rear tire, dismounted it and flipped it, remounted it and balanced and moved it to the passenger rear.

(N/C)
(N/C)

B CUSTOMER STATES WHEN DRIVING OVER A BUMP THE REAR END SHAKES REALLY BAD, INSPECT SUSPENSION COMPONENTS AND ADVISE FS71 Strut Cartridge/Strut Assembly, Front - Replace 5078 CPV 2 42369 F STRUT: 72311 AFTERMARKET 2 1K0-412-331-B MOUNTING 2 1K0-412-249-B BEARING 2 1K0-411-315-R CONN LINK 4 N-015-081-6 NUT 3.74 3.74 14.96

\$1161.40 in damage

SR42 Alignment, Four Wheel - Check and Adjust 5078 CPV 99.00 99.00 52540 Test drove vehicle, duplicated concern but noticed issue with front, not rear of vehicle, inspected and found passenger front strut had failed. Removed and replaced both front struts, mounts, bearings and sway bar links, performed 4 wheel alignment, test drove and system ok

C PERFORM ECM UPDATE CAUSE: PERFORMED ECM UPDATE 23802599 PERFORM VW UPDATE TO ECM PER TECH BULLETIN 2011082 5078 WPV

Customer Satisfaction is Our Primary Concern

Table with columns: DESCRIPTION, TOTALS. Includes logos for Ford, Lincoln, Jeep, GMC, Buick, Chevrolet, Cadillac, Hyundai, Kia, Mazda, Volkswagen, Dodge, Ram, Nissan, Infiniti, Acura, Honda, and Boucher Volkswagen.

I acknowledge receipt of a copy of this invoice which contains the revised estimate information, if any, and such revised estimate was previously authorized by me or on my behalf. Customer Signature:

CUSTOMER COPY

CUSTOMER #: 25368

RECEIVED

164013

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BUS: CELL:

OFFICE OF
CITY ATTORNEY

PAGE 2

SERVICE ADVISOR: 5158 DUSTIN J ABPLANALP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	11	VOLKSWAGEN GOLF TDI	WVWMM7AJ2BW015444		52540/52553	T707
DEL DATE	IN SERVICE DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
29NOV10 DD			18:00 10SEP15		CASH	11SEP15
H.O. OPENED	READY	OPTIONS: SOLD-STK:11V010 3)RC=0759				
10SEP15	11SEP15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
FC: PART#: COUNT:							
CLAIM TYPE: 710							
AUTH CODE:							

52540 Perf ECM update

D PERFORM LUBE, OIL, AND FILTER CHANGE. TOP OFF ALL FLUIDS, CHECK AND ADJUST TIRE PRESSURE.

LUB1 PERFORM LUBE OIL AND FILTER CHANGE, CHECK AND TOP OFF ALL FLUIDS, CHECK AND ADJUST TIRE PRESSURE

5078 CPVM		17.95	17.95
1 071-115-562-C FILTERELEM	11.00	11.00	11.00
50 G-052-195-1B-DSP CASTROL LLO3 SYNTHETIC	0.82	0.82	41.00
1 N-013-849-3 WASHER	1.08	1.00	1.00

52540 PERFORMED LUBE, OIL AND FILTER CHANG, CHECK AND TOP OFF ALL FLUIDS, CHECK / ADJUST TIRE PRESSURES AS NEEDED AND VISUALLY INSPECT TIRES FOR WEAR AND DAMAGE.

BB30 BONUS BUCKS 30.00 CPV		-30.00	-30.00
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EST: 69.95

10SEP15 08:06 SA 5158

PAID

DATE: 9/12/15

CASH:

CHECK: PERSONAL COMPANY

CHARGE VISA MC DIS AM

"Your Continued Satisfaction is Our Primary Concern"

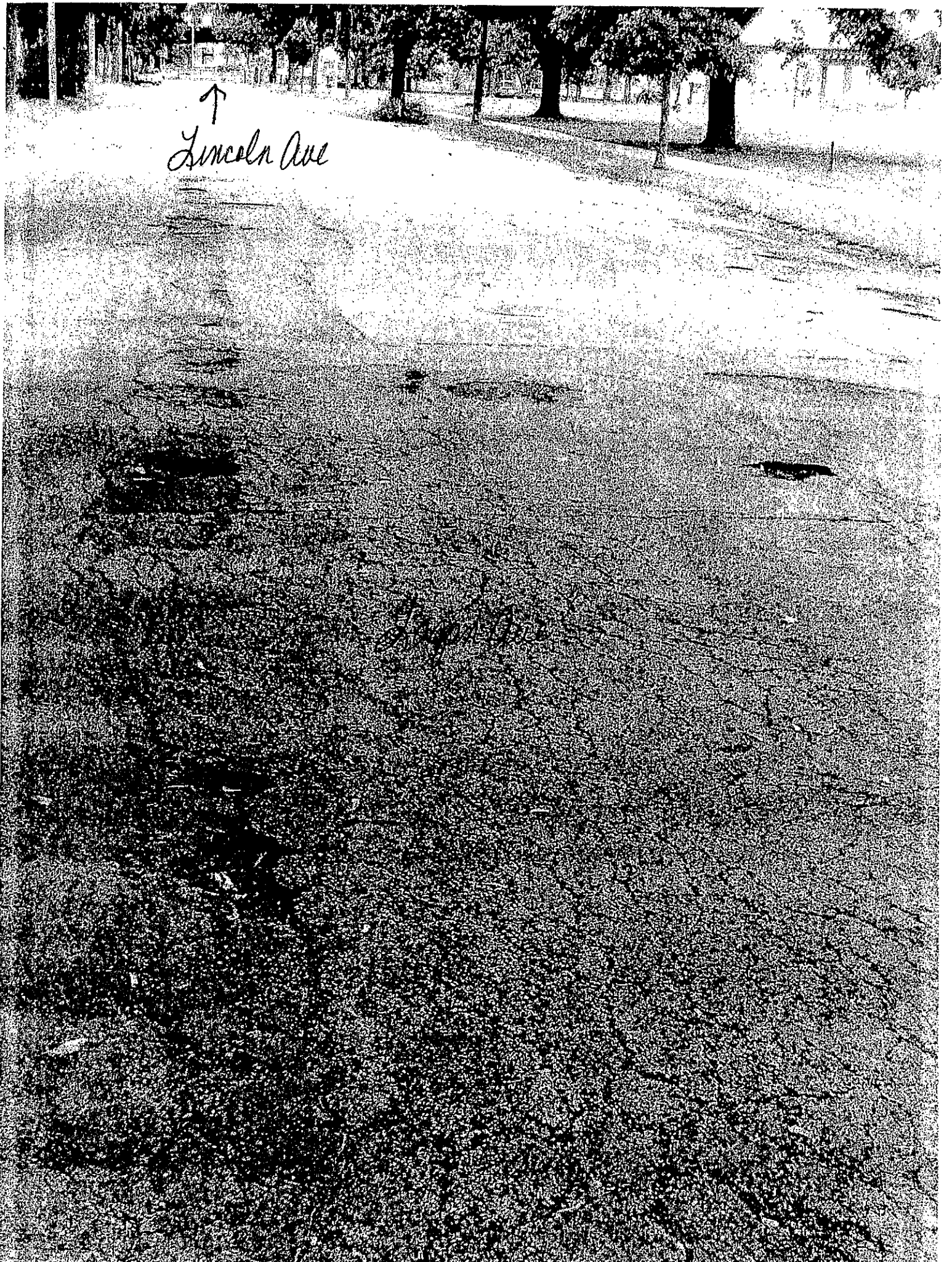
	<p>The only warranties provided on the parts installed are those made by the manufacturer. The seller, Boucher Volkswagen Marketplace, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.</p> <p>Motor 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.</p> <p>ENVIRONMENTAL AND SHOP SUPPLY SURCHARGE: A charge is included for the handling and disposal of hazardous waste and similar materials and for supplies consumed in the process of repairing your vehicle. These supplies include solvents, cleaners, rags, towels, nuts, bolts, tape, etc...</p>	<p>LET US SERVE ALL OF YOUR AUTOMOTIVE NEEDS! FOR A COMPLETE LISTING OF BOUCHER DEALERSHIPS, COLLISION REPAIR CENTERS AND HOURS OF OPERATION, PLEASE VISIT OUR WEBSITE AT: www.boucher.com</p> <p>OR CALL US AT: 1-888-BOUCHER</p> <p>You may also visit us on Facebook or follow our tweets @ BoucherAuto</p>	DESCRIPTION	TOTALS
			LABOR AMOUNT	445.95
			PARTS AMOUNT	786.40
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	25.95
			TOTAL CHARGES	1258.30
DED/ADJ	30.00			
SALES TAX	68.79			
PLEASE PAY THIS AMOUNT	1297.09			

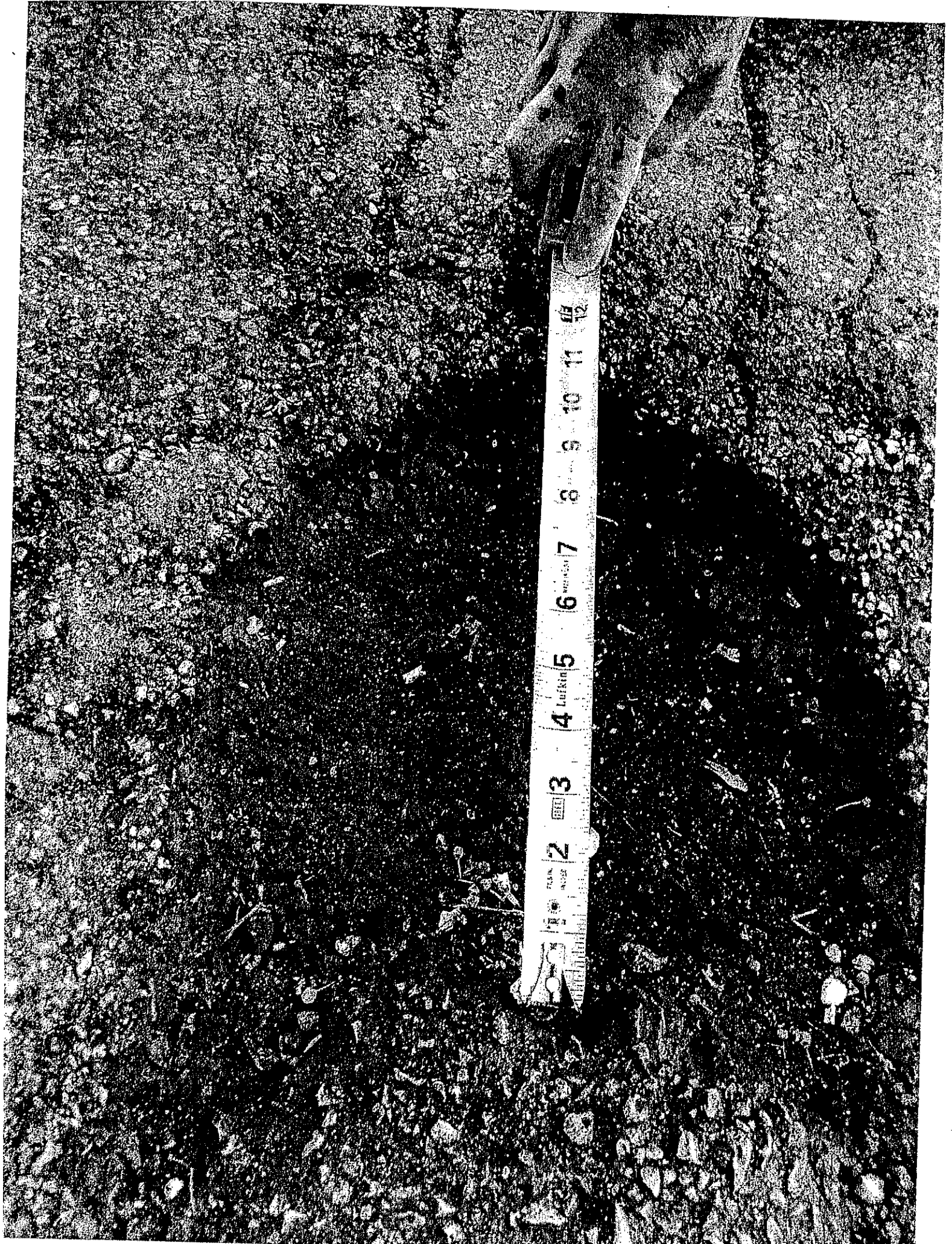
I acknowledge receipt of a copy of this invoice which contains the revised estimate information, if any, and such revised estimate was previously authorized by me or on my behalf.

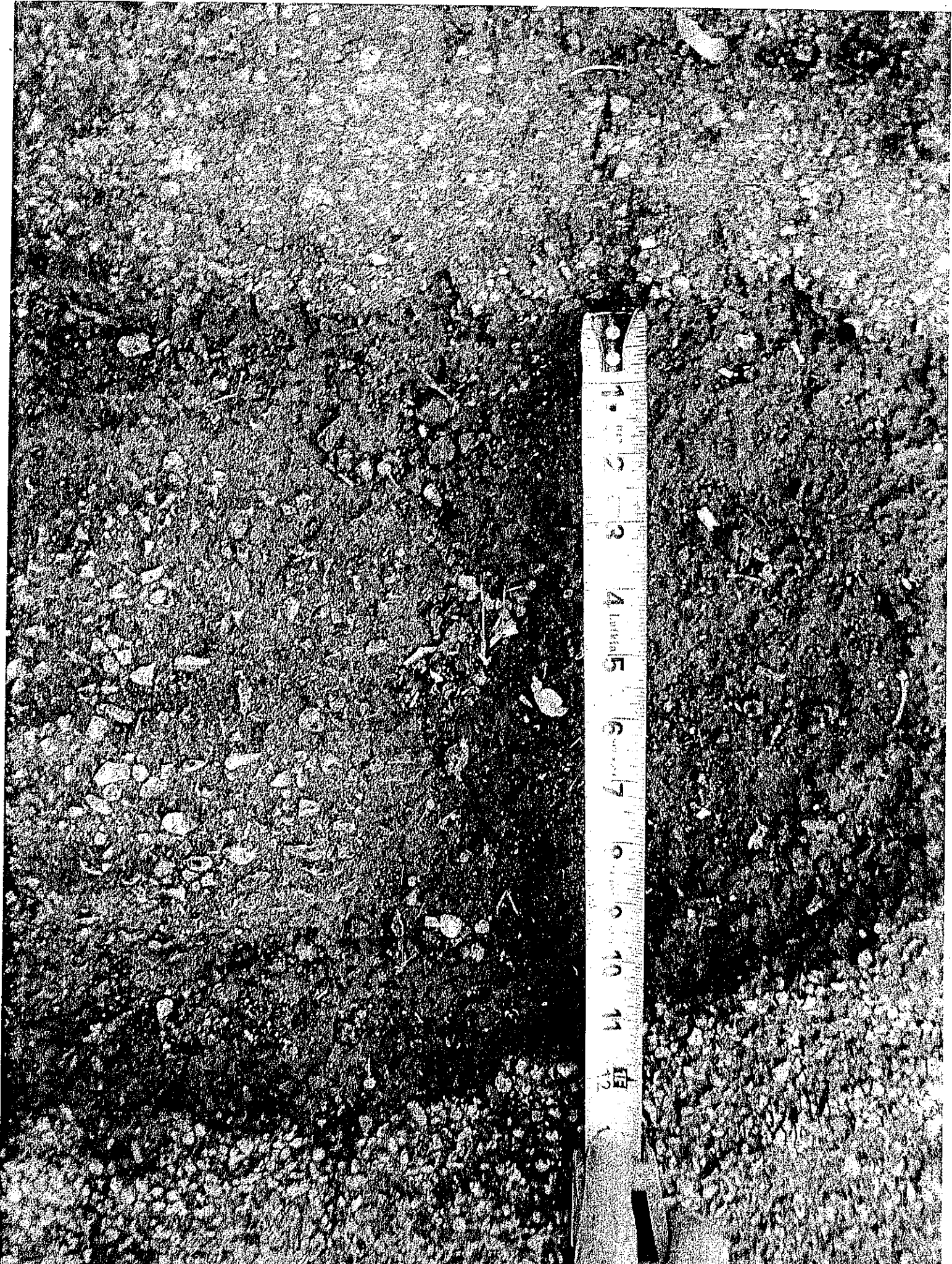
Customer Signature: _____

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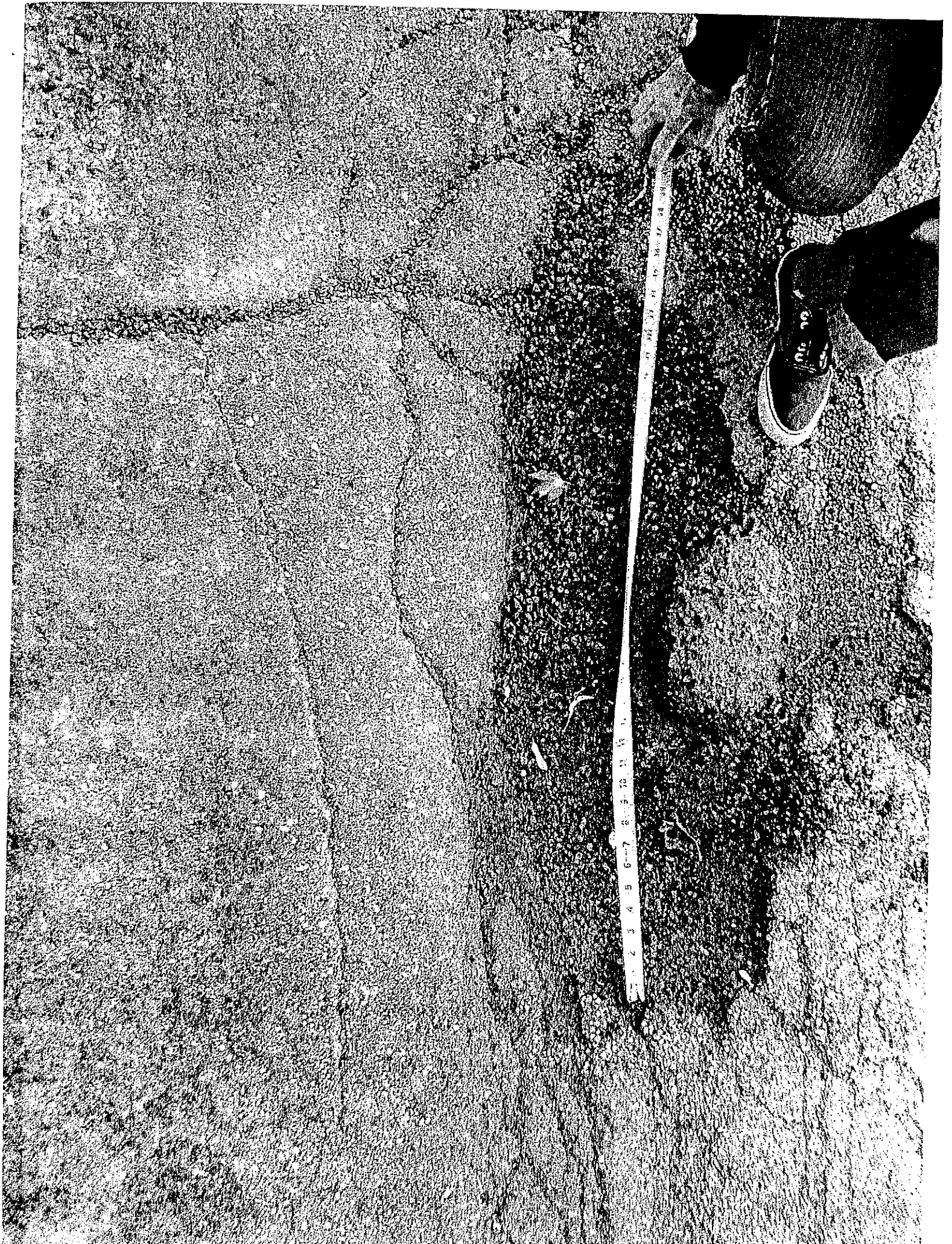
↑
Lincoln Ave



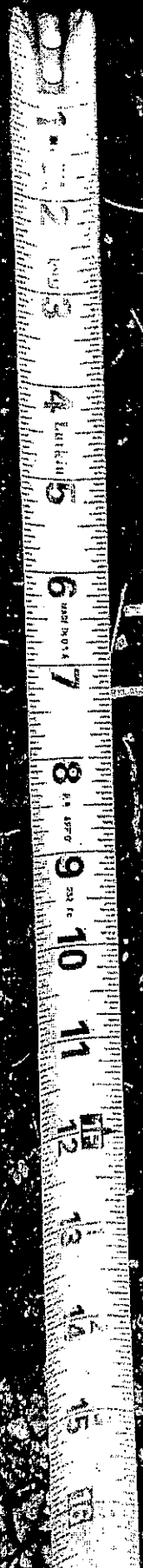


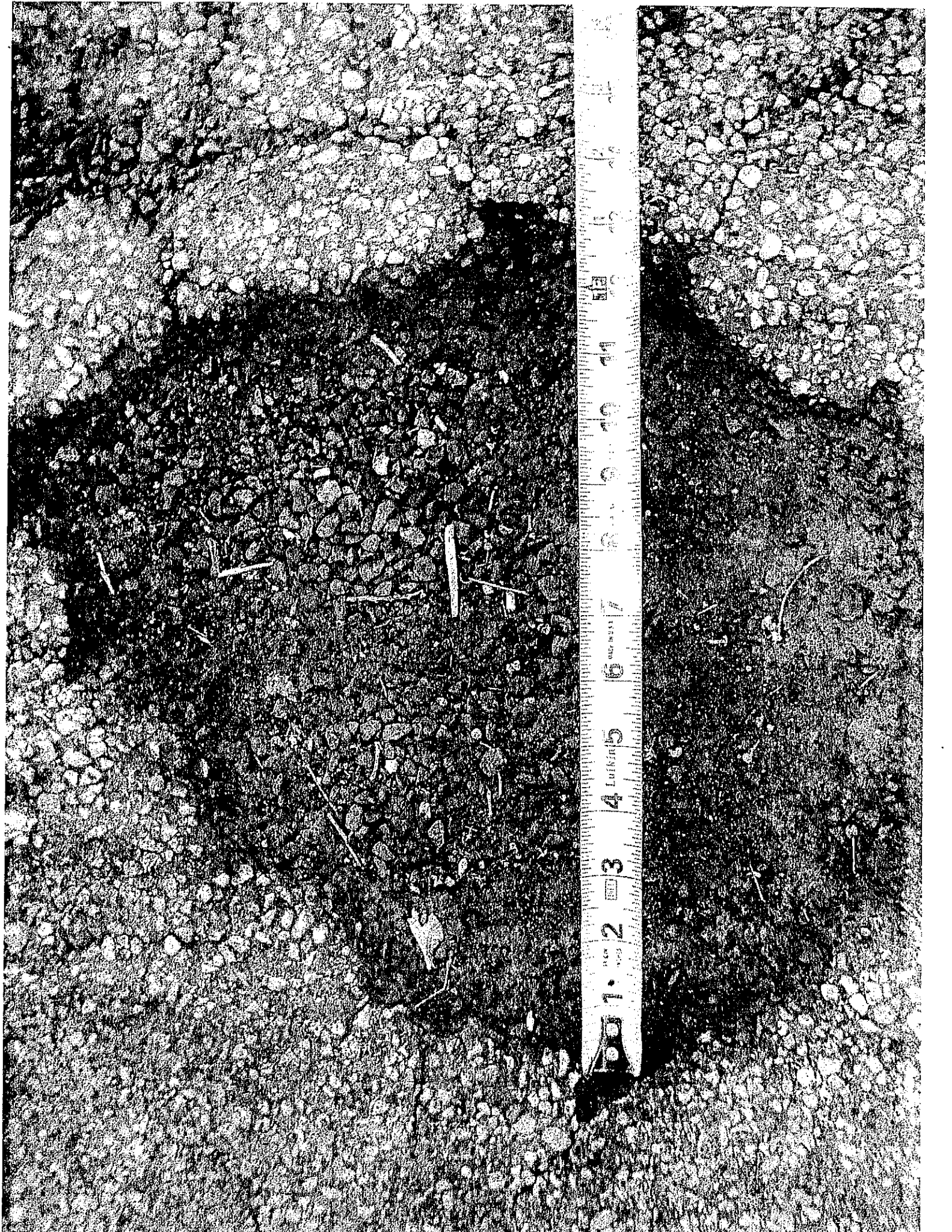


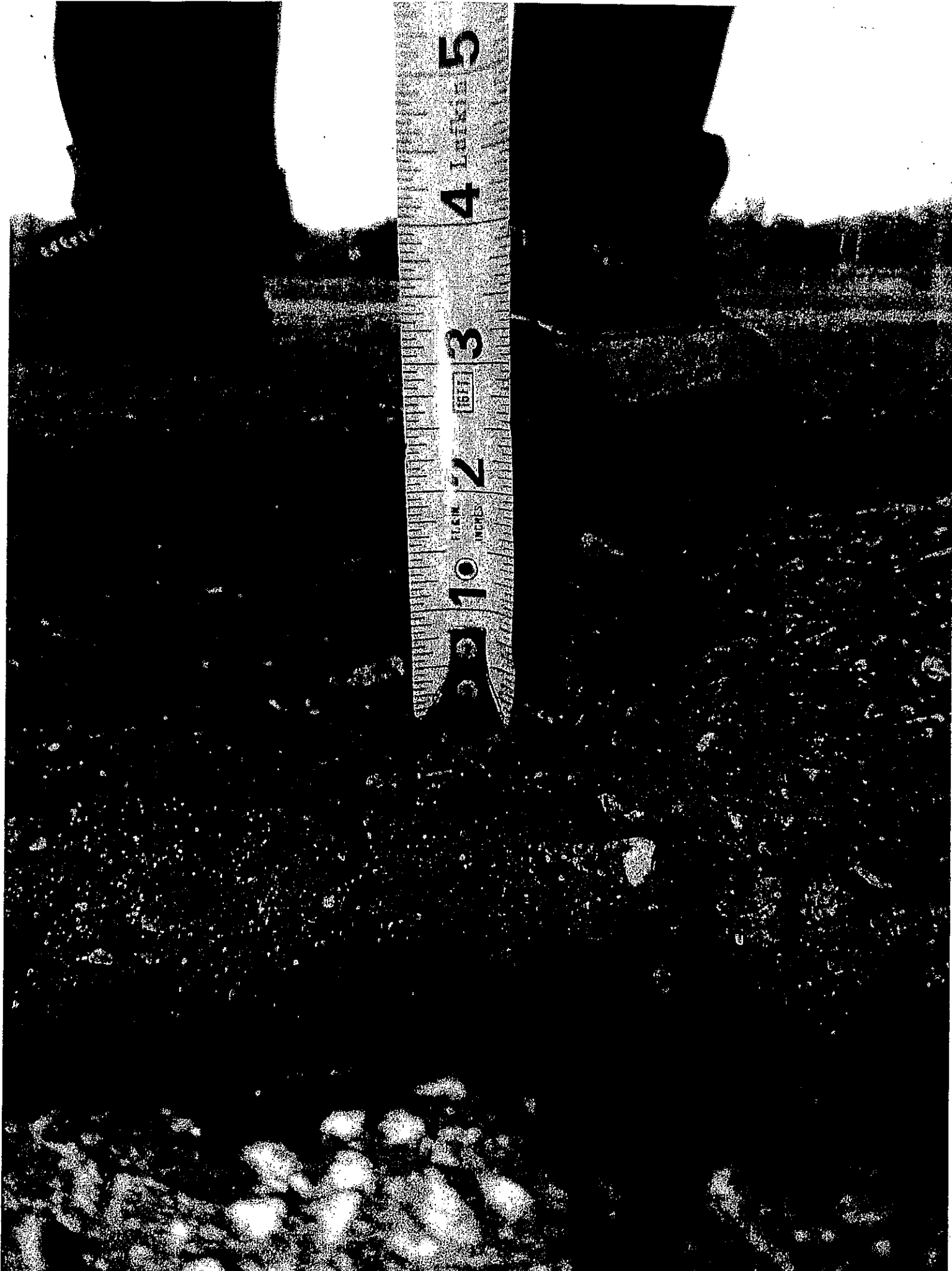












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