

Date: 9/15/2025

City of Waukesha Clerk  
201 Delafield Street  
Waukesha, WI 53188



RE: Letter of intent - Claim for damages

To whom it may concern:

On 9/9/2025 I was driving EAST on Mac Arthur Road to pick up my child from school at 3:20 p.m. There was a large pothole on the right side of the road, approximately around location S26W26910 Mac Arthur Road. My front passenger side tire hit the pothole and caused the tire to be completely damaged and resulted in a fully flat tire.

My vehicle had to be towed, and the tire had to be fully repaired. Elders Towing Company towed the vehicle to Discount Tires located in Waukesha on Sunset Dr. Discount Tires replaced and repaired the tire. The cost for this was \$345.08 (receipt attached)

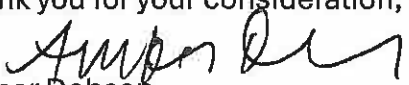
I had reported the concern with the City of Waukesha using the online portal. They closed the report, indicating that the pothole has since been taken care of. I have also attached the email with this information. I did drive back to the scene of the incident on 9/12/2025 and did see the hole repaired with blacktop.

I am asking for reimbursement for this invoice attached from Discount Tire. It seems that the pothole had been causing enough issues with previous drivers/vehicles that the pothole was fixed only 3 days after my incident occurred.

My information is listed below.

Amber Dobson  
1215 Tomahawk Court  
Waukesha, WI 53186  
608-732-1826  
[amberdobson910@gmail.com](mailto:amberdobson910@gmail.com)

Thank you for your consideration,

  
Amber Dobson

9-15-25

**DISCOUNT TIRE**9/10/2025  
1:37 PM**AMBER DOBSON  
TOW TRUCK****WAUKESHA, WI 53188  
608.732.1826 (M)**2024 MITSUBISHI  
OUTLANDER  
20"BASE SEL BLK EDMiles: 3  
Torque Specs: 80WIM 02  
1111 SPRING CITY LN  
WAUKESHA, WI 53186  
262.506.3232Invoice #  
1500237Salesperson 304  
ROCKY M  
Estimated Completion Time 12:44 PM

Article	Qty	Description	FET	Price	Amount
19291	-1	P 255 /45 R20 101W SL BSW MT GUS BRI ECOPIA H/L 422 PLUS ILT PATTERN: 6-114.3		274.00	-274.00
19291	1	P 255 /46 R20 101W SL BSW MT NRM BRI ECOPIA H/L 422 PLUS TIRE MILEAGE WARRANTY: 50000 FLATION F:036 R:036		304.00	304.00
30017	5	CERTIFICATES FOR NRM REFUND, REPLACEMENT For tire certificate details, see <a href="http://www.discounttire.com/customer-service/certificates">www.discounttire.com/customer-service/certificates</a>		59.73	298.65
31124	0	ADJUSTMENT/BAL & VAL NRM LIFETIME		26.00	.00

When replacing less than four tires, Discount Tire recommends that the new tires will be placed on the rear axle of the vehicle

Sub Total: 328.65  
Sales Tax: 16.43  
Sales Total: 345.08

kn# XXXXXXXX0869 =Att# 05122C

Tendered: 345.08 (VIS)  
Tendered Today: 345.08

Tendered Total: 345.08

Please register your new tires.  
Be sure to mail in the tire registration card  
OR go online

[www.discounttire.com/tire-registration](http://www.discounttire.com/tire-registration)



Amber Dobson &lt;amberdobson910@gmail.com&gt;

---

**City of Waukesha Service Request SR-091225-5 CLOSED: Pothole/Pavement Defect | S26W26910 Mac Arthur Rd, Waukesha, WI 53188, USA**

---

vueworks@waukesha-wi.gov <vueworks@waukesha-wi.gov>  
To: amberdobson910@gmail.com

Mon, Sep 15, 2025 at 7:41 AM

The following Service Request has been CLOSED:

Current Status: Closed on 9/15/2025 7:41:00 AM by bknapp

City Response: Amber,

Thank you for your concern and sorry to hear about your tire. The pothole has been repaired. If you wish to file a claim, please contact the clerk's office at (262) 524-3550

Issue: Pothole/Pavement Defect

Location: S26W26910 Mac Arthur Rd, Waukesha, WI 53188, USA

Description: On Tuesday 9/9/2025 I was driving to pick up my son from Bethesda Elementary. I was headed East on Mac Arthur Road when there was a large dip on the right side of the road. My front right tire went in the pothole and caused a flat tire. I drove up a bit further to pull into Comanche Road, headed North. I had to be towed and then a new tire repaired.

On Friday, 9/12/2025, I drove to take photos of the site, and I see that there is blacktop where the pothole was fixed. I am frustrated that this issue was not addressed earlier as it cost me time, damages, and money to repair my vehicle.

Name of Caller: Amber Dobson

- Reference Information -

ID: SR-091225-5

Logged By: portal

Type: Within 3 Days


Department: Public Works Dept

Group: Streets

-- Do not reply to this e-mail. For more information please contact the Public Works Dept Department through their contact information at [www.waukesha-wi.gov/government/departments](http://www.waukesha-wi.gov/government/departments) --

Notice: Please be aware that email sent to, or received from, the City of Waukesha should be presumed to be a public record, that it will be retained by the City as a public record, and will be subject to public disclosure under Wisconsin's open records law. If you are not the intended recipient of this email, please do not read it or forward it to another person, but notify the sender and then delete it.

---

 **REP3721279.pdf**  
15K