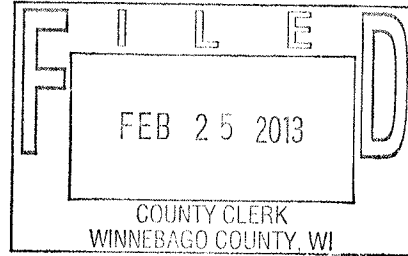


February 13, 2012

Winnebago County
Highway Safety Commission
415 Jackson Street, Room 110
Oshkosh, WI 54901



Attn: County Clerk's Office

Re: Damage to Vehicle due to Pothole on Highway US 41

Dear Madam or Sir:

On the evening of January 30, 2013, I was driving my vehicle southbound in the center lane on US 41. I hit a pothole between the Main Street and Winneconne exits. I immediately had a flat tire, and pulled over to change this tire to the spare.

The following day, I took my vehicle in for repair at Bergstrom Acura. The pothole blew out the tire (this was a new Michelin tire put on in November) and caused damage to my wheel (rim). I have attached the service invoice for your reference.

I am hoping to be reimbursed for this repair due to the poor road conditions.

Thank you for your attention to this matter.

Heather Drew
1315 Mulberry Lane
Neenah, WI 54956
(414) 899-7835

Customer Number:10807

Invoice No: 31857

* INVOICE *



Bergstrom Acura of Appleton
2910 North Victory Lane · Appleton, WI 54913
(920) 560-2900
www.appletonacura.com

HEATHER DREW

1315 MULBERRY LN
NEENAH, WI 54956-4422

Home: 414-899-7835 Bus:

Cell: 414-899-7835

Email: email|hprochnow07@alumni.uwosh.edu|home SERVICE ADVISOR: 2523 AARON NOLDNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	07	ACURA TL	19UUA66247A019554		60066 / 60066		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07			18:00 31JAN13		0.00	CASH	04FEB13
R.O. OPENED		READY	REPAIR PERFORMED BY:		OPTIONS:		
07:05 31JAN13		16:50 04FEB13			ENG:3.2_LITER_VTEC TRN:5_SPEED_AUTOMATIC		

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

A GUEST STATES TIRE WENT FLAT LAST NIGHT CHECK AND ADVISE RIDE TO WORK
MB1 TIRE--MOUNT & BALANCE (1)

2505	C					14.95	14.95
1	77864	2354517	MICHELIN PRIMACY		241.00	241.00	241.00
1	71762U	WHEEL, RECON			224.00	224.00	224.00

B MULTI-POINT INSPECTION

GDVC MULTI-POINT INSPECTION

2505	C					0.00	0.00
------	---	--	--	--	--	------	------

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

						1.35	
--	--	--	--	--	--	------	--

* [] CASH [] CHECK# [] CREDIT CARD [] CHARGE*

* [] INITIALS [] DATE *

"THANK YOU FOR YOUR BUSINESS"

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	*SHOP SUPPLY COSTS:		DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.		We have added a charge equal to 9% of the total cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT \$ 14.95
				PARTS AMOUNT \$ 465.00
				GAS, OIL, LUBE \$ 0.00
				SUBLET AMOUNT \$ 0.00
				MISC. CHARGES * \$ 1.35
				TOTAL CHARGES \$ 481.30
				LESS INSURANCE \$ 0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	SALES TAX \$ 24.07	PLEASE PAY THIS AMOUNT \$ 505.37

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.

DealerCAP ©2006 ADP (03/09)SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - WISCONSIN - 9698084

Guest Copy

R.O.#: 31857

VIN.#: 19UUA66247A019554

BERGSTROM ACURA
2910 N Victory Lane
APPLETON WI 54913
920-560-2900

TRANSACTION TYPE: SALE
VISA XXXX XXXX XXXX 9297
TRANSACTION ID: 263943833
APPROVAL CODE: 03957C
DATE: 02/04/13 05:41:32
INVOICE NO: 31857
SALE AMOUNT: \$505.37

X-----
HEATHER DREW

CARDHOLDER WILL AGREE TO PAY
TOTAL AMOUNT ACCORDING TO
CARD ISSUER AGREEMENT