



State Board of Towing
January 11, 2024
Additional Work Session Materials

The following items are additional materials that may be reviewed or referred to at the Work Session.

Complaints

An additional 10 complaints submitted to the Board in 2024.

The Complaints are provided so that the Board can discuss real-life examples instead of hypothetical situations when discussion of these complaints or complaint criteria.

There will be no discussion of specific details or any votes for disciplinary sanctions or Board actions in specific cases.

Draft Templates

Additional email templates specific to DOJ submitted complaints.

COMPLAINT INTAKE FORM



For Phone/In Person Complaints
Oregon State Board of Towing
ICO DMV HQ – Program Services
1905 Lana Ave., NE
Salem, OR 97304

BOARD USE ONLY:

- Date Received:
12/02/2023
- Case No. 2024-01-001
- Processed: 01/05/2024
- Notes:

Type of Service

- Tow Services
- Recovery Services
- Abandoned Vehicle
- X Impound
- Other:

Complainant Information:

Name: _____ **Redacted** _____

Mailing Address (Street or PO Box): _____ **On File** _____

City: _____ State: _____ Zip: _____ Phone: _____

Email: _____ **On File** _____

Tower Information:

Company Name: _____ **21U** _____ Mailing

Address: _____ **On File** _____

City: **On File** State: OR Zip: Phone: _____

Email: _____ **On File** _____

TW Plate No.: **3 plates assigned** _____

Driver: _____

What Happened?

Narrative summary of the events surrounding the complaint. A written statement and documents may be required depending on the facts of the case.

21U Towing Company towed a police impound to their lot.

Complainant's insurance company paid tow bill. Tow company is keeping personal possessions for additional money from complainant.

Losses and Damages:

Money Paid:\$ **\$4000** Date of Transaction: **09/2023**

Other Damages/Losses:\$ _____

Explanation of Loss/Damages:

Evidence in Support of the Complaint:

List of documents complainant will provide:

Narrative statements, receipts

What Steps Have You Taken to Resolve this Issue So Far?

Has the tower/tow company been contacted to resolve this issue? Yes No

If Yes, What methods of contact?

- Telephone
- Letter
- Website

- Email
- In Person
- Other: _____

What was the outcome of the contact?

Attorney? Yes No

Name: _____

Mailing Address: _____

Phone: _____ Email: _____

Notes:

Any other person, agency, or organization contacted? Yes No

If yes, whom?

Person/Agency/Organization Name: _____

Mailing Address or Website: _____

Phone: _____ Email: _____

Notes:

Police Report Information

Was a police agency involved in this incident? Yes No

Name of Agency: _____

Name of Officer/Deputy: _____

Police Report No.: _____

Notes:

Witnesses and Persons with Direct Knowledge

Please provide the names, phone numbers, and email contact information for any witnesses or persons with direct knowledge and information of the incident and your allegations. Attach additional sheets if necessary.

Intake Signature:

Date:

Complaint 2024-01-002

Towing Company 8H towed Complainant's recovered stolen vehicle; refused to release the vehicle after insurance payment.

I

My car was towed from the parking garage of (address). property management must have called 7G Towing on November 22 2023. I just got home and wasn't even home for two hours, this is the first time it's been towed. I had packed my bag with clothes and my sons clothes and put it in the car so that when my mom picked us up to go to Washington and it would be easier to just bring the baby down and put him in her car while I get our stuff from my car and put it in her car. When she picked us up my car was gone. Inside the car are my clothes my sons clothes, a bag of food we bought for thanksgiving, a box of diapers that were just bought, my sons car seat and my wallet. I called the tow company asking if I can just get my items from the car, they said I needed at least the bill of sale from the people I bought the car from and the bill of sale from the person they got the car from and photo id. I brought all the items that were requested so that I can just retrieve my items from the car not the vehicle itself And then they told me that I couldn't get the items out now until I had the title from the original owners or a form filled out signing the title over to me. I did not get the car from the original owners, I got it from the person they sold it to and they didn't have a title just the bill of sale from the Original owner as well as their registration which I had and they proceeded to tell me that even with all the bill of sales provided (and I have the keys) I still could not retrieve my items without a title , which I cannot Get. According to this website it states that I am aloud to get certain items of the car. Even after providing all of the bill of sales from the people I got the car from and the bill of sale from original owners this company still wouldn't let me get my items out of the vehicle. Now they are holding my credit cards, ebt, debit cards, child saftey seat, all my child's clothes, his diapers and my clothes, even with all the bill of sales provided and the fact that I have the keys. My sons medication is in our bags that were packed for thanksgiving as well. They still were just holding the items hostage. I don't believe this to be legal or treated fairly. It certainly says I am aloud to receive certain items from the vehicle and they just keep requesting more and more paperwork after I provided them with requested bill of sales. Do I need to get an attorney?

By my signature below, I understand a) this complaint will become part of DOJ's permanent records and is subject to Oregon's Public Records Law; b) this complaint may be released to the business or person about whom I am complaining; c) this complaint may be referred to another governmental agency. By my signature below I authorize any party to release to the DOJ any information and documentation relative to this complaint.

Electronically Filed
Signature

11/22/2023
Date

Over 65?

My boat trailer and boat were negligently and improperly towed and stored in a maner which caused the destruction of both the trailer and boat damaging them and rendering them unusuable and immobile. The grossly negligent and improper manner in which my boat trailer was towed damaged the trailer by bending the tongue, severing the electrical connection (which is now missing) and damaging the receiver thereby making it impossible to be hooked up to a vehicle and driven. It is essentially destroyed and unusable.

Furthermore, they negligently failed to raise the front end of the trailer to allow any water to drain out of the hull of the boat thereby allowing rain to fill the hull and destroy the engine. They negligently failed in their duties and requirements to provide towing and storage in a manner of protecting from intentional or accidental damages to my property while in their custody and care.

I demand payment for the full value of my trailer and boat as well as any and all expenses associated with this matter.

Please see attachments

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Electronically Filed
Signature

11/20/2023
Date

Over 65?

I made several attempts to recover my RV after it was towed by V22 Towing and before they raised the charges, they were inflated. I was not allowed to get essential items out of my RV, nor was I allowed to negotiate a payment arrangement to recover my property.

I was not allowed to access the vehicle per:
<https://www.doj.state.or.us/consumer-protection/motor-vehicles/towing/>

I asked to speak to management but was never allowed to. But I was talked to very rudely and disrespectfully while trying to retrieve my property.

All my attempts to communicate and remedy the situation were consistently met with challenges.

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Signature

1/4/2024
Date

Over 65?

My son's truck was towed by 23W Towing at approximately 1:30 am on 01/01/24. When I spoke to the tow company on the phone on 01/02/24 he was unable to give me a total on the towing and storage fees on the truck. He did state that the agency requesting the tow, Oregon State Police, determined the standard hook up fee which for OSP was \$300. Tow Program for OSP told me on 01/04/24 that this was untrue. The hook up fee is based on the contract the towing company has with OSP. OSP emailed me a copy of the contract OSP has with 23W and the hook up fee is listed as \$250. Also when we picked up the truck on the evening of 01/02/24 23W was unable to give us an itemized receipt for the \$730 is cash we paid him. He stated any time the police were involved in a tow his policy was to only accept cash. He told my son he would text or e mail him an itemized receipt on 01/03/24 which he failed to do. Paying cash is not the issue, not getting an itemized receipt is the issue. Also 23W Towing nitially charged an additional tow fee for a 4 wheel drive vehicle and my sons truck is 2 wheel drive. 23W Towing stated on 01/02/24 when we picked up the truck that he had removed that charge but we had no way to know that with no receipt. Thank you for looking into this matter.

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Electronically Filed
Signature

1/4/2024
Date

Over 65?

**COMPLAINT FORM**

Oregon State Board of Towing
 ICO DMV HQ – Program Services
 1905 Lana Ave., NE
 Salem, OR 97304

BOARD USE ONLY:

- Date Received: 01/05/2024
- Case No. 2024-01-007
- Processed:
- Notes:

Type of Complaint – Please Check

- Tow Services
- Billing/Invoice, Fees/Charges
- Registration/Title Issues
- Possessory or Other Lien
- Other:

Your Contact Information:

Name On File

Mailing Address (Street or PO Box): On File
 #D103

City: _____ State: OR Zip: 9

Phone: _____

Email: _____

Complaint Against:

Company Name: 8H Towing
 Towing

Mailing Address: _____
 way _____

City: _____ State: OR Zip: _____ Phone: _____

Email: _____

License/TW Plate No. (if known): see video from manager at my apartments Driver
 Name (if known): _____

What Happened?

Please provide a concise, detailed narrative summary of the events surrounding your complaint. Attach additional sheets as necessary.

On 1-5-24 I went to go to Starbucks and my car was not in handicap spot manager assigned us as I have custody of grandchild with Cerebral palsy(also have letter from Doernbechers stating disability requires parking close to apt). I went to office and (manager) called and 8H tow company said they don't have any manager asked if possible they towed. Response "No call police" I called police and was told the car was towed by 8H tow company. I went to mgr and she demanded they return car and was told wait for mgr to return her call. Mr. called mgr back and said tell resident to come get car free of charge. Manager said no cars should be towed without her approval. 8H mgrsaid contract is with next apt complex not ours. I was instructed to drive 27miles where they took my car and a 40min drive there and they had me make appointment at 3pm to meet tow driver. I met at 3 and the guy attempted to charge me \$425 when I told him it was free due to illegal tow. He said oh and looked at pictures and said okay. When I pulled my vehicle out of the fenced area the passengers front tire made a clunk and the tire fell out from tire well. My brother jumped out of his van and said ball joint popped out and I was lucky that I wasn't driving faster as me and my disabled grandchild would have suffered serious injuries. I am filing this complaint for wrongful tow and damages stemming from wrongful tow. I have the tow receipt and I am also requesting 8H reimburse for car parts and labor totalling \$380. 8H also listed wrong address in order to cover the illegal tow. They list Main St. When in fact it was jerked out from the carport of Apartments in which they have no contract or rights to tow. This action by 8H cost me 12hours of hardship and causing pain and suffering from the rude behavior of 8H Employees and Management and being without transportation for myself and my handicap grandchild. . It cost me damage to my vehicle to wit the front passenger ball joints and it breaking in front of their business 27miles :away from my home.(place of tow) And due to the mishandling of the tow which was 100% illegal and was done in an unsafe fashion. I have supporting documents and pictures of the issue described above. These fall under predatory towing and are illegal in State of Oregon. My apartment manager has video of tow incident and she can verify that she did not authorize any cars to be towed on 1-5-24'and 8H had no authorization to tow from our property. She can verify that 8H has NO Contract with our apartments but does with complex next to ours and tow driver went out of scope of their contract with that complex and came into our parking lot and chose to tow random vehicles.

Losses and Damages:

Money Paid: _____ Date of Transaction: ___ 1-5-
 \$ _____
 2024 _____
 Other Damages/Losses:
 \$ _____ 380 _____

Explanation of Loss/Damages: when I pulled car out of gated yard front right tire and control arm and ball joint broke and car was deemed undriveable

Evidence in Support of your Complaint:

Please list AND ATTACH COPIES of the documents you are providing in support of your complaint (i.e., invoices, receipts, police reports, correspondence, pictures, records, or any other related documents)

What Steps Have You Taken to Resolve this Issue So Far?

Have you contacted the tow company to try to resolve this issue? Yes No

Date: _____ 1-5-24 _____

What methods of contact? X Telephone Email
And in person. Letter In Person
Dispatch Website Other: _____

Employee- phone was very rude not wanting to give me address to make 3pm appt.

What was the result of your contact? They said I should be happy to get it back free

Please provide copies of correspondence.

Have you contacted an attorney regarding your complaint? Yes No

Name: _____

Mailing Address: _____

Phone: _____ Email: _____

What was the outcome?

Have you registered this complaint with any other person, agency, or organization? Yes No

If yes, whom?

Person/Agency/Organization Name: _____

Mailing Address or Website: _____

Phone: _____ Email: _____

What was the outcome?

Police Report Information

Was a police or law enforcement agency involved in this incident? Yes No

If Yes, please provide the following information:

Name of Agency: Molalla Police

Name of Officer/Deputy: dispatch

What was the police agency involvement?

Contacted them after tow company claimed not to have car and said call police

Please provide a copy of the police report, receipt, or Case No. if available:

Witnesses and Persons with Direct Knowledge

Please provide the names, phone numbers, and email contact information for any witnesses or persons with direct knowledge and information of the incident and your allegations. Attach additional sheets if necessary.

**witness to damage and mechanic that fixed vehicle
Manager my Apartment complex and witness to wrongful tow/video**

VERIFICATION

I affirm that the facts that are presented in the foregoing statement are true to the best of my knowledge and belief.

Signature:

Date:1-5-24

AUTHORIZATION TO RELEASE INFORMATION

Please Read Carefully.

I hereby authorize the State Board of Towing to disclose the information contained in this complaint to the towing company, law enforcement, Oregon DMV, and other third-parties in the investigation of the complaint. I acknowledge that the purpose of the Board is to protect the general public by enforcing Oregon's laws and rules regulating the towing industry, and the Board does not represent individual consumers in complaints.

Signature:

Date:1-5-24

Please mail or email this complaint form together with related documents to

State Board of Towing
ICO DMV HQ – Program Services
1905 Lana Ave., NE
Salem, OR 97314
Email: compliance@towboard.oregon.gov

My vehicle was in an accident. Police called 24X tow company. The truck that arrived was unable to tow my 2003 Toyota Tacoma because it was a 4WD. So, they returned with a different truck. I was charged \$135 dollars because they didn't bring the correct truck in the first place or ask the police officer what type of vehicle needed to be towed. It just pisses me off and I want to know if that's even legal to charge and if not I want to take them to small claims. Might be a petty waste of time but I don't feel that it's right considering all the other bullshit charges that I had to pay.

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Electronically Filed
Signature

1/5/2024
Date

Over 65?

On 12-01-23, I was parked on on the street and I had some one to tow my van. A E-park city department worker told me that they were going to tow my van and I am ask why for I have not been given any information about this No 72hr Notice/ No Citation/No Ticket

/No Anything at all. The E-park city department worker told the guy that I had to tow my van to leave OR he would be arrested for interviewing. I Was-Not given any forms at all of Any Kind/Forms/Citation/Ticket/Notice.

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Electronically Filed
Signature

1/7/2024
Date

Over 65?

I am a 79 year-old senior woman. On 12/31/2023, I met a friend for breakfast at Langdon Farms in Wilsonville. We exited the restaurant at 10:15 and I immediately noticed I had a flat tire on my front passenger side of my 2018 Kia Niro Hybrid, licence #144KRU. I called roadside assistance and told them of my plight She said they would send a tow truck to help me. I then waited 1 1/2 hours for the tow truck driver to arrive. When I saw a tow truck driving up and down the aisles of the parking lot, I ran out and flagged down the driver. His identification is 26Z Towing. His first angry words to me were he was just going to cancel the order as he had tried to phone and text me a number of times and I did not respond to him. I showed him my cell phone calls and text and there was nothing from him. He showed me his phone where he had tried to call and text me. Obviously, they didn't go through. He was VERY surly! He loaded my car on his truck and told me he was taking me and my car to dealership in Wilsonville. When we arrived, it was clear they were not open. and the parking lot was empty. He immediately began uthe denloading my car. I asked him what he was doing. He said his contract read he was to tow me only to the dealership and he had fulfilled his contract. I asked him what I should now do and he replied that as he had fulfilled his contract and I wasn't his problem. He climbed in his truck and drove away He left me abandoned, with my car, in a huge parking lot which was secluded from the road. I was extremely upset and frightened. Before he left me I told him I would get back on I-5 and try to drive to my home. He didn't tell me it wasn't safe to drive on a flat tire but I didn't know what I should do. I reached I-5 and drove approximately 2 miles when my tire exploded. Black smoke and burning rubber smell everywhere. The car immediately became uncontrollable. I managed to steer it on to the shoulder of the freeway. I was terrified!! Once again I called Roadside Assistance and they said they would send another tow truck. The women in customer service roadside assistance were wonderful and checked in with me several times. They asked if I was safe and, each time I said NO. I was parked on the shoulder of I-5 with cars and trucks traveling 70-80 mph and passing within a few feet of my car. The Tow truck driver arrived after 2 hours and it was the same truck driver who had left me stranded in dealership parking lot hours earlier. I got out of my car to his saying "you again".I asked him once again why he left me stranded with a flat tire. He replied with the same story that his contract was to tow my car to the dealership which he did, and I was not his problem. He then told me that to tow my car to my home I would have to pay him an additional \$30.00. I told him that I had roadside assistance for just that reason. He said my towing insurance did not cover his costs of my tow and unless I paid him the \$30.00, he would not help me. I refused to be extorted. He then got in his truck and, once again, left me stranded. I have never in my life been treated so rudely, unprofessionally nor crudely. By the time he drove off, I was sobbing uncontrollably. I was terrified! Once again I called Roadside Assistance. I told them, again, I was in an unsafe location and asked them to please send a tow truck ASAP, and to NOT send the same horrible person who had arrived twice earlier. In another hour a new tow truck driver finally found me. He was marvelous! I was still sobbing and thoroughly scared to death! He helped me out of my car and held the passenger door for me while I climbed into his truck.

Continued on Page 2

By my signature below, I understand a) this complaint will become part of DOJ's permanent records and is subject to Oregon's Public Records Law; b) this complaint may be released to the business or person about whom I am complaining; c) this complaint may be referred to another governmental agency. By my signature below I authorize any party to release to the DOJ any information and documentation relative to this complaint.

Electronically Filed
Signature

1/7/2024
Date

Over 65?

2024-010-011
Continued

He then offered me a bottle of water while he loaded my car. Rather than taking my car to my home, I chose to have it hauled to Les Schwab Tire Center. I had cleared this with the dispatcher. He then towed me to Les Schwab and unloaded and parked my car. Most unfortunately, I was so upset I did not ask for his business card. He was from Afghanistan and has been in the US for 3 years. He was the exact opposite of the horrible first driver. This week I will be canceling my roadside assistance as I will not do business with any company who does business with this horrible man at 26Z Towing. He had a AAA brand painted on the side of his truck., and I will file a complaint with them also. I am appalled this driver is allowed to deal with the public. This has been one of the worst experiences in my life. This happened one week ago today, and I am still having nightmares.

Template for Email Correspondence – Complaint Received from DOJ

If no email is provided, a letter will be sent to the Complainant and Respondent via regular mail (certified if action is required).

Description - Complaint Receipt DOJ - Confirmation to Complainant:

Re: Complaint Received – DOJ Ref No. ####, SBOT Complaint No. ****

The Oregon Dept. of Justice, Consumer Protection Division (DOJ) forwarded your complaint against _____ to the Oregon State Board of Towing for review.

The Board was established by the 2021 Oregon Legislature to protect the safety and well-being of the public through the regulation of the towing industry. While the Board has the authority to investigate and take action, including discipline and civil penalties, against individuals and companies for violations of the laws and rules under the jurisdiction of the Board.

Information about the Board and its process is available at:

www.oregon.gov/SBOT

The following information is requested so that the Board can complete its review of the complaint and determine appropriate Board action:

- Copies of Correspondence or a narrative summary of conversations with the Tow Company
- Pictures
- Estimate
- Invoice or Receipt
- Police Report
- Accident Report
- Other

Please provide the above information by _____ (30 days).

Thank you for your assistance in resolving this issue.

Template for Email Correspondence – Complaint Received from DOJ

If no email is provided, a letter will be sent to the Complainant and Respondent via regular mail (certified if action is required).

Description - Complaint Reviewed – Not a Board Issue/Jurisdiction:

Re: Your Complaint DOJ Ref No. ####, SBOT Complaint No. ****

The State Board of Towing has the authority to investigate and discipline individuals or companies providing commercial tow services for violations of Oregon's laws and rules.

No Jurisdiction/Authority

The Board has carefully reviewed the complaint information and documentation in this matter, and it appears that the actions of the tower/tow company were performed under a contract/program with (name of organization).

The Board does not have the authority or jurisdiction to investigate or impose requirements on a City, County, or State Law Enforcement/Code Enforcement/Non-Preference Tow/Impound program.

As your allegations are related to the towing of your vehicle under the direction of _____, you should contact _____ to resolve your concerns.

cc: Authority

No Violations Found

The Board has carefully reviewed the complaint information and documentation in this matter.

(list of concerns as stated in complaint, with

Explanation of how the concerns/allegations are not substantiated or are not a violation)

The Board understands the frustration you experienced during this time; however, as the tower/tow companies actions were not in violation of Oregon's laws and rules, the Board has no jurisdiction or authority to pursue an investigation or Board action against the tower/tow company.

You might consider contacting _____ or legal counsel to discuss the options available to you.