

**From:** [AGO - CAP](#)  
**To:** [Aubrey Weaver \(she/her\)](#)  
**Subject:** Public Records Act Request  
**Date:** Friday, September 29, 2023 4:56:19 PM  
**Attachments:** [2023 09 29 CAP Response to Weaver - Spreadsheet -Files Reviewed\\_Redacted\\_BatesStamped.pdf](#)  
[2023 09 29 CAP Response to Weaver.pdf](#)  
[2023-09-28 Weaver, Aubrey PRA Request.pdf](#)

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Re: Public Records Act Request

Dear Aubrey Weaver,

Please see attached in response to your Public Records Act request.

Sincerely,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
Mailing Address:  
109 State Street  
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424  
Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)

CHARITY R. CLARK  
ATTORNEY GENERAL

TEL: (802) 828-3171

[www.ago.vermont.gov](http://www.ago.vermont.gov)



STATE OF VERMONT  
OFFICE OF THE ATTORNEY GENERAL  
109 STATE STREET  
MONTPELIER, VT  
05609-1001

September 29, 2023

Via email to [REDACTED]

Aubrey Weaver  
Community News Service  
Burlington, VT 05401

Re: Public Records Request

Dear Aubrey Weaver,

I write in response to your Public Records Act request dated September 28, 2023 (attached for your convenience), for records of complaints concerning "...individual complaints in the past 5 years that involve towing, towed cars, and towing companies. Anything involving public comment and complaints about towing in the state..." You further refined your request to include the most recent two-year period, which includes complaints dating back to September 29, 2021.

A spreadsheet highlighting the files pertaining to your request are attached (Attachment "2023 09 29 CAP response to Weaver – Spreadsheet - Files Reviewed\_Redacted\_BatesStamped", pages 000001-000014).

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Robert McDougall. Such appeal should be in writing:

Robert McDougall  
Deputy Attorney General  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
State of Vermont

Matter #	Matter Summary	Received Date
2023-09200	Steven Hill hired them to transport his vehicle from Florida to Vermont, which they did but they damaged his vehicle in the process & denied it. Hill is asking the company to either repair his vehicle or pay him \$1500.00.	9/6/2023
2023-08286	<p>Complaint Transcript: I am writing to report an incident involving a vehicle repair and towing service which has led to significant financial discrepancies and lack of proper documentation.</p> <p>Earlier this year, our vehicle encountered an accident in the snow. Consequently, I reached out to a local service provider for towing and repair assistance. Initially, I was quoted a cost of \$2000 which encompassed all required services. However, as the process evolved, the estimates escalated significantly, ultimately reaching a sum of \$8078. Although surprised by the inflated amount, I gave my consent for the repair work, but I stipulated that detailed cost breakdown and receipts must be provided to me.</p> <p>Three months after the incident, the repairs were completed and I proceeded to pay the full amount of \$8078. However, the service provider informed me that he was unable to present the detailed cost breakdown and receipt at that time, promising to prepare and provide these documents by the following Monday.</p> <p>Regrettably, two months have now passed since that commitment was made and I have yet to receive the promised documents. Despite numerous follow-ups, the service provider has consistently failed to provide the detailed cost breakdown and receipt for the services rendered.</p> <p>I kindly request your intervention in this matter to ensure that the service provider adheres to the lawful business practices, particularly in providing customers with complete and accurate financial documentation. Such action will not only address my current predicament but also serve to protect other consumers in the future.</p>	8/12/2023
2023-08188	Consumer alleges AAA did not provide roadside assistance or timely reimbursement for roadside services that they are supposed to provide for AAA members. Consumer is seeking a refund of their membership costs.	8/4/2023

Matter #	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2023-09200	Hill, Steven (NYC Auto Transport llc) CAP	39T - Towing/Storage	\$1,500.00	REG - Complaint sent to business for a response	PEN - Pending	Swanton
2023-08286	Deng, Weichuan (All-State Towing & Auto) 2023-08286 CAP	39T - Towing/Storage	\$5,000.00	REG - Complaint sent to business for a response	PEN - Pending	
2023-08188	Jones, Kimberly (AAA) CAP	39T - Towing/Storage	\$215.00	REG - Complaint sent to business for a response	RES - Resolved	Bristol

Matter #	Matter Summary	Received Date
[REDACTED]	<p>Complaint Transcript: Car was towed by R &amp; D Towing early on July 01, 2023 because it did not have insurance State Sherriff stated that as soon as the car had insurance it could be released from tow company</p> <p>On July 3 I insured the car and went to R D to get it It was a normal business day , the court was open the Post Office and banks were open it was not a holiday Finally R D opened and I was told by them I could have car for over 600 far more the 150 dollar tow, Continued to contact them was told by owner he could charge whatever he wanted and he was going to charge me well over a thousand dollars or more for a 150 dollar tow</p>	7/31/2023
2023-04615	<p>Consumer claims they requested towing service from AAA but AAA was unable to find them so they told consumer to find a different towing company and they would be reimbursed. Consumer alleges they have filled out the reimbursement form and have tried it contact aaa but there has been no response.</p>	4/24/2023
2023-04525	<p>Consumer Transcript: Had a friend start my car by accident without depressing the clutch. Unfortunately my car went into an embankment between 2 roads in the KBL parking lot. I called AAA and Killington Auto at the same time. Since there was a burning grill under my car, time was of the essence. Killington Auto was like we think this will not be covered and said they would not come without a credit card number. It took them 20 minutes to winch my car out with just 1 flat bed. Once the driver towed it out and put it on the flat bed, I asked can you please take my car to my house 3 miles away from the incident. The driver replied for an extra \$150, because he said he had to pay for his new truck, so I had him drop the car and I was able to drive it home. [REDACTED] happening and was shocked at being charged \$500 for 20 min of work. [REDACTED]</p>	4/26/2023
2023-03068	<p>Consumer claims his car was wrongfully impounded by Carrara's service because he was in a VFW Parking only spot even though he claims he is a life member of VFW.</p>	3/22/2023

Matter #	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
	(R & D Automotive Towing and Recovery) CAP	39T - Towing/Storage	\$5,000.00	REF - Referral	PEN - Pending	
2023-04615	Le May, Joseph (AAA Northern New England) CAP	39T - Towing/Storage	\$500.00	REG - Complaint sent to business for a response	PEN - Pending	
2023-04525	Seidman, Richard (Killington Auto Repair and Towing LLC) 2023-04525 CAP	39T - Towing/Storage	\$500.00	REG - Complaint sent to business for a response	RES - Resolved	
2023-03068	Crossman, Paul (Carrara's Services) CAP	39T - Towing/Storage	\$500.00	REG - Complaint sent to business for a response	PEN - Pending	

Matter #	Matter Summary	Received Date
2023-02179	<p>I wanted to make a report for possession of stolen property against Spillane's towing.</p> <p>My motorcycle was stolen 9/25/2021, and I reported it immediately (BPD case number [REDACTED]). I called Spillane's 1/18/2023 because of a tip from a person that said Spillane's was not reporting stolen property, and Spillane's did identify my motorcycle in their lot.</p> <p>I emailed the BPD records dept to let them know the vehicle was found, but also asked if there are regulations regarding tow companies reporting abandoned vehicles to the police. An officer called back (I unfortunately didn't take his name down) and he told me the motorcycle had been called in by a private resident "near sears lane" and the VIN was scratched off, so that's why no one was able to report it.</p> <p>However, I checked when I retrieved the bike and the VIN is perfectly fine. The ignition was ripped out, the gas tank pried open (because you need a key to open it), and the body was spray painted. It seems to me that Spillane's had to know the motorcycle was stolen because of those damages and the location it was found. Yet they held onto it for 15 months and didn't contact the police or try to contact me. And then possibly lied to the police officer about the VIN being scratched off? I still don't know if there are regulations for tow companies having to report abandoned property, but I believe possession of stolen property is also a crime?</p> <p>I ended up having to pay \$200 to recover the vehicle, and then my AAA paid Spillane's more on top of that to tow it home to me. I'm sure vehicles worth a lot more than mine end up "abandoned" to Spillane's because, like me, victims assume the tow companies will check an abandoned vehicle's VIN with the police to see if it is stolen. If there isn't a regulation requiring tow companies to check that abandoned vehicles aren't stolen, there should be!</p> <p>I made an incident report to the police about this as well. I'm not looking for compensation, I'm just looking for some way to pressure Spillane's into reporting stolen vehicles and not be able to profit off of them.</p>	2/23/2023
2023-01111	Consumer alleges they were charged for 2 days of storing their car when car was there for allegedly 12 hours.	1/23/2023



Matter #	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2023-02179	Wolf, Alexana (Spillanes Towing and Recovery) CAP	39T - Towing/Storage		INF - Informational file - no mediation requested	INF - No Resolution Requested	
2023-01111	Grumbine, Carl (Handy's Service Center) CAP	39T - Towing/Storage	\$45.00	REG - Complaint sent to business for a response	PEN - Pending	Burlington

Matter #	Matter Summary	Received Date
2022-08051	<p>Relative of consumer was in car accident, car was towed by a towing service and now consumer cannot reach towing service to pick up car.</p> <p>Complaint transcript:  On 8/20 my daughter was in an accident. The Shelburne PD called Elite Auto to tow the car as it was not drivable. ON 8/26 we heard from our and the other drivers insurance who said that liability was in limbo and its best to get the car out of this lot as it accumulates daily fees. On 8/26 I called Edit auto repeatedly. The only phone number listed had an auto system that said VM is full and did not even state the company name. I finally reached a man on this day 8/26 and explained the situation that I needed to get this car out. This man apologized and said he saw my number many times however has "Been busy under cars all day". He said when he returned to the office he would talk to his boss the owner and call me back. At 4:45 I had not heard back from him so called again multiple times. Still with ni answer I drove the 25 min to the lot and no-one was there only a dark packed office with a glass door with a sign that showed "beware of dog". The dog was in the dark seemingly empty office. I took pics to prove that I was there and still no way to get this car out of the lot or even pay the fee as I still have no idea of the daily fees. My daughter the owner of this Ford Focus 2007 also has gone to the lot multiple times and also no-one has been there. I went to the Shelbrune PD and asked for guidance. hey suggested calling you and could not advise on if I could just have the car towed out since I cannot reach anyone. Since 8/26 I have called morning, afternoon and PM multiple times a day only to hear VM full. On Thursday 9/8 the main phone line started to shift to another phone number 802-497-0176 (as this shows on the call log when you dial the main # now) and this allows for a VM however no company name is mentioned and its unclear if there is actually a VM being taken. After calling multiple times a day and leaving over 10 message from 9/8 until today 9/12. Still no call back or live person reached. I do not feel we should have to pay to store our car when its really being held with no way to paying get it out. Additionally this is delaying the repairs as well.</p>	9/12/2022

Matter #	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2022-08051	Brown, Erika (Elite Auto & Truck Services & Sales) CAP	39T - Towing/Storage		REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts	South Burlington

Matter #	Matter Summary	Received Date
2022-02432	Consumer Description: Consumer has a complaint with AAA because on November 29, 2021 consumer had called AAA to have car moved to his auto mechanic. Consumer was out of state during entire process. On December 2, Consumer called AAA to confirm car had been moved, and AAA said car was at mechanic. Dec. 16, consumer called mechanic to get an update of car, and was told AAA never delivered car to mechanic. Consumer found out car was towed on Dec.10 due to winter parking effect, however the car was already supposed to have been taken by AAA. Car is still in tow lot, and consumer wants AAA to pay for holding fees upwards of \$2000, and get car to mechanic. In re: towing company	3/30/2022
2022-02154	Sabrina was in a car accident which left her car inoperable. Her car was towed to T&S Transport with all of her possessions inside. When attempting to retrieve her car and possessions, the towing company said the towing bill was \$1231.25 and would continue to go up every day. Sabrina would like to be able to retrieve her possessions and have her bill be reduced.	3/18/2022
2022-01356	The individual's step daughter was in a car accident and the car was towed. They paid the amount necessary for the towing services, however, the individual has been requesting a receipt to submit to insurance, but the repair company isn't complying with the request.	2/17/2022

Matter #	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2022-02432	Davis, Danny (AAA) CAP	39T - Towing/Storage	\$2,000.00	INF - Informational file - no mediation requested	INF - No Resolution Requested	
2022-02154	Leclerk, Sabrina (E&S Transport) CAP	39T - Towing/Storage	\$0.00	REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts	Berlin
2022-01356	Del Vecchio, Nicholas (Killington Auto Repair) CAP	39T - Towing/Storage	\$0.00	REG - Complaint sent to business for a response	RES - Resolved	

Matter #	Matter Summary	Received Date
2021-10980	<p>Consumer alleges business overcharges for towing services. Is willing to pay \$5000 of requested \$17,000.</p> <p>Complaint Transcript: On November 19th I rolled over in my car in Vermont on I91. The officer called a towing company to turn over my car and trailer. I was ready to pay them on the spot for the work done and asked them to take my car and trailer to the nearest parking lot in the city of St. Johnsbury, but they denied me the opportunity to pay right away and took all my things, telling me to come to them on Monday at the expense and payment. They lied to me that I cannot drive my vehicle. I was absolutely disoriented at this moment and they took advantage of it. They were very rude. It all happened on a Friday night, I had to stay at a hotel in St. Johnsbury and wait until Monday. When I came to them on Monday, they gave me an invoice for \$ 12450 !!! I was shocked, my insurance would never have covered such an expense, I contacted a lawyer who agreed to negotiate with them in order to somehow reduce this amount. But these robbers said that it was not their problem and that I had to pay the full amount to take my car and trailer. For each day they want a \$ 225 extra. So today I owe them 16000\$ It is insane amount and I assume that supposed to be any regulation for pricing for any company in USA. Tomorrow they will charge somebody else for 50000\$ without any restrictions and regrets. They were on site recovering my vehicles for less than 2 hours. With travel time maybe they took 3.5 hours total. They billed me for 6 hours for 3 truck, at \$450 per hour and heavy duty truck for 6 hour for 600\$.</p>	12/15/2021

Matter #	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2021-10980	Nikitina, Eliza (MacKay Towing & Recovery) CAP	39T - Towing/Storage	\$17,000.00	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/ No Resolution	

Matter #	Matter Summary	Received Date
2021-10935	<p>Following an accident on Wednesday, November 17th in which I hit a deer on I-91, a tow truck that happened to be passing by pulled over to assist. I had not yet called a tow truck, but was grateful for the help. The tow truck already had two vehicles on the flatbed, so the driver towed my Subaru Outback with the front two wheels on the truck and the rear wheels on the ground. The tow truck driver told me at the time of the tow that someone from Bob's Service Center would be in touch with me regarding the car and its condition. I found out the next day that All Wheel Drive vehicles like mine should never be towed with only two wheels on the truck, stated in Chapter 9 of the Owner's Manual, as it can seriously damage the transmission. I was not contacted by anyone from Bob's Service Center, and that weekend went to look at the car to assess the damage myself. No one at the shop that day was aware of any information regarding my vehicle. On Tuesday, November 23rd I called Bob's to inquire about my vehicle, the tow, and discuss a plan for getting my car home. I was told on that call that the tow would cost over \$300 as I was not a member of AAA at the time. When I inquired about my transmission and the incorrect tow, the concern was dismissed. When I inquired about storage and getting my vehicle home, I was told that Bob's could tow my vehicle wherever I liked, but it would cost a couple hundred dollars. I asked whether I could continue to leave my vehicle in Bob's lot until I figured out where I needed my car to go and how I wanted to get it there, and was told that was fine. At no point in this conversation was the cost of storage mentioned. On Wednesday December 1st I called Bob's again to inquire about storage, as I was trying to arrange for a friend with a trailer to come pick up the car. I was then told for the first time that the car had been there almost two weeks and it was costing me \$65/day for storage. when I expressed dissatisfaction over this development, I was forwarded to "dispatch" and a woman answered, but when I explained my problem she said she would forward me to someone else. This person was unavailable, and I was told they would call me back at 10am. At 10:30, I called again to try to speak with them, and was told the man I needed to speak with who's name I believe was Dale, was out on a call and would contact me later that day. I was not contacted by anyone from Bob's. I had my car towed back to my house through AAA and as of filing this complaint have still not been contacted.</p> <p>In re: towing company</p>	12/2/2021



Matter #	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2021-10935	Millstein, Kari (Bob's Service Center) CAP	39T - Towing/Storage	\$910.00	REG - Complaint sent to business for a response	RES - Resolved	Windsor