

Clarence Kailin, Jr.
2334 North Booth Street
Milwaukee, WI 53212

Re: Clarence Kailin, Jr.
C.I. File No.: 11-S-326

CITY OF MILWAUKEE
RECEIVED

2012 JAN 23 PM 4: 48

OFFICE OF
CITY ATTORNEY

RONALD D. LEONHARDT
CITY CLERK

2012 JAN 23 PM 12: 38

CITY OF MILWAUKEE

To whom it may concern:

I am writing this letter in response to the decision that was made regarding the damage to my vehicle that was caused when my car was towed to the city tow lot.

My car was towed on November 9, 2011. That same day I had a workshop in Manhattan, New York. My plane departed from Milwaukee Mitchell International airport at 11:30 on 11-9-2011 my return date was 11-14-2011. I retrieved the vehicle around 9:30am the morning of 11-9-2011 and then had to rush to make my 11:30 flight. I got back in town on November 14, 2011 at around 8:00 am. The next day 11-15-2011 I went to the city lot and filed a claim for the damage caused to my car by the tow. A picture was taken of the damage. The reason for the delay in filing the initial claim was that I went to a workshop conference in New York City from 11-9-2011 to 11-14-2011.

According to your letter, the forms completed prior to the tow claim that there were minor scratches and dents to the car. This is far from the truth. My vehicle has been kept and maintained in great shape. In fact there were no dents to the car and there still are not dents to the car. The minor scratches to the car are on the driver door and are hardly visible. The scratches that I reported that were caused by the tow truck are not minor they are white deep scratches to the driver side bumper area that in all honesty were never there before the car was towed.

If the intake video does not indicate damage to the front side bumper and corner area then with all due respect it needs to be viewed again because there was and still is damage that was a direct result of the tow action. Even the two body shops that the car was looked at could tell by the way the car was scratched and the area it happened, that this type of damage was not random scratches but major scratches when someone is trying to tow a vehicle and being very careless in the process.

In conclusion, I am asking for justice to prevail and the right decision be made. I feel as though I have been victimized and I have not received a fair decision. Why should I have to pay for damages that were caused by the tow truck in the amount of \$473.51 Although the City has denied the claim, the facts still stand, the tow truck that towed my car on the morning of November 9, 2011 caused major scratches and damage to my vehicle(never existed before the tow.)

Please remind those who work for the towing lots to be more careful to people's cars. There job is to tow cars not recklessly damage vehicles. The cost of their damage is ten times higher then the cost of the tickets I owed that have since been paid off.

Sincerely Yours,

Clarence Kailin, Jr.
C.I. File NO. : 11-S-326

Phone (414) 587-2456

COMPLAINT AND INVESTIGATION FORM

-CITY USE ONLY-	-CUSTOMER INFORMATION-
TOW #: <u>151 5300</u>	NAME: <u>Clarence Kailin Jr.</u>
DATE: <u>11-15-</u> <u>75</u>	ADDRESS: <u>2827 N. CRAMER</u>
CLERK ID: _____	PHONE #: <u>(414) 587-2456</u>

PHOTOS TAKEN YES NO
 PHOTOS ATTACHED YES NO
 ALL FORMS COMPLETED YES NO

DATE FILED: 11-15-11

mailing address: 2334 N. BOOTH
MILWAUKEE
53212

***Complaint must be signed by citizen completing form.

CITIZEN'S STATEMENT

My car was (License # 751 5NV) towed for unpaid citations on 11-9-11. I retrieved the car on the same date. I also had a out of town seminar the same date. When I got the car from the city tow lot (35th Lincoln) I noticed scratches on the drivers side bumper and the bottom right side of the car that were never there prior to my car being towed. My plane left Mitchell airport at 1:00 pm that day and I had to be at the airport by 11:00 by the time I got the vehicle out it was already 9:45. I called the tow lot and was told to fill out a complaint. I had to be at the airport 1 hour later so I had no time. My plane got back to the city (11-14-11) I can provide all proof of travel to verify that I was indeed out of town and that is why there was not an earlier incident filed. Damage was scratches to the back driver side bumper that were never there before it was towed. I will take care of this (thank you)

SIGNATURE
Clarence Kailin Jr.

11 NOV 15 PM 12:12
 DATE

-OVER-

CITY OF MILWAUKEE RECEIVED

CITY OF MILWAUKEE

SCHOK'S AUTO BODY
 5701 WEST BURLEIGH STREET
 MILWAUKEE, WI 53210
 PHONE: 414-873-9944 FAX: 414-873-5040
 FED TAX ID# 39-1330692

CD LOG NO 15287-1 DATE 11/15/11

SHOP: SCHOKS AUTO BODY INSP DATE: 11/15/11
 ADDRESS: 5701 W BURLEIGH PHONE 1: (414)873-9944
 CITY STATE: MILWAUKEE, WI PHONE 2: (414)873-9951
 ZIP: 53210- FAX: (414)873-5040

OWNER: KAILIN, CLARENCE HOME PHONE: (414)587-2456

POINT OF IMPACT: 0

LIC#: STATE: VIN: WDBNG70J5YA078457
 BODY COLOR: MILEAGE:
 CONDITION: ACCTNG CTL#:

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UE=REPLACE OE SURPLUS	UC=RECONDITIONED PRT
UM=REMAN/REBUILT PRT	EU=REPLACE SALVAGE	EP=REPLACE PXN
OE=REPLACE PXN OE SRPLS	PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT
TE=PARTL REPL PRICE	ET=PARTL REPL LABOR	IT=PARTIAL REPAIR
I=REPAIR	L=REFINISH	BR=BLEND REFINISH
TT=TWO-TONE	CG=CHIPGUARD	SB=SUBLET
N=ADDITIONAL LABOR	RI=R&I ASSEMBLY	P=CHECK
AA=APPEAR ALLOWANCE	RP=RELATED PRIOR	UP=UNRELATED PRIOR

2000 MERCEDES-BENZ S430 STD 4DOOR SEDAN 8CYL GASOLINE 4.3
 CODE: 30854A/A OPTNS G/24L

OPTIONS:
 TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES
 HEATED FRONT SEATS

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
---	---	---	-----	-----	-----	---	---	-----	---
RI0015			FRONT BUMPER COVER R&I	R&I ASSEMBLY				2.5	1
I 0015			COVER, FRONT BUMPER	REPAIR				2.0	*1
L 0015	13		COVER, FRONT BUMPER	REFINISH				3.6	4
RI0024			GRILLE, FRT BMPR CVR	R&I ASSEMBLY				INC	1
RI0025			GRILLE, FRT BMPR CVR LT	R&I ASSEMBLY				INC	1
RI0026			GRILLE, FRT BMPR CVR RT	R&I ASSEMBLY				INC	1
RI0021	01		FILLER, FRONT BUMPER LT	R&I ASSEMBLY				1.0	1
RI0022	01		FILLER, FRONT BUMPER RT	R&I ASSEMBLY				INC	1
RI0009	01		PANEL, FRT BMPR LICENSE	R&I ASSEMBLY				0.2	1
RI0526			REAR BUMPER ASSY R&I	R&I ASSEMBLY				1.5	1
I 0526			COVER, REAR BUMPER	REPAIR				0.5	*1
L 0526	10		COVER, REAR BUMPER	REFINISH				1.5	*4
			Blend						

2000 MERCEDES-BENZ S430 STD 4DOOR SEDAN
CD LOG NO 15287-1

ECM03 FLEX ADDITIVE ECONOMY PART 3.00* 4

13 ITEMS

MC MESSAGE(S)
01 CALL DEALER FOR EXACT PART NUMBER / PRICE
10 INCLUDES AUDATEX TIME TO CLEAR ENTIRE PANEL
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

OTHER PARTS		3.00
PAINT MATERIAL		178.50
PARTS & MATERIAL TOTAL		181.50
TAX ON PARTS & MATERIAL @	5.600%	10.16

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	54.00	5.2	2.5	415.80
2-MECH/ELEC	80.00			
3-FRAME	60.00			
4-REFINISH	54.00	5.1		275.40
5-PAINT MATERIAL	35.00			
LABOR TOTAL				691.20
TAX ON LABOR		@	5.600%	38.71
SUBLET REPAIRS				
TOWING				
STORAGE				

GROSS TOTAL 921.57

NET TOTAL 921.57

SHOPLINK U2352 ES CD LOG 15287-1 DATE 11/15/11 11:46:53AM R6.37 CD 10/11
PXN: Y/00/00/00/00/00 CUM 00/00/00/00/00 GEOCODE 53210
HOST LOG
(C) 1998 - 2008 AUDATEX NORTH AMERICA, INC.

1.6 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE REPLACEMENT PARTS RATHER THAN BY THE MANUFACTURER OF YOUR MOTOR VEHICLE.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. BECAUSE OF THIS, THE ABOVE PRICES ARE NOT GUARANTEED. EMPLOYEES OF SCHOKS MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING OR DELIVERY AT MY RISK. AN EXPRESS MECHANICS LEIN IS ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. IT IS ALSO UNDERSTOOD THAT SCHOKS WILL

THE FENDER MEN INC

Steven
THE FENDER MEN INC
5715 W.APPLETON AVE
MILWAUKEE, WI 53210
Work Phone: 414-444-7177
Fax Number: 414-445-8000
PFENDERMEN@aol.com

Estimate
ID #1486066

Vehicle Info	VIN	Color Ext / Int	License (St.)	Miles In / Out
2000 Mercedes-Benz S430	WDBNG70J5YA078457	/		0 / 0

Owner

CLARENCE KAILIN JR.
2827 N. CRAMER ST
MILWAUKEE, WI 53211
Cell Phone: 4145872456

Estimator

Steven Pavlovich

Description	Part #	Price	Qty	Labor	Paint	Other
FRONT BUMPER \ 2000-02						
Refinish Front Cover (w/o Sport Pkg w/o H/Lamp Washers)	220 880 00 40				2.5 hrs.	
1.0hrs. Clearcoat					1.0 hrs.	
R&I Front Cover (w/o Sport Pkg w/ H/Lamp Washers)	220 880 02 40			2.6 Body hrs.		

Totals

Type	Hours	Rate (\$/hr)	Total	Taxable
Body Labor	2.6	\$54.00	\$140.40	✓
Paint Labor	3.5	\$54.00	\$189.00	✓
Paint Supplies	3.5	\$34.00	\$119.00	✓
Taxable Amount			\$446.40	
Tax 5.600%			\$25.11	
Net Total			\$473.51	