

Maurice W. Warford  
8542 West Silver Spring Drive  
Milwaukee, Wisconsin 53225  
Telephone (414) 535-7809  
Tow No. 1112022  
Office of City Attorney No. 02-S-23

CITY OF MILWAUKEE  
02 MAR 25 AM 10: 23  
RONALD D. LEONHARDT  
CITY CLERK

March 25, 2002

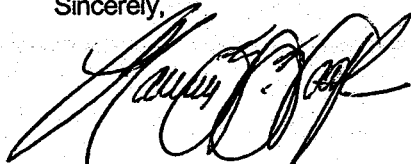
Milwaukee City Clerk  
200 East Wells Street  
Room 205  
Milwaukee, Wisconsin 53202

Dear Sir or Madam:

I am appealing your decision to deny my claim for \$369.95 in repair cost for damages incurred while towed by the city. Let us look at the facts. First, the Inner and Outer Tie Rods are located behind the tires, under the vehicles external shell, making it not viewable to the eye, therefore making it not viewable to video camera. Second, the tow lot has normal business hours of 8:00 am. - 6:00 p.m. Although the inside office closes at 6:00 p.m., there will be vehicle owners, including myself in this situation, waiting sometime afterwards to retrieve their vehicles from lot workers. When I received my vehicle, externally it looked the same. When I proceeded to leave, I noticed that my steering wheel was off center while I was driving straight. Being the hour that it was it would have made no sense to take the vehicle back to the tow lot. I took the vehicle to an auto service professional for inspection. They explained the improper tow procedures used in my situation and I followed up with the appropriate measures to alert the tow lot and your facilities.

Attached is a copy of my first letter explaining the improper towing method used and a copy of two auto service estimates.

Sincerely,



Maurice W. Warford

CITY OF MILWAUKEE  
RECEIVED  
02 MAR 25 PM 3: 58  
OFFICE OF  
CITY ATTORNEY

**City Hall**  
**ATTN: City Clerk**  
**200 E. Wells St.**  
**Room #205**  
**Milwaukee, WI 53202**

From the desk of:

**Maurice W. Warford**  
**8542 W. Silver Spring Dr.**  
**Milwaukee, WI 53225**  
**Home # (414) 535-7809**  
**PSC # (414) 213-4788**  
**Work # (414) 390-2683**  
**Vehicle plate #955-BMN**

January 18, 2002

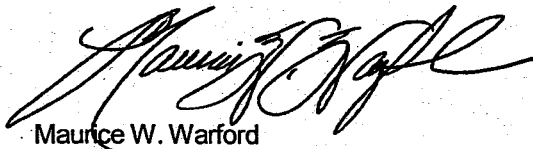
Dear Sir or Madam:

This letter is to file a claim against the City of Milwaukee for towing damages incurred to my vehicle by the City of Milwaukee Towing Department. Late morning/early afternoon of January 2, 2002 on the corner of Milwaukee and Wells, the method used by the department was incorrect causing damage to my vehicle. When a vehicle is being prepped for towing, the hooks used should be attached to one of three places under the vehicle:

- 1.) Frame
- 2.) Cross member
- 3.) K- Frame

My vehicle was parked in between two cars making it difficult for the city employee to get at my vehicle. The hooks were attached incorrectly to my vehicles right tie rod and literally dragged sideways out of the parking space, causing my vehicles right inner and outer tie rod to bend. This severely affects the vehicle alignment and safety. I am requesting **\$369.95** for repair and alignment cost. Enclosed are two estimates of repair cost.

Sincerely,



Maurice W. Warford

521225

4 2 9 2 2

# ANDREW



MAURICE WARFORD  
8542 W SILVER SPRING DR  
MILWAUKEE, WI 53225  
HOME: 414-535-7809 BUS: 414-213-4788

\*INVOICE\*

1500 W. SILVER SPRING DRIVE  
MILWAUKEE, WISCONSIN 53209  
PHONE: (414) 228-6200  
SERVICE DIRECT: (414) 228-6223  
www.andrewchevrolet.com  
www.andrewnissan



PAGE 1

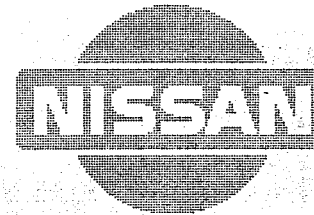
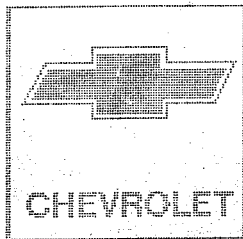
SERVICE ADVISOR: 3426 DONALD KAUTZER

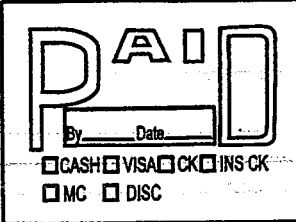
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	97	CHEVROLET CAMARO	2G1FP22K1V2105189	955BMN	55940/55940	T1491
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PG NO.	PAYMENT	INV DATE
01JAN1997		01JAN2000	WAIT 11JAN02		CASH	11JAN2002
R.O. OPENED	READY	OPTIONS: DLR:47012 ENG:3.8_Liter_V6_MFI				
15:37 11JAN02	16:26 11JAN02					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INSPECT				CAR WAS TOWED & TOW HOOK ATTACHED TO TIE ROD - GET ESTIMATE		
					C55 ESTIMATE TO REPLACE INNER & OUTER RIGHT TIE ROD & ALIGNMENT = \$369.95.		
				3336 CPC	0.00	0.00	0.00

\*\*\*\*\*

WE AT ANDREW WANT TO THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. THE GOAL OF OUR TEAM OF PROFESSIONAL SERVICE CONSULTANTS IS YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT OUR SERVICE MANAGER, BRIAN RANSOM, OR OUR BODY SHOP MANAGER, STEVE MAREK.








**SERVICE AND PARTS DEPARTMENT HOURS:**  
**MONDAY & WEDNESDAY**  
 7:00 A.M. - 8:00 P.M.  
**TUESDAY - THURSDAY - FRIDAY**  
 7:00 A.M. - 5:00 P.M.  
**SATURDAYS**  
 8:00 A.M. - 1:00 P.M.

*Everyone at Andrew Chevrolet-Nissan, Inc. is totally dedicated to 100% customer satisfaction.*

*If for any reason you are not completely satisfied, please contact our Service Director.*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS/OIL/LUBE	0.00
SUBLET	0.00
MISC.	0.00
TOTAL SERVICES	0.00
LESS INS./COUP.	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

**THANK YOU FOR YOUR BUSINESS!**

\*Motor vehicle repair practices are regulated by chapter Wis. Adm. Code Chapter Ag. 132, administered by the Trade Division, Wisconsin Dept. of Agriculture, 801 West Badger Road, Madison 53713.\*

CUSTOMER COPY

**Jerry's**

*Certified*

**Service & Towing**

Complete Auto and Truck Repair

**SERVICE ESTIMATE**

MAURICE WATFORD

1997 PHEVY CAMARO

1 RIGHT OUTER TIE ROD	107.18
1 RIGHT INNER TIE ROD	162.53
1 WHEEL ALIGNMENT	59.95

SUB TOTAL 329.66

TAX 18.46

TOTAL 348.12

# CITY OF MILWAUKEE

Form CA-43

**GRANT F. LANGLEY**  
City Attorney

**RUDOLPH M. KONRAD**  
Deputy City Attorney

**THOMAS E. HAYES**  
**PATRICK B. McDONNELL**  
**LINDA ULISS BURKE**  
Special Deputy City Attorneys



**OFFICE OF CITY ATTORNEY**  
800 CITY HALL  
200 EAST WELLS STREET  
MILWAUKEE, WISCONSIN 53202-3551  
TELEPHONE (414) 286-2601  
TDD 286-2025  
FAX (414) 286-8550  
March 20, 2002

**BEVERLY A. TEMPLE**  
**THOMAS O. GARTNER**  
**BRUCE D. SCHRIMPF**  
**ROXANE L. CRAWFORD**  
**SUSAN D. BICKERT**  
**HAZEL MOSLEY**  
**HARRY A. STEIN**  
**STUART S. MUKAMAL**  
**THOMAS J. BEAMISH**  
**MAURITA F. HOUREN**  
**JOHN J. HEINEN**  
**MICHAEL G. TOBIN**  
**DAVID J. STANOSZ**  
**SUSAN E. LAPPEN**  
**DAVID R. HALBROOKS**  
**JAN A. SMOKOWICZ**  
**PATRICIA A. FRICKER**  
**HEIDI WICK SPOERL**  
**KURT A. BEHLING**  
**GREGG C. HAGOPIAN**  
**ELLEN H. TANGEN**  
**MELANIE R. SWANK**  
**JAY A. UNORA**  
**DONALD L. SCHRIEFER**  
**EDWARD M. EHRlich**  
**LEONARD A. TOKUS**  
**MIRIAM R. HORWITZ**  
**MARYNELL REGAN**  
**G. O'SULLIVAN-CROWLEY**  
Assistant City Attorneys

Mr. Maurice Warford  
8542 West Silver Spring Drive  
Milwaukee, Wisconsin 53225

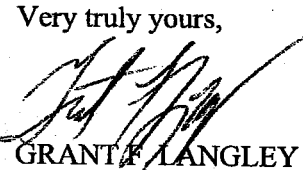
**Re: Claim of Maurice Warford**  
**Tow No. 1112022**  
**Our File No 02-S-23**


Dear Mr. Warford:

Our office has received your claim relating to the towing of your car. You indicate that after you picked up your vehicle from the Tow Lot, you discovered damage to the inner and outer tie rod. You are seeking \$369.95 for the cost to repair the tie rod and align the vehicle.

Our investigation reveals that your vehicle was towed on January 2, 2002 for being illegally parked. The Vehicle Inventory Form indicates that your vehicle had minor scrapes and scratches. According to Louis Black at the tow lot, the videotape taken when your vehicle entered the tow lot showed no damage to your vehicle. Mr. Black also states that you did not complain about any damage to your vehicle when you retrieved it on January 2, 2002. Since there is no specific evidence to support your belief that the Tow Lot caused the damage to the clutch, the City cannot accept liability. Therefore, we are denying your claim.

If you wish to appeal this decision, you may do so by sending a letter within 21 days of receipt of this letter to the Milwaukee City Clerk, 200 East Wells Street, Room 205, Milwaukee, Wisconsin 53202.

Very truly yours,  
  
GRANT F. LANGLEY  
City Attorney

  
MELANIE R. SWANK  
Assistant City Attorney

**City Hall**  
**ATTN: City Clerk**  
**200 E. Wells St.**  
**Room #205**  
**Milwaukee, WI 53202**

January 18, 2002

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**Home # (414) 535-7809**  
**PSC # (414) 213-4788**  
**Work # (414) 390-2683**  
**Vehicle plate #955-BMN**

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2002 JAN 18 PM 1:04  
RONALD D. LEONHARDT  
CITY CLERK

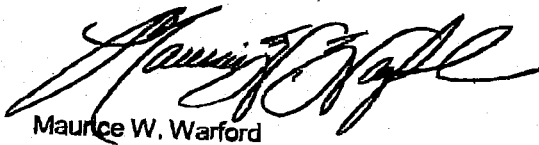
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CITY OF MILWAUKEE  
RECEIVED  
2002 JAN 18 PM 3:10  
CITY ATTORNEY

521225

42922

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8542 W SILVER SPRING DR  
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HOME: 414-535-7809 BUS: 414-213-4788

\*INVOICE\*

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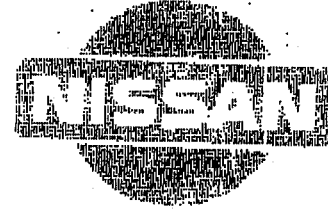
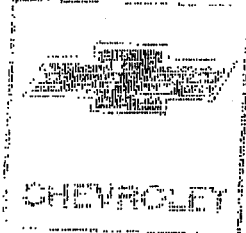


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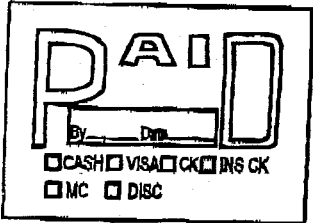
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SATURDAYS 8:00 A.M. - 1:00 P.M.

Everyone at Andrew Chevrolet-Nissan, Inc. is totally dedicated to 100% customer satisfaction.  
If for any reason you are not completely satisfied, please contact our Service Director.



- Courtesy Transportation.
- Daily Service Rate for Service Customers at reasonable rates.
- We accept the following credit cards: MasterCard and Visa.
- 24 Hour Towing Service - just call 228-8223; after hours and weekends, call 476-8087.
- All Service Work, Parts and Labor, guaranteed 12 months or 12,000 miles.
- Complete Body and Painting Facility.
- Modern Diagnostic and Test Equipment.
- A.S.E. Certified and Factory Trained Technicians.
- Computerized Parts Inventory.
- Nationwide Parts Locator.



THANK YOU FOR YOUR BUSINESS!

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS/OIL/LUBE	0.00
SURLET	0.00
MISC.	0.00
TOTAL SERVICES	0.00
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SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

**Jerry's**

*Certified*

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SUB TOTAL 329.66

TAX 18.46

TOTAL 348.12

4301 W. Good Hope Rd • Milwaukee, WI 53223  
414-351-9956 • Fax 414-351-9982



Maurice W. Warford  
8542 W. Silver Spring Dr.  
Milwaukee, WI 53225  
(414) 535-7809  
Plate #955BMN

facsimile transmittal

<b>To:</b> City Hall- ATTN: Claims	<b>Fax:</b> 414.286.3456
<b>From:</b> Maurice W. Warford	<b>Date:</b> 01/18/02
<b>Re:</b> Claim	<b>Pages:</b> 4
<b>CC:</b>	
<input checked="" type="checkbox"/> Urgent <input checked="" type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input checked="" type="checkbox"/> Please Reply <input checked="" type="checkbox"/> Please Recycle	

