

NOV 26 2018

2:50 A.M./P.M.

CITY OF MILWAUKEE

2018 NOV 20 A 10:13

Case #

101001859205 CLERK'S OFFICE CI File No. 1029-2017-457

My Name is Alex Trenton Terry and I am appealing your decision on denying my claim for reimbursement due to damages sustained to my car on West Bradley Rd. between 71st Street and 73rd St. on April 24, 2017

Your letter to me said that you guys investigated on they investigated and had prior knowledge of a Hazard. What good does that do me. They repaired it in a timely matter, yes after I sustained damages after I made a phone call. I spoke with a city clerk and sent them video of the pot holes and there was NO barrier to keep /protect people from hitting the pot holes. I still have the video. I think that this is very unfair, I could see if it was one tire but two, I should have been given atleast half back in which I would have been satisfied.

It has been roughly 18 months since I heard from you guys and the only reason that you contacted me now is because I called about 4 weeks ago to check up on this and Ben Balwin apologized for someone prior dropping the ball on this and it fell through the cracks because he said it shouldn't have taken this long because he said we don't do business like that. He said give me two weeks and you should hear from us. Nowhere it is 4 weeks later just for you to tell me NO, that ain't right.

CITY OF MILWAUKEE  
2018 NOV 29 A 8:35  
CLERK'S OFFICE

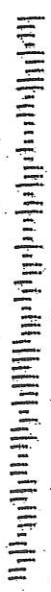
**CITY OF MILWAUKEE**  
Office of the City Attorney  
800 City Hall  
200 East Wells Street  
Milwaukee, Wisconsin 53202-3551



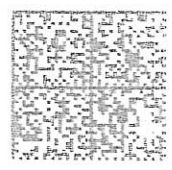
MILWAUKEE

Alex Terry  
4801 West Donna Drive  
Brown Deer, WI 53223

121-5319 53223



PRESORTED  
FIRST CLASS



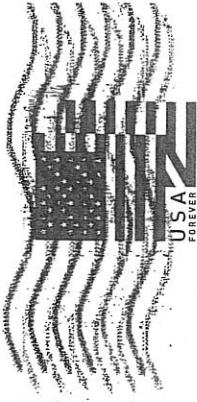
U.S. POSTAGE  
FITNEY BOWES  
ZIP 53005 \$ 000.378  
02 4M  
0000351420OCT 11 2018

I sent this off before the 21st day  
and it came back to me.

I just got this back in the mail  
on yesterday.

Alex T. Terry

Alex T. Terry  
4801 W. Donna Dr  
Brown Deer WI 53223



MILWAUKEE WI 530

POST OFFICE



INSUFFICIENT  
ADDRESS

Office of The City Attorney

800 City hall

200 East Street

Milwaukee, WI 53



Alex T. Terry  
4801 W. Donna Dr  
Brown Deer WI 53223

Reimbursement of amount  
of the total bill \$718.42

RECEIVED

MAY 2 - 2017

OFFICE OF  
CITY ATTORNEY

To Whom this may concern,

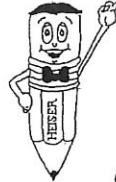
ON 4-24-2017 at about 6:20AM I WAS heading West on Bradley Rd heading to work at Vincent High School. Between 71st and 73rd street there are some barriers placed every so often where the concrete is busted up because it looks like someone is working on the street. I was driving in the left lane as to this is a two lane road. The barriers are in the right lane every so often. As I was attempting to switch from the left lane into the right lane just after passing a barrier, I instantly knew or felt my car ~~head~~<sup>hit</sup> a pothole and knew that I had a flat on my front passenger tire but when I exited the vehicle I in fact had two blow outs on the same side. I have pictures and video of the area as requested. I called the city right after to report it. Cont# 101001859205 at 6:42AM and for road side assistance to tow my vehicle. I called the city clerks office after I had my vehicle towed and gotten a ride to work at Vincent High School.

Alex T. Terry 4-27-17 Engineer II Cell # 414-350-2640  
Alex T. Terry 4:42AM Office 1262-236-1245 Terryat@milwaukee.k12.wi.us



CUSTOMER #: 132784

303253



HEISER FORD LINCOLN  
1700 W. SILVER SPRING DR.  
GLENDALE, WI 53209  
(414) 228-5700

\*INVOICE\*

PAGE 2

Over 75 Years of Customer Satisfaction

ALEX TERRY  
4801 W DONNA DR  
BROWN DEER, WI 53223-3131  
Terryat@mail.milwaukee.k12.wi.us  
HOME:414-350-2640 CONT:414-350-2640  
BUS: 414-236-4570 CELL:414-350-2640

SERVICE ADVISOR: 2557 RANDY GERKE

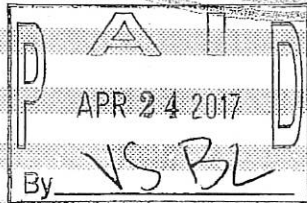
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	13	LINCOLN MKZ	3LN6L2J98DR805241	UGOAL	58504/58504	T183	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN13 DD			16:45 24APR17		0.00	CASH	24APR17

R.O. OPENED	READY	OPTIONS:
08:38 24APR17	16:56 24APR17	DLR:06254-6

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
3B	4	WHEEL ALIGNMENT						
		5712	CP			99.95	99.95	
58504		PERFORMED FOUR WHEEL ALIGNMENT, ADJUST CASTER, CAMBER AND TOE AS NEEDED						
*****								
3		MOUNT AND BALANCE 2 TIRES P245/40 19 MICHELIN PRIMACY MXM4 PART#9004						
		23600						
		2T MOUNT AND BALANCE TWO TIRES - \$45.00						
		5712	CP			45.00	45.00	
		2 9004*23600* 245/40R19						
					232.00	228.52	457.04	
58504		DISMOUNT TIRES, CHECK WHEELS FOR DAMAGE, MOUNT AND HIGH SPEED COMPUTER BALANCE TIRES. SET AIR PRESSURES TO THE CORRECT PSI						
*****								

EST: 2.30 24APR17 13:28 SA: 2557

CUSTOMER PAY SHOP MATERIALS/ENVIRONMENTAL CHARGES FOR REPAIR ORDER 4.76



TAKE IT EASY!  
We service all makes and models  
So don't drive all over town getting your  
other vehicles serviced. We have the tools,  
parts and the know-how to fix all  
makes and models.  
SEE SERVICE ADVISOR FOR E-MAIL SPECIALS

RECEIVED

MAY 2 2017

OFFICE OF  
CITY ATTORNEY

SERVICE HOURS	FACTORY AUTHORIZED BODY SHOP	EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
MON- TUES -THURS- FRI 7:00 A.M. - 6:00 P.M.		Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	LABOR AMOUNT	204.45
WEDNESDAY 7:00 A.M. - 8:00 P.M.	LOW COST RENTAL CARS		PARTS AMOUNT	471.12
SATURDAY 8:00 A.M. - 4:30 P.M.			GAS, OIL, LUBE	0.00
PARTS HOURS	24 HOUR TOWING (414) 476-8697		SUBLET AMOUNT	0.00
MON- TUES -THURS- FRI 7:30 A.M. - 5:00 P.M.			MISC. CHARGES	4.76
WEDNESDAY 7:30 A.M. - 8:00 P.M.	THANK YOU FOR YOUR BUSINESS		TOTAL CHARGES	680.33
SATURDAY 8:00 A.M. - 4:30 P.M.			LESS INSURANCE	0.00
			SALES TAX	38.09
			PLEASE PAY THIS AMOUNT	718.42
			CUSTOMER SIGNATURE	

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.  
\* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

CUSTOMER RECEIPT COPY

Thank You!

Term ID: 003

**Sale - Approved**

Date: 04/24/17

Time: 18:00:20

Card Type: Visa

Entry Method: Swiped

Card #: XXXXXXXXXXXXX9829

Invoice #: 303253

Approval Code: 194987

**Amount**

**\$718.42**

I agree to pay the above total amount according to the card issuer agreement. (Merchant agreement if credit voucher)

Customer Copy

RECEIVED

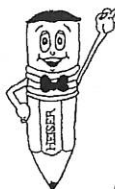
MAY 2 - 2017

OFFICE OF  
CITY ATTORNEY

CUSTOMER #: 132784

303253

\*INVOICE\*



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Over 75 Years of Customer Satisfaction

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Terryat@mail.milwaukee.k12.wi.us
HOME:414-350-2640 CONT:414-350-2640
BUS: 414-236-4570 CELL:414-350-2640

PAGE 1

SERVICE ADVISOR: 2557 RANDY GERKE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: BLACK, 13, LINCOLN MKZ, 3LN6L2J98DR805241, UGOAL, 58504/58504, T183.

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 01JAN13 DD, 08:38 24APR17, 16:56 24APR17, 16:45 24APR17, 0.00, CASH, 24APR17.

Table with columns: R.O. OPENED, READY, OPTIONS: DLR:06254-6.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: A, RAN OVER POT HOLE RIGHT SIDE OF VEHICLE AND BOTH FRONT TIRES FLAT. Includes sub-items for MA001 INSPECT FRONT END AND FRONT AND REAR SUSPENSION, OK.

B L99PV2 - Multi-Point Inspection - Lincoln Vehicles Perform a thorough inspection of your vehicle and provide a detailed report card.\* Check Fluid Levels\* Inspect Wiper Blades\* Test Battery\* Inspect Tires and Brake Wear\* Inspect safety systems and components for leaks and damage

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MAY 2 - 2017
OFFICE OF CITY ATTORNEY

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: L99PV2 L99PV2 - Multi-Point Inspection - Lincoln Vehicles Perform a thorough inspection of your vehicle and provide a detailed report card.\*

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: C 50 COMPLIMENTARY CAR WASH 9999ISP60 (N/C)

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: D 4 WHEEL ALIGNMENT

Table with columns: SERVICE HOURS, FACTORY AUTHORIZED BODY SHOP, LOW COST RENTAL CARS, 24 HOUR TOWING (414) 476-8697, THANK YOU FOR YOUR BUSINESS, EXCLUSION OF WARRANTIES, DESCRIPTION, TOTALS.

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CUSTOMER RECEIPT COPY

Thank You!