

Dear Sir or Madam;

CITY OF MILWAUKEE
RECEIVED

CITY OF MILWAUKEE

2014 MAR -6 PM 3:38

14 MAR -6 AM 8:18

I am filing this claim with the City of Milwaukee for the unnecessary vehicle damage that occurred to my 2013, black, 4 dr., Hyundai Sonata automobile, that had been purchased on Sept. of 2013 valued at \$29,160.00.

On Fri., Feb. 21, 2014 at approximately 8:17 A.M., I was traveling west bound in the left lane in the 6200 block of W. Fond Du Lac Ave., with light snow on the concrete pavement and very strong gusting wind conditions. The traffic conditions at this time were heavy. While passing the Diamond Inn Hotel (6222 W. Fond Du Lac Ave.), I struck (3) consecutive non visible pot holes that caused my vehicle to shake abruptly. I attempted to quickly change lanes into the right lane as I struck a (4) pothole. This pothole caused my vehicle suspension to bottom out onto the concrete and nearly caused me to strike another motor vehicle in the right lane.

I was able to operate my vehicle back to my home residence, but the steering wheel had excessive pulling to the left, which was not the case prior to striking these (4) non visible pot holes. I did not realize the extent of the total damage until I tried operating my vehicle later on that same evening to go to work. The low tire pressure idiot light displayed on the dashboard and front driver side tire started to make a loud thumping sound. I immediately pulled over to the shoulder of the roadway and noticed that the tire was extremely low with air. I was able to replace the damaged tire with the spare in the trunk of the vehicle.

When I pulled the rim off the vehicle I noticed there were (2) creases in the rim. This damage was also observed by service manager Allen Stanczak of Mike Jones Arrow Hyundai. Stanczak advised me that the damage rim could not be repair due to the extensive damage. I had to replace the 18 inch alloy rim, P225/45R 18 tire due to the damage done to the tire core, and have a wheel alignment that resulted in an \$837.31 repair bill.

I proceeded to go back to the scene on Sat., Feb 22, 2014 at approximately 7:40 A.M. to take photos and measurements while traffic was light. I observed that the street still did not have any road barricades, traffic cones, or road signs warning motor vehicle operators of a bump. I check the surrounding area for blown over barricades or traffic cones but was unable to locate any. (2) of the deepest potholes that were photographed and measured were 3 ½ and 5 ½ inches deep. There were no signs of cold asphalt that is used to repair potholes or signs of the missing concrete from the potholes in the area.

I did place a service request online (101000719852) to have these potholes repaired to prevent other citizens from damaging their vehicles and avoid causing an accident.

Currently (03/03/14), there are (3) traffic cones and a barricade for a single bump in the roadway in the 800 block of W, State St. in Downtown Milwaukee. Had this preventative measure been used by the City of Milwaukee at 6222 W. Fond Du Lac Ave on 02/21/14, I would have never driven over those numerous potholes causing my vehicle to be damaged so badly.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Troy Stofflet', with a stylized flourish at the end.

Troy Stofflet

6334 N. 121th St.

Milwaukee, WI 53225

414-807-8193



10611 W. Arthur Ave.
P.O. Box 270227
West Allis, WI 53227-7205
414-329-3100 414-292-1703
414-321-4541 (fax)

CUSTOMER NO. 34940	ADVISOR EMANUEL ORTIZ	TAG NO. 282 257	INVOICE DATE 02/26/14	INVOICE NO. HYCS698586
TROY A STOFFLET 6334 N 121ST ST MILWAUKEE, WI 53225-1002 TROY7218@YAHOO.COM	LABOR RATE	LICENSE NO. 357EPN	MILEAGE 5,356	COLOR BLACK/
	YEAR / MAKE / MODEL 13/HYUNDAI/SONATA/SE 2.0	DELIVERY DATE 09/09/13	DELIVERY MILES 4	STOCK NO. H32820
	VEHICLE I.D. NO. 5 N P E C 4 A B 9 D H 7 9 9 3 6 8	SELLING DEALER NO.	PRODUCTION DATE 08/21/13	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/24/14	REPRINT# 1
RESIDENCE PHONE 414-236-5610	BUSINESS PHONE	COMMENTS E# G4KHDK201619	MO: 5358	

LABOR

1 42 HVZ WHEELS AND TIRES TECH(S) 410 15.00
CUSTOMER STATES THAT THE DRIVERS FRONT WHEEL HIT A POTHOLE RIM IS DAMAGED. CHECK TIRE

2 39 HVZ FOUR WHEEL ALIGN TECH(S) 410 89.95
INSPECT FRONT AND REAR SUSPENSION AND TIRES. COMPUTER ALIGN THE FRONT AND REAR SUSPENSION TO MFR. SPECIFICATIONS

TOTAL - LABOR 104.95

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52910-30370	WHEEL ASSY-ALUMIN	512.22	512.22
JOB # 1	1	1010086	225/45R18 HANKO	205.00	205.00
		OPTIMO H431 95V			
TOTAL - PARTS					717.22

MISC

JOB #	CODE	DESCRIPTION	CONTROL NO	
JOB # A	108	ENVIRONMENTAL FEE		7.87
JOB # 1	13	10% DISCOUNT CARS PARTS		-37.14
TOTAL - MISC				-29.27

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

DEPARTMENT HOURS

SERVICE & PARTS

MONDAY - FRIDAY
7:00 AM - 6:30 PM

SATURDAY
7:00 AM - 3:00 PM

"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."

ADDITIONAL WORK AUTHORIZED BY:

NAME _____

DATE _____ TIME _____ A.M. P.M.

NO. CALLED _____

NEW TOTAL ESTIMATE _____

WARRANTY ON PARTS AND LABOR
12 MONTHS OR 12,000 MILES

THANK YOU FOR ALLOWING US TO SERVE YOUR VEHICLE NEEDS, IN THE NEAR FUTURE YOU MAY BE RECEIVING A SURVEY FROM THE MANUFACTURER. IT IS VERY IMPORTANT TO US FOR YOU TO BE ABLE ANSWER "EXCELLENT" TO ALL OF THE QUESTIONS ANYTHING LESS IS A FAILING GRADE. IF YOU CANNOT ANSWER "EXCELLENT" TO ALL OF THE QUESTIONS, PLEASE CALL US SO WE CAN ADDRESS YOUR CONCERNS AND OR QUESTIONS.

WE OFFER A FULL BODYSHOP OPERATION FOR YOU AT OUR BROOKFIELD LOCATION, IF YOU NEED OUR ASSISTANCE IN THIS AREA PLEASE CONTACT OUR BODYSHOP AT 262-781-1300

TOTAL LABOR... 104.95
TOTAL PARTS... 717.22
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 7.87
TOTAL MISC DISC... -37.14
TOTAL TAX..... 44.41
TOTAL INVOICE \$ 837.31

PAID

FEB 26 2014

ARROW HYUNDAI

CUSTOMER SIGNATURE

RA
check # 3696

The Reynolds and Reynolds Company EPRINTNIVE CC225813 Q (08/13)