

**05/12/2025**

**Subject:** Final Notice – Ongoing Negligence & Unresolved Vehicle Damage Caused by A&E Tows LLC

**To Whom It May Concern,**

This letter serves as a formal and final notice regarding the damage sustained to my vehicle—a Lincoln MKZ, plate RBL-6009—as a direct result of negligence by your company during a tow performed on **May 3, 2025, around 2:00 AM**.

Upon retrieving my vehicle at approximately 11:00 PM that same day, I immediately noticed that my **front bumper was hanging off and visibly damaged**—damage that was not present prior to your tow. Time-stamped photographs taken both before and after the tow clearly support this. Additionally, the employee on-site at the time of vehicle pickup acknowledged that the damage was new and not present before your driver took possession of the vehicle.

I sent an initial complaint on **May 4, 2025, at 1:15 AM CDT**, followed by another on **May 5, 2025, at 7:05 AM CDT**, and a voicemail on **May 6 at 9:38 AM**. On **May 8 at 9:50 AM**, I submitted a copy of the tow release receipt and a repair estimate. I also clarified that while I did not recall the name of the attendant, your employee was present and aware of the damage. These communications were sent to **dispatch@a-etowsllc.com** and **dispatcher-a-etows@outlook.com**.

Your employee, **JoAnna Jones**, acknowledged receipt of these materials, stated the matter had been escalated to management, and noted your usual turnaround time is 24 hours (excluding weekends). As of today, **May 12, 2025**, I have received no resolution or further communication.

Let me be absolutely clear:

**Your company is liable for this damage.**

**Your own employee acknowledged it.**

**You are now operating in bad faith by delaying and ignoring this matter.**

If I do not receive a resolution within **48 hours**, I will move forward with the following actions:

**File formal complaints with:**

- The **Texas Attorney General's Office**
- The **Better Business Bureau (BBB)**
- The **Texas Department of Licensing and Regulation (TDLR)** – which oversees tow companies in Texas

- The **Texas Department of Motor Vehicles (TxDMV)**
- The **Federal Trade Commission (FTC)**
- The **local law enforcement and towing regulatory authority** in the jurisdiction where the tow occurred

**Publicly document my experience on:**

- **Google Reviews**
- **Yelp**
- **Facebook Business Page**
- **RipoffReport.com**
- **Nextdoor**

Furthermore, do not force me to file a claim through my auto insurance. If I do, rest assured that my insurer will pursue you directly for the cost of repairs. I will take every necessary step to ensure you are held **financially and legally accountable** for the damage caused by your negligence.

This is your **final opportunity** to resolve this matter professionally. Contact me at **314-604-4044** or **vanextra@outlook.com** to confirm how you intend to handle the repairs or reimbursement.

**Sincerely,**  
**Tasha McIntyre**  
314-604-4044  
vanextra@outlook.com