



KEN PAXTON
ATTORNEY GENERAL OF TEXAS

Consumer's Information Summary

Individual/Business	Individual	Address 1	1613 Commons Way
First Name	Tasha	Address 2	
Middle Name		City	Prosper
Last Name	McIntyre	County	Not in Texas
Age	40-49	State	TX
Doing Business As		Zip/Postal Code	75078
		Country	United States
Primary Phone	(314) 604-4044		
Extension			
Secondary Phone			
Extension			
Email	vanextra@outlook.com		

Business'/Individual's Information Summary

Business/Individual	Business	Address 1	103 Gross Rd Ste D24
Business Name	A & E Tows LLC	Address 2	
		City	Mesquite
Phone	(972) 557-7600	County	Dallas
Extension		State	TX
		Zip/Postal Code	75149
		Country	United States
Website			
Email	dispatcher-a-etows@outlook.com		



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Complaint Summary

Name of person you dealt with	
How did you first come into contact with this business or individual?	Other
If other, please specify.	They towed my car and caused damage.
If you responded to a solicitation in another language, which?	
Where did the transaction take place	Other
If other, please specify	
Transaction Date	5/3/2025
Please describe your complaint in detail	<p>Complaint Against A&E Tows LLC – Vehicle Damage & Negligence</p> <p>On May 3, 2025, A&E Tows LLC towed my vehicle (Lincoln MKZ, plate RBL-6009) around 2:00 AM. When I retrieved my vehicle on that same day, I discovered that the front bumper was hanging off and visibly damaged. This damage did not exist prior to the tow. I have time-stamped photos showing the vehicle before and after the tow. A&E's on-site employee also acknowledged that the damage occurred while in their possession.</p> <p>I emailed the company on May 4, 2025, May 5, 2025, provided photos and later sent both the tow release receipt and a repair estimate on May 8, 2025. Their representative, JoAnna Jones, responded that the matter had been forwarded to management and that their normal response time is 24 hours (excluding weekends). As of May 12, 2025, I have received no resolution, no follow-up, and no accountability from the company.</p> <p>A&E Tows LLC has demonstrated gross negligence, lack of transparency, and failure to address property damage caused by their service. I am requesting formal investigation and assistance in holding them responsible for the damages incurred.</p>
Have you complained to the business or individual?	Yes
If Yes, when?	5/3/2025
	<p>Ms. McIntyre,</p> <p>We would like to acknowledge receipt of your email along with the attached photos. Currently all the information has been sent to upper management, and I am waiting on a response.</p> <p>If you could email a copy of your release receipt and the name of the person whom you had the conversation with at the lot, that would be most helpful.</p>



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What was the business' or the individual's response?	<p>I would like to apologize for not getting back to you sooner. Our normal turnaround time is twenty-four hours, except for weekends, which is the following business day.</p> <p>I will send you an email as soon as I receive a response from a supervisor.</p> <p>Thank you for your patience and understanding .</p> <p>JoAnna Jones A&E TOWS, LLC</p>
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Did you sign a contract?	No
How much did the company/individual originally ask you to pay?	
How much did you actually pay?	\$321.47
Method of Payment	CASH
Date of Payment	5/3/2025

Have you contacted another agency or attorney about this complaint?	Yes
If yes, please list name and address of the agency or attorney?	<p>The Missouri Attorney General's Office The Better Business Bureau (BBB) The Missouri Department of Transportation – Motor Carrier Services</p> <p>The Missouri Public Service Commission The Federal Trade Commission (FTC) The local licensing authority and municipal police department</p>
What action was taken by this agency or attorney?	