

Oregon State Board of Towing**2026 COMPLAINTS AND INVESTIGATIONS**

Note: Allegations refer to the allegations in the complaints submitted to the Tow Board and do not represent, and is not to be interpreted as, verification or substantiated allegations.

Case #	USDOT	Type	Location	Complaint Allegations	Complaint Allegation 2	Notes	Board Action
09.15.2026							
2024-01-003	No	PPI	Mid Willamette Valley	Unauthorized Tow		11.22.2023. Date of tow pre-dates the Tow Board. No Board investigation.	Closed. Action pre-dates operational date of the Tow Board.
2025-02-007	No	PPI	Mid Willamette Valley	Unauthorized Tow		Vehicle parked in violation of signs. Signed authorization for the tow provided.	Closed. Tow conducted under signed authorization of property mngr or representative.
2025-08-019	No	Unknown	Unknown	No notice prior to tow.		DOJ Complaint requires review: No response from complainant	Closed. Incomplete complaint.
2026-02-010	No	Unknown	Unknown	Vehicle ownership.	Collections	Vehicle sold in 2023. DMV not notified. Title not transferred prior to tow.	Closed. Action pre-dates operational date of the Tow Board.
2026-03-015	No	PPI	Mid Willamette Valley	Unauthorized Tow.		Date of tow 2022. Date of tow pre-dates the Tow Board. No Board investigation.	Closed. Action pre-dates operational date of the Tow Board.
2026-08-003	No	LEA	Mid Willamette Valley	Unauthorized Tow.		LEA rate and fee.	Tow conducted under ORS 819. Referred complainant to LEA. Letter of education re: separation of tow companies assets and resources when operating more than one tow company.

2025-05-037	No	PPI	Central Oregon	No authorization for the tow.		Complainant provided the photos and authorization verifying the tow was authorized.	Closed. Tow conducted under signed authorization of property mngr or representative.
2025-07-009	No	PPI	Central Oregon	No authorization for the tow.	Failure to release the vehicle.	Tower continued to hook up and tow vehicle after arrival of vehicle owner.	Notice of Proposed Action: \$500, violation of ORS 98.853 (3), failure to release vehicle prior to hook up.
2025-07-022	No	PPI	Central Oregon	OSP - rates and fees complaint		OSP Audit found violations. OSP Suspension.	Division 50 tow. Discipline deferred to OSP.
2025-08-018	No	PPI	Central Oregon	Failure to release vehicle.	Requiring payment of hook fee, hook not complete.	Tower continued to hook up and tow vehicle after arrival of vehicle owner.	Notice of Proposed Action: \$500, combined violations of ORS 98.853 (3), failure to release vehicle prior to hook up.
2026-04-006	No	PPI	Central Oregon	Invalid Tow.		Per complaint materials, vehicle parked in violation of parking addendum, tow authorized by landlord; landlord- tenant dispute.	Closed. Tow conducted under signed authorization of property mngr or representative.
2026-05-003	No	PPI	Central Oregon	Failure to release vehicle at tow scene prior to full hook up.	No receipt.	Tower continued to hook up and tow vehicle after arrival of vehicle owner, charged a release fee.	Notice of Proposed Action: \$500 combined violations of ORS 98.853 (2) - failure to release, ORS 98.854 (5) - charging more than rate sheet, ORS 98.854 (14) - charging for release, ORS 98.854 (14) - charging for release.
2026-07-017	No	PPI	Central Oregon	Charging for services not included on rate sheet.	No receipt.	Invoiced charges were not on tower's rate sheet.	Notice of Proposed Action: \$500 ORS 98.854 (5) - charging more than rate sheet

2026-09-002	No	PPI	Central Oregon	Refusal to provide signed authorization, receipt or photos		Invoiced charges were in excess of charges on tower's rate sheet.	Notice of Proposed Action: \$500 ORS 98.854 (5) - charging more than rate sheet
2024-05-009	No	Unknown	Tri County Area	Failure to release personal belongings.		Correspondent not the lawful owner of the vehicle; tower may charge fees for release of personal belongings not emergency in nature.	No violations found by Tow Board. Tow conducted under ORS 819. Referred complainant to LEA.
2026-05-001	No	LEA	Tri County Area	Unauthorized Tow	Failure to release vehicle	Correspondent not the lawful owner of the vehicle; LEA authorized tow. Tower made several attempts to work with complainant.	No violations found by Tow Board. Tow conducted under ORS 819. Referred complainant to LEA.
2026-07-015	Yes	LEA	Mid Willamette Valley	Failure to release vehicle.		Complaint not substantiated by tower and complainant documentation.	No violations found by Tow Board. Tow conducted under ORS 819. Referred complainant to LEA.
2026-06-006	Yes*	PPI	Mid Willamette Valley	Unauthorized Tow	Excessive Fees	Tower provided documents. Invoiced charges less than rate sheet. Tow business certificates expired at the time of the tow.	Notice of Proposed Action: \$500 ORS 822.200 - operating without a valid tow business certificate.
2025-12-008	Yes	PPI	Tri County Area	Illegal tow: double-parked vehicle "was not blocking another vehicle in a manner that prevented normal egress."	Failure to provide requested documents.	Dec. 2025 tow - vehicle blocking other vehicles, parked in violation of parking restrictions.	Closed. Tow conducted under signed authorization of property mngr or representative.
2026-04-007	Yes	PPI	Tri County Area	Vehicle towed illegally from assigned parking space.	Cash Only	Mgmt. authorization for the tow.	Closed. Tow conducted under signed authorization of property mngr or representative.

2026-07-013	Yes	PPI	Tri County Area	Unauthorized Tow & Improper Signage	Failure to release	Operator didn't own vehicle. Signage not required as alleged. Property Mgmt authorized tow, and both property mgmt and tower documented vehicle parked in violation for over 2 hours.	Closed. Tow conducted under signed authorization of property mngr or representative.
2026-04-011	No	Private Tow	Mid Willamette Valley	Unauthorized Tow	Illegal scraping of vehicle	Tower unable to provide verification tower purchased vehicle from lawful owner.	Referred to LEA.
2026-07-005	No	PPI	So. Oregon	Failure to release - violation of ORS 98.853 (2) Charging a hook up fee - ORS 98.854 (14)	No pre-tow photos - ORS 98.853 (1)	Tower did not provide signed authorization, admits no pre-tow photos due to vehicle operator arriving at the vehicle prior to complete hook up.	Notice of Proposed Action: \$500 ORS 98.853 (1) - failure to take pre-tow photos, \$500 ORS 98.853 (2) - failure to release, \$1000 OR 98.854 (2) - no signed authorization.
2024-02-012	Yes	Code Enforcement	Mid Willamette Valley	Vehicle should have been cited by parking patrol, not towed.		Code Enforcement authorized tow for parking in yellow zone, blocking a driveway/entrance	Closed. Tow conducted under signed authorization of code enforcement.
2025-04-026	Yes	PPI	Mid Willamette Valley	Tow rates and fees.		Payor of the tow bill was not the vehicle owner or operator, and expressed concerns regarding the amount of the tow bill.	Closed. Not a board issue.
2025-10-009	Yes	PPI	Mid Willamette Valley	No authorization for the tow.	No signage.	Tenant requested and authorized the tow from an assigned parking space. Vehicle operator not a tenant of the apartment.	Closed. Tow conducted under signed authorization of tenant assigned parking space.

2026-03-014	Yes	PPI	Mid Willamette Valley	No authorization for the tow.	Required exact change, no refund.	Parked in a commercial lot, notice affixed to vehicle, authorized signature, signs posted. Tower did not provide change at time of payment, made change available next day at the tower's office.	Closed with letter of education re: exact change requirement, must be provided by end of next business day - cannot require a vehicle operator to return to the tow office. Tow conducted under signed authorization of property mngr or representative.
2026-04-003	Yes	PPI	Mid Willamette Valley	No authorization for the tow.	No signage.	Complainant is a mobile mechanic who had been warned off the property the week before. Signage visible and evident. Complainant property mgmt promised to remove second vehicle within three days. Vehicle towed after three days by property mgmt, and an attempted break in.	Closed. Tow conducted under signed authorization of property mngr or representative.
2026-04-013	No	PPI	Tri County Area	Illegal tow. Tenant vehicle was not parked in an area marked as "no parking"	Parking lot not adequately painted/marked.	Vehicle was not parked in designated parking spot. Tower not responsible for parking lot markings.	Closed. Tow conducted under signed authorization of property mngr or representative.
2024-06-027	Yes	LEA	Coast	Unlawful sale of vehicle to auction house.		Law enforcement tow. DMV found paperwork in order, no violation found.	Closed. Local authorities authorized tows, not a Tow Board issue.
2026-07-009	Yes	LEA	Tri County	Tower refused to release personal property.		Tower offered to release requested property if person removed all personal property. Offer made again after the date of the auction.	Closed. No tower violations.

2026-02-002	No	LEA	Tri County Area	Failure to provide itemized statement.		Larger discussion required.	No violations of the statutes assigned to the Tow Board to administer. Tabled for annual meeting - LEA work session.
2026-07-004	No	OSP	Tri County Area	Excessive Tow fees.	Inaccurate representation to vehicle operator creating delay in claiming vehicle.	Larger discussion required.	No violations of the statutes assigned to the Tow Board to administer. Tabled for annual meeting - LEA work session.
2026-07-012	Yes	Private Call	Portland Metro	Vehicle towed without authorization.	Damages caused by tow.	Tower towed wrong vehicle for insurance service call; returned vehicle the first business day after being contacted by vehicle owner.	No violations found. Damages are not a Tow Board issue.
2025-04-010	Yes	LEA	Tri County	LEA - rates and fees complaint		Invoice matches LEA maximum rates. Vehicle left in tow yard for 30+ days.	Closed. The LEA handles tow and rate fees internally.
2026-08-007	Yes	PPI	Tri County	Allegations of unauthorized tow	Tower not providing documentation.	Impound properly authorized, vehicle parked in front of the sign restricting parking, complainant submitted the required PPI documents rec'd from tower.	Closed. Tow conducted under signed authorization of property mngr or representative.
2026-06-006	No	PPI	Portland Metro	General complaint regarding lien process and release of vehicle		Tower followed lien process; complainant was not title owner of the vehicle. Tower made several attempts to work with complainant. Tow complaint filed after lien expiration.	Closed. No tower violations.

2026-04-010	Inactive	Unknown	Unknown	Excessive Fees and Charges		Vehicle owner disputes some fees the tow bill as being excessive. Waiting for official invoice from insurance company to determine tower compliance.	Deferred, waiting for official documents.
2026-07-010	No*	Unknown	Portland Metro	Operating a tow yard in a residential neighborhood		Operating without a tow business certificate.	Notice of Proposed Action: \$500 ORS 822.200 - operating without a valid tow business certificate.

Case #	USDOT	Type of Tow	Location	Complaint Allegations	Complaint Allegation 2	Notes	Board Action
05.15.2026							
2026-01-006	No	PPI	Tri County	Unlawful/Unauthorized Tow	Fees	Complaint alleges tower towed three vehicles without authorization, violation of maximum rates established by city.	Notice of Proposed Action: \$250 - ORS 98.854 (2) failure to obtain signed authorization.
2025-07-011	No	PPI	Central Oregon	Unauthorized tow	No signs	Complaint alleges vehicles parked with permission, signs not posted.	Closed. Tow conducted under signed authorization of property mngr or representative.
2025-10-013	No	PPI	Southern Oregon	Unauthorized tow	failure to return possessions	Vehicles removed as part of eviction process.	Closed. Tow conducted under signed authorization of property mngr or representative.
2025-11-005	No	PPI	Southern Oregon	Failure to file lien on time	Excess storage charges	Utility trailer left on county property; allegations that the notice of lien was sent late.	Closed with letter of concern: reminder of three day notice of lien. Tow authorized by rep. of property owner.

2026-04-009	No	PPI	Southern Oregon	Unauthorized tow	failure to return possessions	Vehicles removed as part of eviction process.	Closed. Tow conducted under signed authorization of property mngr or representative.
2026-01-010	No	LEA	Eastern Oregon	Unlawful/Unauthorized Tow		Vehicles impounded by LEA, hearing held. Name on TBC/vehicle registration corrected upon initial contact by Board.	Closed. Tow Board is not a hearing board or a forum to appeal contested tow hearing.
2026-02-004	No	PPI	Mid-Willamette Valley	Towing without a signed authorization		Complainant alleges the vehicle had permission to park. Lender authorized the tow, but the vehicle was removed without proper authorization by a 2nd tow company. 2nd tow company refused to release vehicle.	Issue a NOPA for \$2000 for violations of ORS 98.853 and 98.854, no photos, no 72 hour notice, no signed authorization, no written statement of fees, no Notice of Lien.
2026-03-005	No*	Contract (COPART/IAA)	Tri County	Operating without active TBC	Displaying illegal expiration tags	Photos show tower is affixing fraudulent tags to the TW plate to indicate compliance with vehicle registration laws.	Notice of Proposed Action: \$2500 for violations of ORS 822.200, operating a tow vehicle without a tow business certificate.
2026-04-006	No*	LEA	Eastern Oregon	Rates and Fees	Operating without valid tow plates (per investigation)	Tower operating under expired TW plates - no active tow business certificates at the time of tow.	Issue a NOPA for \$250 for violations of ORS 822.200, operating a tow vehicle without a tow business certificate.

Case #	USDOT	Type of Tow	Location	Complaint Allegations	Complaint Allegation 2	Notes	Board Action
03.10.2026							
2024-02-005	Yes	PPI	Tri County	Unauthorized Tow		Towing date predates Board's authority	Closed - No Action taken

2024-03-018	Yes	PPI	Tri County	Unauthorized Tow		Tow authorized by property owner.	Closed - No Action taken
2024-04-002	Yes	PPI	Tri County	Rates and Fees		Vehicle parked in a spot not designated for parking.	Closed - No Action taken
2024-06-023	Yes	PPI	Tri County	Unauthorized Tows	Failure to properly photograph violations; parking lot inadequately painted.	Vehicle parked in a spot not designated for parking; property owner issue.	Closed - No Action taken
2025-09-009	Yes	PPI	Tri County	Unauthorized Tow - security not informed	Cash only	Vehicle parked in a tenant's reserved parking space.	Closed - No Action taken
2025-10-012	Yes	PPI	Tri County	Unauthorized tow	Inadequate signage	Property owner authorized the tow. Signage posted.	Closed - Letter of Education re: signed authorization requirement.
2025-01-010	Yes*	Private Tows	Mid Willamette Valley	ORS 822.200 - operating without a tow business certificate		Possible Illegal tow operation for approx. one year.	Issue Notice of Proposed Action - \$500 for violation of ORS 822.200, operating without a tow business certificate.
2026-02-009	Yes*	Private Tows	Tri County	Rates and Fees	Failure to provide insurance information	Operating trucks registered to another company.	Combine with Case No. 2025-08-016
2026-02-010	Yes	Private Tows	Tri County	Allowing the use of tow business certificate by another company		Allowing another company to operate trucks without a TBC.	Combine with Case No. 2025-08-014
2025-08-016	Yes*	Insurance App	Tri County	ORS 98.856 - rates and fees	ORS 822.200 Operating without a tow business certificate	Billing inconsistencies, no written statement of fees provided. No TBC.	Notice of Proposed Action - \$2500 for operating w/o tow business certificate (ORS 822.200), \$2500 for advertising without tow business certificate (ORS 822.200), \$500 for no tow rate sheet (ORS 98.856). Total proposed \$5500.

2025-08-014	Yes	Insurance App	Tri County	Allowing the use of tow business certificate by another company	Failing to cooperate in board investigation	Allowing operation of trucks by another company. Registration anomalies.	Notice of Proposed Action - \$2500 allowing use of tow plates, falsifying tow business certificate application (ORS 822.200, 822.605), \$2000 for failure to respond to Subpoena Duces Tecum and cooperate in Board investigation (OAR Chapter 750) . Total proposed \$4500.
2025-11-004	No	PPI	Central Oregon	Refusal to provide tow information.	Refusal to release vehicle	Vehicle towed under signed authorization; possible reminder of photo requirements.	Letter of concern re: ORS 98.853 reminder of retention of photo requirement.

2025-12-003	Yes	PPI	Tri County	Unethical billing practices	Failure to keep vehicle safe.	No tow rate sheet, no signed authorization, no pre-tow photos, falsification of a possessory lien form and Notice of Lien.	Notice of Proposed Action - \$500 no written statement of fees (ORS 98.856) , \$2000 falsification of tow business certificate (ORS 822.605), \$2500 falsification of possessory lien (ORS 822.605) \$2500 for falsification of information when issuing a notice of lien after release of a vehicle (ORS 822.605) \$2500 for falsification of a second invoice after release of a vehicle (ORS 98.856 and 822.605) \$2000 for failure to respond to Subpoena Duces Tecum and cooperate in Board investigation (OAR Chapter 750) . Total proposed \$12,000.
2025-12-004	No*	Private Tow	Coast	Rates and Fees	Towing without authorization	Tower operating with expired TW plate.	Notice of Proposed Action - \$500 operating with expired tow plated (ORS 822.200)
2026-01-006	No	PPI	Tri County	No signed authorization	Rates and Fees	VO not a tenant of the apartment complex, at least one vehicle parked in a space not designated as a parking space. City has established maximum rates and PPI towing ordinances.	Referred to City for review.

2026-02-003	No*	LEA	Mid Willamette Valley	Rates and Fees		Audit: charge for safety film not identified on rate sheet; tow business certificate not issued to business operating the tow vehicle.	Letter of concern re: ORS 822.200 reminder of vehicle registration and ORS 98.856
Case #	USDOT	Type of Tow	Location	Complaint Allegations	Complaint Allegation 2	Notes	Board Action
01.13.2026							
2025-12-003	Yes	PPI	Tri County	Failure to provide information.	Possible fraudulent billing and use of address.	Respondent provided documents too late to include for board review; documentation indicates violations.	Discussion tabled.
2025-05-035	Yes	Private Call	Tri County	Unlawful collection processes		Complaint related to mitigating factors of 2025-12-003.	Discussion tabled.
2025-08-015	Yes	PPI	Tri County	Failure to refund exact change.	Refusal to provide information.	Tower did not respond to requests for requests for information for several weeks, refund of exact change not provided until board intervention.	Notice of Proposed Action: \$500 ORS 98.854 (2) failing to provide signed authorization upon request, ORS 98.853 (2) failing to provide pre-tow photos upon request, ORS 98.854 (12) failing to provide refund of exact change in a timely manner.
2025-04-004	Yes	PPI	Tri County		Pending Board Review	Landlord tenant dispute	Combined with case No. 2025-08-015.
2025-04-006	Yes	PPI	Tri County	Failure to provide documents.	Pending Board Review	Issues with tower providing documents to tower and the board.	Combined with case No. 2025-08-015.

2024-03-009	Yes	PPI	Tri County	No signed authorization	Patrol Towing	Documentation of tower conducting patrols, employee authorizing the tow and applying an electronic signature to the document,	Combined with case No. 2025-08-015.
2025-07-011	Yes*	OSP	Tri County	Rates and Fees		Tower not operating under appropriate tow business certificate.	Tow business certificate/vehicle registration corrected.
2025-09-001	Yes*	PPI	Central Oregon	Rates and Fees	Refusal to provide information.	Tower does not have valid driver's license, operating under expired tow business certificate.	Notice of Proposed Action - violation of ORS 822.200 \$350 Civil Penalty
2025-11-008	No*	OSP	Eastern Oregon	Rates and Fees		Tow legal, tower's tow business certificates expired.	Notice of Proposed Action - violation of ORS 822.200 \$250 civil penalties
2025-07-021	No	PPI	Southern Oregon	Unauthorized Tow	Rates and Fees	Vehicle owner left vehicle at mechanic's shop for several months. Wanted vehicle fixed, did not think they should pay for tow.	Closed. Appropriate notice and signed authorization.