

CRAVILLION

Tile & Stone

101 Edna Street • Plymouth, WI 53073
(920) 893-3064 Office • (920) 892-6578 Fax

Milwaukee City – City Clerk's Office – Claims

200 E Wells Room 205


Milwaukee, WI 53202

To Whom It May Concern;

On August 28th, 2008 @ 9:30 p.m. on returning home from Jazz on the Park, I, Tom Cravillion hit an enormous pot hole at the intersection of North Ave./6th Street on route to Highway 43 North. Thus began a series of damage to my vehicle (2002 Audi A6-2.7T) that has resulted in a major expense. I immediately pulled off into an alley to examine the damage. (Right front tire blowout and right rear tire bulge) I was able to change the tire, but the car would not move. (Please keep in mind the time 9:30 p.m. and the area we were in a very dangerous neighborhood, it was poorly lit and extremely frightening.) Apparently the drive shaft took out the transmission, alignment, front end, as well as the tire & wheel damage. We received our Audi finally on Tuesday October 28th 2008, 8 ½ weeks of frustration, as each repair would lead to another source of damage. My insurance company was contacted and contributed what the maximum would allow (\$8,764.53) to not receive a salvage title. I am looking to be compensated for all the damage (paying back my insurance company to avoid a rate hike) and two months of car payments (thus one of the many reasons to not want a car with a salvage title) during the time the car was in the shop. Please note list of expenses.

Audi North Shore 1 st bill	\$11,279.75	(We actually picked the car up and then discovered all was not right)
2 nd bill	1,064.78	
2 months of car payments	1,262.00	
Total Expenses	\$13,606.53	
Reimbursed by our personal insurance	8,764.15	
To date our actual out of pocket expenses	4,842.38*	

*This does not include the extra fuel expenses we incurred while not having our car and the mental anxiety.

Sincerely,

Tom Cravillion

CITY OF MILWAUKEE RECEIVED
 2008 NOV -3 PM 3:17
 OFFICE OF CITY ATTORNEY
 CITY OF MILWAUKEE RECEIVED
 2008 NOV 4 AM 9:33
 OFFICE OF CITY ATTORNEY
 CITY OF MILWAUKEE RECEIVED
 08 NOV -4 AM 10:31
 RONALD D. LEONHARDT
 CITY CLERK

100743

15922

Audi North Shore

4400 W. Brown Deer Rd.
Brown Deer, WI 53223
Phone: 414-355-4400 · Fax: 414-355-4401
www.audinorthshore.com

INVOICE

TOM CRAVILLION
101 EDNA ST
PLYMOUTH, WI 53073
HOME:920-377-0376 BUS:

PAGE 1

SERVICE ADVISOR: 406 JASON MARQUARDT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	02	AUDI A6	WAULD64B42N025051	432JFF	41298/41298	T933
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
22OCT01 IS			17:00 13OCT08		115.00 CASH	28OCT08

R.O. OPENED: DATE OFFERED BACK: OPTIONS: ENG:2.7_Liter_Turbo

16:27 13OCT08 09:15 28OCT08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON
DIAG DIAGNOSTIC TIME

431	CA	1.00				115.00	115.00
1	078-906-265-AA	OXYGEN SEN			254.82	254.82	254.82
006		REPLACED RIGHT FRONT OXYGEN SENSOR					
431	CA	1.00				115.00	115.00
PARTS:	254.82	LABOR:	230.00	OTHER:	0.00	TOTAL LINE A:	484.82

41298 2.00 REPLACED INOP B1 S1 O2.

B RIM SEALER COMING OUT TIRE AND LOOKS LIKE IT BUBBLES

006 INSPECT AND CLEANED WHEEL

431	CA	0.00				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

41298 TIRE JUST NOT CLEAN.

C RATTLE AT SLOW SPEEDS

006 R&R DRIVESHAFT AND REPAIR

431 CA 0.00

0.00 0.00

006 GOODWILL LABOR TO R&R DRIVESHAFT - SEE HISTORY

431ISERV 3.00

(N/C)

SUBL A-1 DRIVESHAFT POS758

CA

512.00 512.00

FC:

PARTS:	0.00	LABOR:	0.00	OTHER:	512.00	TOTAL LINE C:	512.00
--------	------	--------	------	--------	--------	---------------	--------

41298 3.00 REMOVED DRIVE SHAFT AND HAD JOINTS REBUILT.

D CAN SMELL A BURNING SMOEL

006 OWNER ADVISED STEEL BURNING OFF OIL RESIDUE

431 CA 0.00

0.00 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

SERVICE HOURS
7:30am - 5:30pm Monday-Friday

SALES HOURS
9:00am - 9:00pm Mon - Fri
9:00am - 5:00pm Saturday

"Motor vehicle repair 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 8811, Madison, Wisconsin 53708-8811."

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WE OFFER:

- DAILY SERVICE RENTALS AT LOW, LOW RATES.
- COMPLETE BODY AND PAINTING FACILITY.
- 24 HOUR TOWING SERVICE - 414-335-4400.
- ALL SERVICE WORK, PARTS AND LABOR GUARANTEED FOR 12,000 MILES OR 12 MONTHS

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
41298				CLEANED OLD OIL FROM EXHAUST.			

 E HEADLAMP DIP LIGHT STAYS ON
 006 REINSTALLED LEVEL SENSOR
 431 CA 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

41298 INSTALED LEVEL SENSOR.

 CUSTOMER PAY EPA WASTE HANDLING AND MISC. SHOP SUPPLIES FOR REPAIR ORDE 11.50
 YOUR VEHICLE MAY STILL QUALIFY FOR A SERVICE CONTRACT BASED ON THE AGE AND MILES OF YOUR VEHICLE. DON'T WAIT! CONTACT OUR BUSINESS MANAGER, KIM BETZHOLD AT 414-355-4400 EX 404 TODAY!!!
 COVERAGE BASED ON 50,000 MILES OR LESS
 HAVE AN EXCELLENT DAY!!!!

Customer Copy

SERVICE HOURS 7:30am - 5:30pm Monday-Friday SALES HOURS 9:00am - 9:00pm Mon - Fri 9:00am - 5:00pm Saturday	*Motor vehicle repair 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.*	STATEMENT OF DISCLAIMER																			
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COLOR	YEAR	MAKE/MG/BEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	02	AUDI A6	WAULD64B42N025051	432JFF	107744/107744	T503
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
22OCT01 IS			17:00 19SEP08		115.00 CASH	13OCT08
R.O. OPENED	DATE OFFERED BACK	OPTIONS: ENG:2.7_Liter_Turbo				
10:21 29AUG08	12:52 13OCT08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A	PERFORM 20L8 RECALL						
CAUSE: 20L8 RECALL							
20100599 REINFORCE FUEL TANK ROLLOVER VALVE NIPPLE							
	431 WA94	2.00					(N/C)
1	4B0-298-403 REP.SET						(N/C)
6	N-019-926-1 BOLT						(N/C)
1	183-521-141-A GASKET						(N/C)
2	191-253-141-F CLAMP						(N/C)
2	D-001-001 MIXING JET						(N/C)
2	Z3M-DP8-005 ADHESIVE						(N/C)
1	AKL-450-005-05 BUTYL TAPE						(N/C)

FC:
PART#:
COUNT:
CLAIM TYPE: 710
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THE INTERIOR LIGHTS ARE NOT WORKING AT TIMES. SEE HISTORY.

006 MAINTENANCE

422 CA	3.00				345.00	345.00
2 N-102-615-03 FLAT FUSE				1.29	1.29	2.58

PARTS: 2.58 LABOR: 345.00 OTHER: 0.00 TOTAL LINE B: 347.58

C CUSTOMER STATES HE HIT A POT HOLE - CK AND ADVISE.

DIAG DIAGNOSTIC TIME

431 CA	34.50				3967.50	3967.50
2 4F0-419-811-D THERMO END				90.22	90.22	180.44
2 MISC 25535R18 PILOT SPORT PS2				385.00	385.00	770.00

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AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F COMPLEMENTARY CAR WASH

CCW COMPLEMENTARY CAR WASH

9999 CA 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

3** SUBLET MILWAUKEE ALLOY WHEEL

MILWAUKEE SUBLET MILWAUKEE ALLOY WHEEL

9999IUSED 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: (N/C) 0.00

CUSTOMER PAY EPA WASTE HANDLING AND MISC. SHOP SUPPLIES FOR REPAIR ORDE 25.00

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COVERAGE BASED ON 50,000 MILES OR LESS
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10681.58

Customer Copy

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		LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	4312.50 6134.08 0.00 210.00 25.00 10681.58 0.00 598.17 11279.75

CUSTOMER COPY

8764.15
7515.60

SHEBOYGAN WI 53081-4014

FOR COLLISION

CRAVILLION TILE & STONE LLC
101 EDNA ST
PLYMOUTH WI 53073 1209

INSURED NAME / CLAIMANT NAME	POLICY NUMBER / CLAIM NUMBER	DATE OF LOSS	PAID AMOUNT
CRAVILLION TILE & STONE LLC	BA 0734551	08/28/2008	\$8,764.15
CRAVILLION TILE & STONE LLC	001000B08E25846		

Notes:

DETACH BEFORE DEPOSITING

1 MUTUAL AVENUE
FRANKENMUTH, MI
48787-0001



Frankenmuth
MUTUAL INSURANCE COMPANY
A member of the Frankenmuth Financial Group

NATIONAL CITY
Ashland, OH 56-389/412

NO. 0013057245

PAY TO THE ORDER OF:

AUDI NORTHSORE & CRAVILLION TILE & STONE LLC

ALL PAYEES
MUST ENDORSE

AMOUNT
*****\$8,764.15

IN THE AMOUNT OF ****Eight thousand seven hundred sixty-four and 15 / 100****

CASH PROMPTLY

DATE ISSUED	POLICY NUMBER	MOD	DATE OF LOSS	INSURED / CLAIMANT
10/08/2008	BA 0734551		08/28/2008	CRAVILLION TILE & STONE LLC
CEMT	CLAIM NUMBER		ADJ	CRAVILLION TILE & STONE LLC
	001000B08E25846		CBRI	

Void After 180 Days

Brian A. McLeod
V.P. Secretary & Treasurer

⑈0013057245⑈ ⑈041203895⑈ 0163918⑈