

CITY OF MILWAUKEE

From: Kathleen Putnam  
6160 So. 6th St. Unit E-37  
Milwaukee, Wisconsin  
53221-5121

2002 APR -2 PM 2:49

March 28, 2002

RONALD D. LEONHARDT  
CITY CLERK

Phone: 414-571-9534

Dear Persons,

In the time period of approximately December 5, 2001 to December 11, 2001; I drove my car over a deep horizontal ditch in the road in the 4900 block of Howell Avenue across the street from Denny's Restuarant (4925 So. Howell Ave.) when I was heading North to drive my son to catch his City Bus for school across the street from Walgreens Drug Store (107 W. Wilbur Ave.) and at the corner of Bradley Avenue and So. Howell Avenue.

This event occured on several mornings during that time period. On one and/or two of the mornings we hit that ditch pretty hard even though we were going below the posted speed limit. No warning lights were posted with regard to the ditch in the road and we hit it in a totally unexpected manner. (Also, it was relatively dark at the time we drove over it.....approximately 6:30 A.M.). The ditch stretched across the entire 3 lanes of the road and was deep and wide. Road work of some sort was being done in the left lane but the ditch spanned all 3 lanes of the road. Enclosed are photos post repair of ditch showing that all three lanes were covered with new asphalt. Better photos of this can be provided at a later date.

According to my phone records, I called the city on December 12, 2001 and again on December 18, 2001. Mr. Ralph Sorenson or Mr. Rick Politowski said that they had a lot of calls from other people with regard to that ditch also and that Schmidt (Louis Schmitt?) Plumbing Contractors of 2212 Sunny Dale in Mequon, WI. 53092 were responsible for the work being done there.

I called this plumbing Company (and their Insurance Co.) and they are denying all responsibility for the problem. An Aquity Insurance Company Representative told me on the phone that they were working in the left lane only but their ditch extended across the entire road. I did tell them I was driving in the right lane but actually we were driving in the center lane and in that lane the ditch was very deep, especially toward the left side of the middle lane, as they were doing their work in the left lane. Again, their ditch did go into the left side of the Center Lane very deeply. This is an important thing to know when we get to the section of the damage done to my car.

As far as my telling them that I was driving in the right lane, this was not the case. The far right lane is for cars that want to make an eventual right turn and we were not doing this. We were heading due North to catch my sons' City Bus for school. We were not driving in the far right lane. We were not driving in the far right lane.

02 APR -2 PM 4:03  
CITY CLERK

Also, I am enclosing a letter of denial of responsibility for damage to my car from the Aquity Ins. Co. on behalf of the Louis Schmitt Pumping Co. Call Sam McClone 1-800-242-7666 re Claim # J92570 for further questions.

In addition, my telephone number is 414-571-9534. I will be in Minneapolis at 612-781-6130 for a week but will be back in Milwaukee on April 9, 2002.

ALSO { BROTHER'S # 1-715-349-5322  
SISTER'S # 1-715-454-6452

### NOW FOR THE DAMAGE DONE TO MY CAR

In December of 2000 an alignment was done at Richlen Garage, Inc. 6424 W. Lincoln Ave. in West Allis, Wisconsin 53219 by Paul Richlen or one of his workers at 414-543-0560. Everything was perfect then. There were NO PROBLEMS. The car drove smoothly and exceptionally well all year. Receipt for this alignment is enclosed. In addition, in September of 2001 and November of 2001, I had some minor work done on the tires only.... Eg. a rim seal on right front tire and then, a removal of a small nail. Again, everything was perfect. No tire rims were bent and the car was steering perfectly.

Post driving over that ditch in December of 2001 several times, I noticed that the car was not driving well. It was driving rough, wobbily, and not steering well. I know this for a fact because the car was performing so well post the alignment in ~~DEC. 2000~~<sup>KP</sup> and also because, I was happy to do some Christmas shopping with a friend on the 14th of December, 2001 in their car, rather than use mine. (I was actually afraid to drive it by that time.) I called Paul at Richlen and told him my car was not driving good post going over a ditch several times and took the car in for him to see it on December 18, 2001. He called me and told me that the rims were bent on the front and rear left tires and would have to be preplaced. I had to leave the car at the shop overnight until he could get the parts. Cost of this was \$314.65 and the receipt is enclosed and dated December 19, 2001.

This did not solve the entire problem, however. On New Years Eve, driving over the Lake Front (high rise) Freeway, the car seemed like it was going to veer out of control as I was going down hill and the wobble was still present.

On January 18th, 2002, I took the car back to Richlen for another adjustment because the car was driving so poorly. It still had a tendency to wobble and there was a definite veer to the left. They made a few adjustments and charged me \$21.10 to do some type of adjustment that I cannot decipher from the receipt.

Whatever they did, did not solve the problem and I then took it to Precision Allignment (Phone number 481-8210) for a second opinion on January 25th, 2002. They adjusted or set toe and charged me \$42.24. The receipt copy is enclosed. This did not solve the problem and I took it back to them shortly after. They checked it out again at no charge and told me the tires were possibly causing the problem and to have them checked.

I then took it back to Richlen and had two new tires put on the front. Receipt for this is enclosed..... \$116.25. Also a rim seal had to be done on the new right front tire again and that cost \$12.67. Receipt is enclosed.

Having two new front tires put on the car did not solve the problem. My car is still driving wobbily and veers to the left. I am afraid to drive it and do not drive it on the Freeway. I consider the car to now be un-safe and dangerous.

Paul Richlen at Richlen Garage Inc. told me now that the only way to get rid of the veer to the left is to have the car frame pulled. I called several frame specialists and was told by the most reliable one that it would cost \$350.00 at least, to open it up and then determine if there were more problems, in which case it would become quite expensive if there was further damage. Eg. If the wobble was caused by the Front Drive Wheel Pin Assembly being dislodged or if there were other problems causing it, or if the car should be totalled. This information was conveyed to me by a claim manager at Affordable Auto Body CARSTAR (414-769-6767) He also said that they provide an I-Cal Safety Standard when the work is done.

Right now, I cannot afford the \$350.00 to have the car opened up for a frame pull.

Also, if I took the car to a dealer for a Trade-In, it would be worth nothing according to the Kelley Blue Book due to its questionable safety condition at this time.

I consider my car to be damaged beyond repair at this time unless we can have an Insurance Company come forward and pay for the frame pull process. It must be done soon because right now the car is not safe, and it is also difficult to drive due to the veer to the left.

In addition, I have Degenerative Disc Disease of my Cervical Spine and did sustain some aggravation to it when my car hit that ditch.

For the car, I am asking for an adequate fee to repair it completely or if it is determined to be un-repairable, I am then asking for an amount of money in the amount of \$12,000.00 to buy another good used car without having to make car payments, as is the case with my present car. I am on a disability income and cannot afford car payments at this time.

With regard to Medical damage and aggravation to my Cervical Spine, That is still in the process of determination.

Again, I will be away until April 8, 2002.

Respectfully Submitted,

*Kathleen Putnam*

Kathleen Putnam

3-28-2002



December 26, 2001

Kathleen Putnam  
6160 S. 6th St. #837  
Milwaukee, WI 53221

Claim Number: J92570  
Our Insured: Louis Schmitt Co.  
Date of Loss: 12/11/01

Dear Ms. Putnam:

Pursuant to our telephone conversations, we must respectfully deny your claim for damage done to your vehicle on the above date. In order for there to be coverage there would have to be negligence and liability on the part of our insured.

In completing our investigation, we do not find any proof that the damage done to your vehicle was caused by work our insured was doing. Our insured was not doing any work in the area on Howell Avenue that you have stated the loss occurred.

Our insured cannot be held liable for damages that are caused by objects, or existing conditions, that are in or around the roadway. If you have any questions, I can be reached at 1-800-242-7666. We are sorry that we could not be of assistance to you at this time.

Sincerely,

Sam McClone  
Claims Representative

CC: LOUIS SCHMITT CO.

Tire Center  
543-0560  
Richlen Garage, Inc.  
6424 & 8427 W. Lincoln Ave.  
West Allis, Wisconsin 53219  
Garage  
541-0250

DATE	NAME	ADDRESS	CITY & STATE	YEAR	MAKE	MODEL	DESCRIPTION	AMOUNT
12-17-88	John Edward	6100-60 6th St	WI 53222	88	P	2000	8100-60 6th St	34.45
								5.00
								39.45
								TAX 2.95
								TOTAL 42.40

RECEIVED BY: *(Signature)*

Thank You!

RICHLEN GARAGE, INC. CENTER  
TIRE LINCOLN WI 53219  
WEST ALLIS 414-541-0250  
09:48:58  
1248/00 0005638322854  
MER#: 8001 TER#: 0001  
STR#: 8001 S D-R-H-F-T  
D-R-H-E-S  
REF TYPE: 01  
REF TYPE: PR  
TR 442.18  
TOTAL: 412900384550445  
PCT: 0302PUTNAM  
EXPT: 0302PUTNAM  
KATHLEEN PUTNAM  
ROXANNE EDGES  
GODDE RINDORF  
GODDE RINDORF  
GODDE RINDORF  
TOTAL TO  
SERVICES IN THE  
OF THE AND  
HEREON THE DELIVERED  
HEREON THE DELIVERED  
PERSON THE DELIVERED  
PERFORM FOR THE DELIVERED  
CARDMEMBER THE DELIVERED  
WITH THE DELIVERED  
THANK YOU FOR USING US!  
THE DELIVERED  
BOTTOM COPY DELIVERED

Alignment of  
12/2000  
NO PROBLEMS  
NO BUILT  
TIRE RIMS  
RECEIPTS for  
ROUTINE  
MAINTENANCE  
DONE ON MY  
CAR 1996 GEC-  
PRIZM 4 DOOR  
SEDAN PRIOR TO  
DRIVING OVER  
THE DITCH  
KP

Tire Center  
543-0560

**Rich n Garage, Inc.**  
6424 & 6427 W. Lincoln Ave.  
West Allis, Wisconsin 53219

Garage  
541-0250

**Rich n Garage, Inc.**  
6424 & 6427 W. Lincoln Ave.  
West Allis, Wisconsin 53219

Garage  
541-0250

MAKE	MODEL
DESCRIPTION	AMOUNT
TAX	
TOTAL	

Thank You!

DATE 9-24-01		
NAME		
ADDRESS		
CITY & STATE		
YEAR	MAKE	MODEL
DESCRIPTION		AMOUNT
TAX		
TOTAL		
RECEIVED BY		

Thank You!

PAID VISA

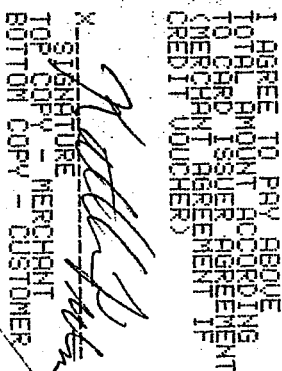
9-24-01  
MINOR  
TIRE  
REPAIR.  
NO BENT  
TIRE RIMS!

11-30-01  
SMALL NAIL  
REMOVED.  
NO BENT TIRE  
RIMS!

4765790701049300 0001  
DATE 11/30/01  
TIME 09:32 AM  
ITEM: 001 MC SALE  
ACCT: 5121070122507391  
EXP: 0203 5  
RESP: AUTH/TKT 026890

TOT: \$12.65  
I AGREE TO PAY DEQUE  
TOTAL AMOUNT ACCORDING  
TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF  
CREDIT VOUCHER)

X SIGNATURE  
TOP COPY - MERCHANT  
BOTTOM COPY - CUSTOMER



RICHLEN GARAGE, INC.  
6424 W LINCOLN AVE  
MILWAUKEE, WI 53219  
414-543-0560

12-19-2001  
Replacement of Bent Wheel Rims  
LEFT FRONT & LEFT REAR TIRES

RICHTEN GARAGE INC.  
All Makes of Automobiles Repaired  
We Guarantee All Our Work

1299994  
DATE OF ORDER: 12/19/01  
WORK NO.  
HOME PHONE NO.

6427 W. LINCOLN AVE  
Garage 541-0290 Phone 542-0560 Tire Center  
MESHALLS, WIS. 53219  
PAUL

NAME: Paul  
ADDRESS: 6110 Suburban St  
CITY & STATE: Wauwatosa WI  
NEAR MAKE: Subaru MODEL: Impreza COLOR: Blue  
LICENSE NO: WV 12-1225 ODOMETER: 51933 SERIAL NO:  
ADDITIONAL WORK AUTHORIZED BY: \_\_\_\_\_ NAME: \_\_\_\_\_  
DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ AM/PM  
CODE F.C. OPER. NO. LABOR INSTRUCTIONS NO. CALLED \_\_\_\_\_ NEW ESTIMATE \_\_\_\_\_  
WARRANTY IF CHECKED

I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control, or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEREBY AGREE TO PAY SIMPLE INTEREST AT THE RATE OF 1 1/2% PER MONTH (6% PER ANNUM) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE Y.

"Any warranty ability or liability in"

1. I request an estimate in writing before you begin repair.
2. Please proceed with repairs, but call me before continuing.
3. I do not want an estimate.

Do you want the replaced parts you are entitled to?  Yes  No

Payment will be made by:  Cash  Credit Card  
"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Admin. 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 SIGNATURE

RECEIPTS FOR REPAIR OF CAR POST DRIVING OVER DITCH APPROXIMATELY ON DAYS of 12-5-2001 to 12-11-2001 KP

FACTORY CLAIMS CHARGE	COST	DESCRIPTION	AMOUNT
		TOTAL LABOR	114.45
		TOTAL PARTS	114.45
		SUBLET TOWING	300
		TOTAL	539.35

manufacturer. The seller (above named dealership) including any implied warranty of merchantability authorizes any other person to assume for any

RECEIPT for 1-18-02  
 CHARGE FOR AN  
 ADJUSTMENT POST  
 RIM REPLACEMENT  
 of 12-19-02

Tire Center  
 543-0560

**Richlen Garage, Inc.**  
 6424 & 6427 W. Lincoln Ave.  
 West Allis, Wisconsin 53219

Garage  
 541-0250

DATE			1-18-02		
NAME			[Signature]		
ADDRESS			[Signature]		
CITY & STATE			[Signature]		
YEAR	MAKE	MODEL			
	DESCRIPTION	AMOUNT			
	[Signature]	\$ 20.00			
	[Signature]				
	[Signature]				
	[Signature]				
	[Signature]				
	TAX	1.00			
	TOTAL	21.00			
RECEIVED BY			[Signature]		

Thank You!



No. 57272

**INVOICE**  
**PRECISION FRAME AND ALIGNMENT, INC.**  
 4740 S. PENNSYLVANIA AVE. CUDAHY, WI 53110 PH: 481-8210-11  
 - ALIGNMENT SPECIALISTS -  
 TRUCKS TRAILERS  
 KATHLEEN AVTUNA DATE 1-25-2002  
 CARS

**WORK REQUESTED**

DESCRIPTION	PRICE
front, want	4600
rear 1/2 front	
100. repaired to be same	

SECOND  
 OPINION  
 CHECK BY  
 PRECISION  
 FRAMED  
 ALIGNMENT  
 1-25-02

NAME KATHLEEN AVTUNA  
 ADDRESS 6160 So 6th St.  
 CITY WILWAUKEE WI  
 STATE WISCONSIN  
 LICENSE NUMBER KZ1222  
 ODOMETER 52,000  
 HOME 571-9534  
 PHONE WHEN READY YES NO  
 YEAR 96 MAKE OR MODEL Description PRICE AMOUNT

*[Handwritten Signature]*  
 AP  
 6/18/01

REPLACEMENT PARTS REQUESTED BY CUSTOMER	YES	NO
ADDITIONAL WORK AUTHORIZED BY X		
DATE TIME	NO CALLED	NEW TOTAL ESTIMATE
THIS VEHICLE RECEIVED WITHOUT FACE TO FACE CONTACT		
WRITTEN BY X		
WORK DONE BY X		
Total From Parts Col.		4600
SUB TOTAL		224
TAX		4224
TOTAL INVOICE		

INVESTIGATE THE REPAIR...  
 LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR  
 OUR SIGNATURE WILL INDICATE YOUR ESTIMATE SECTION.  
 I with regard, but call me before continuing if the price will exceed \$  
 in estimate.  
 the repair work herein set forth to be done along with the necessary material and  
 or cause beyond your control or for any delays caused by unavailability of parts or delays  
 by the supplier or transporter. I hereby grant you and/or your employees permission  
 vehicle herein described on wheels, high tops or elsewhere for the purpose of fastening  
 air. An express mechanic's lien is responsible for damages from freezing due to lack of  
 air, therefor, the dealership is responsible for damages from freezing due to lack of  
 understand that all charges are due upon delivery of the vehicle. I acknowledge receipt of a  
 premises.  
 your trade practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the  
 Department of Agriculture, Trade and Consumer Protection, P.O. Box 8911,  
 Madison 53708-8911.

**DISCLAIMER OF WARRANTIES**  
 The dealer is not a party to any Manufacturer's warranty on parts or services contained  
 herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES EXPRESS  
 OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR  
 DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER.  
 Notice: You are entitled to inspect or receive any components, parts, or accessories  
 replaced or removed by the shop.

**THANK YOU**

130557

PART NO OR DESCRIPTION WARRANTY IF CHECKED SALE

FRIGLIEN GARAGE, INC. All work is guaranteed. We guarantee all our work. 642 WILKINSON AVE. WISCONSIN, WI 53019 Phone: 516-2059 (the center)

DATE OF WORK TIME PROMISED HOME PHONE NO.

NAME: [Signature] ADDRESS: [Signature] CITY & STATE: [Signature] YEAR & MAKE: [Signature] LICENSE NO: [Signature] SERIAL NO: [Signature] COLOR: [Signature] ADDITIONAL WORK AUTHORIZED BY: [Signature] DATE: [Signature] TIME: [Signature] AM/PM: [Signature] NO. CALLED: [Signature] NEW ESTIMATE: [Signature]

Table with columns: CODE, F.C., OPER. NO., LABOR INSTRUCTIONS, NO. CALLED, NEW ESTIMATE, EMISSION CONTROL SERVICE, WARRANTY IF CHECKED

Handwritten notes and signatures in the main service area, including 'NEW FRONT TIRES PUT ON 2-19-02' and 'CORRECT CAR FROM VEERLING TO THE LEFT'.

ANY WARRANTIES ON THIS REPAIR OR REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT BE LESS THAN THE ESTIMATE. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE.

- 1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs, but call me before continuing if the p...
3. I do not want an estimate.
Do you want the replaced parts you are entitled to? Yes No
Payment will be made by: Cash Credit Card Charge
Motor vehicle repair practices are regulated by chapter ATCP 132. Wis. - Admin. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison Wisconsin 53708-8911.

OWNER SIGNATURE [Signature]

Table with columns: CLAIMS COST, DESCRIPTION, AMOUNT. Includes rows for TOTAL LABOR, TOTAL PARTS, SUBLET TOWING, SHOP SUPPLIES, TIRES, SUB-TOTAL, SALES TAX, GAS, TOTAL.

Tire Center  
543-0560

**Richlen Garage, Inc.**  
6424 & 6427 W. Lincoln Ave.  
West Allis, Wisconsin 53219

Garage  
541-0250

RIM SEAL  
DONE ON  
NEW-RT. FRONT  
TIRE  
TO STOP  
MINOR AIR LEAK  
3-27-02

DATE			03-27-02		
NAME			Kathleen Putman		
ADDRESS			10160 S - 6TH ST.		
CITY & STATE			MILWAUKEE, WI 53221		
YEAR	MAKE	MODEL			
	Toyota				
DESCRIPTION		AMOUNT			
Bead Seal		\$ 12.00			
Right Front Wheel					
Paid by Chuck					
TAX		.67			
TOTAL		\$ 12.67			
RECEIVED BY			m - 03-27-02		

Thank You!



# Kelley Blue Book

The Trusted Resource

kb.com

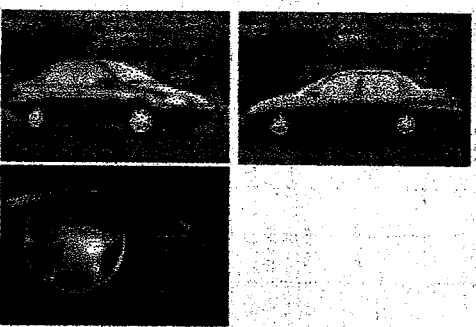
- New Car Pricing
- Build a Car Incentives
- My Car's Value
- Used Car Retail
- Buy a New Car
- Buy a Used Car
- Sell Your Car
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## Blue Book Trade-In Report

Wisconsin • March 30, 2002

### 1996 Geo Metro Sedan 4D



**Engine:** 4-Cyl. 1.3 Liter  
**Trans:** Automatic  
**Drive:** Front Wheel Drive  
**Mileage:** 53,000

#### Equipment

- Air Conditioning
- AM/FM Stereo
- Power Steering
- Dual Front Air Bags

#### Consumer Rated Condition:

**Poor**

"Poor" condition means that the vehicle has severe mechanical and/or cosmetic defects and may be in questionable running condition. The vehicle may have problems that cannot be readily fixed such as a damaged frame or a rusted-through body. A vehicle with a branded title (salvage, flood, etc.) or unsubstantiated mileage should be considered "poor" because of potential problems and should be independently appraised to determine its value.

#### Trade-In Value

**(no value)**

Trade-in value represents what you might expect to receive from a dealer for this consumer owned vehicle. Keep in mind that the dealer must then absorb the cost of making the vehicle ready for sale, advertising, sales commissions, arranging financing and insurance and standing behind the vehicle for any **MECHANICAL OR SAFETY PROBLEMS.**



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[Get Invoice & MSRP on New Cars](#)

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