

City Hall
200 East wells Street
Room 301-B
Milwaukee, WI 53202

CITY OF MILWAUKEE

2009 NOV 13 AM 11:46

RONALD D. LEONHARDT
CITY CLERK

(Re: TOW # 1398682)

Angela M. Lopez
2038 S. 30th street
Milwaukee, WI 53215

November 2, 2009

Dear Judiciary & Legislation Committee,

I am enclosing a copy of the receipt to repair my car, of additional damages that resulted from the contracted tow company having mishandled my car during a tow on 4/2/09, and keeping it from me for three days while they replaced damaged parts without my permission.

On 4/2/09-4/5/09 Fah Towing and Storage, had damaged my car and apparently drove it for three days, without my permission, and after arguing with me about where and how to repair it. They drove and returned the car to me at a public library and did not even mark any numbers on my car (never made it to the city tow lot?).

The tow lot employees had taken my keys and would not show me my damaged car because the gate was closed (where they alleged my car was). I asked to see the damages to my car, and they said it was too late. They said "the towing company damaged the axel and wheel pole". My father was present as a witness to this.

Previously, I had asked the city to seek reimbursement for the lesser of two combined estimates, with the least expensive speakers and a refund of the tow, which totals \$606.08; then I reviewed the information regarding the waived ticket and tow, and the amount I was asking was corrected to be \$551.08.

The city attorney had waived the parking ticket and advised me to write letters to the city to get reimbursed for the damages as well as missing my car for three days, and did not explain that I was not entitled to a refund of the tow (I had requested a refund of the tow in my initial complaint on the grounds that my car did not make it to the tow lot where I had paid \$95.00; instead FAH Towing and Storage had kept my car for three days, and did what ever they wanted to it.


Within my rights, I had requested reimbursement to replace the blown speakers, to fix the spoiler and for a rental car for three days, a total of \$551.08.

Since the tow, my car has damaged front swaybar kinks (characteristic of front end steering and tire pole damage), and uncommon for low mileage, which I had to have fixed on 11/2/09. Including the additional cost to repair my car, which \$245.26 is itemized on the enclosed receipt, I hereby ask a total amount of \$796.34 to fix the damages caused by FAH Towing.

Please be sure to correct the amount when my claim (090845) is heard on November 23, 2009 by you, the Judiciary & Legislation Committee.

I appreciate your time and effort in resolving this issue; I hope we can arrive at an immediate solution through my clarification of the circumstances surrounding this claim.

Sincerely yours,


Angela M. Lopez

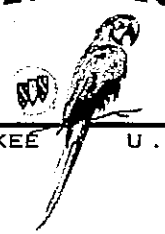
GREENFIELD PONTIA
3615 S. 108TH STREET
GREENFIELD, WI 53228
(414) 645-7000

Sale

MID: 542929801872409
IID: 339246
11/02/09 19:17:07
Batch #: 78

JOHN PAUL'S

GMC
MILWAUKEE U.S.A.



Angela Lopez
2038 S. 30th St.
Milwaukee, WI 53215

615 S. 108th Street • Greenfield, WI 53228 • Phone: (414) 545-7000 • Fax: (414) 290-7162

MASTERCARD
XXXXXXXXXXXX4688
Appr Code: 02185P Inv#: 000013
Ticket#: 545281
Total: \$ 245.26

APPROVED 02185P
Customer Copy
THANK YOU FOR COMING IN.

ADVISOR STEVEN BUCZAK	TAQ NO. 273	6171	INVOICE DATE 11/02/09	INVOICE NO. PNC5545281
LABOR RATE	LICENSE NO. 530NMS	MILEAGE 46,703	COLOR BLACK/	STOCK NO.
YEAR / MAKE / MODEL 07/PONTIAC/G5/2DR CPE			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1G2AL15F677281919			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE 11/02/09	REPRINT# 1
RESIDENCE PHONE 414-243-2383	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
1 06PNZ FRONT SUSPENSION TECH(S): 249 127.86
CUSTOMER STATES THERE IS A CLUNK FELT IN THE FRONT OF VEHICLE WHILE DRIVING, LOW SPEEDS OVER BUMPS INSPECT AND DIAGNOSE. FRONT SWAY BAR LINKS NOISY/LOOSE. REPLACED BOTH FRONT SWAYBAR KINKS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	20784686	LINK 7.240	49.00
JOB # 1 TOTAL PARTS				98.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	HW	ENVIRONMENTAL COMPLIANCE	
TOTAL MISC			6.39

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$243.00 (+TAX)

COMMENTS
WAITER

TOTAL LABOR	127.86
TOTAL PARTS	98.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	6.39
TOTAL MISC DISC	0.00
TOTAL TAX	13.01
TOTAL INVOICE \$	245.26

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. IF YOU HAVE ANY QUESTIONS REGARDING G.M. GOODWRENCH SERVICE PLUS PLEASE SEE YOUR SERVICE ADVISOR.



WARRANTY PARTS AND LABOR 1 YEAR OR 12,000 MILES

Thank You
We Appreciate Your Business

*Ask about after hours pick-up & drop off!

(414) 545-7000

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

"Motor vehicle repair trade 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"

CUSTOMER SIGNATURE

PAID

NOV 2 2009

CASH/CK #
CC

[Handwritten signature]