

ON 11-15-2020 My 18 year old my grandson took a turn too wide and bent his right front passenger tire making the car un-drivable. This happened in Eugene Oregon. at 6:45 PM. He called Eugene police for assistance and called AAA. The time line for AAA was over an hour so the officer called AE Collision and towing. AE towing has a contract with Eugene police but they ignored it citing several Oregon Statutes that gives them the right to charge whatever they want. A tow which should have been free (AE was an AAA member) or \$220.00 for a non member escalated into a bill of \$520.00. They refused to repay me when I notified them of the violations of the contract with Eugene Police. On top of that, they refused my grandson entry into the vehicle so that he could retrieve his backpack with his necessary medication that he takes for a chronic life threatening disease and depression as a result of the death of his father a few months earlier. AE cited his lack of an ODL , a copy of which was delayed in the mail for over a month due to the DMV covid related shutdown. Nowhere in ORS does it specify that you must have an ODL to gain access to the auto in an emergency or to reclaim it. ORS specifies only that it must be determined that the person has legal possession. The totality of circumstances easily indicated that her was the driver in legal possession. He had many documents with his name but not an ODL. Drivers whose auto is towed are at the mercy of the tow company. Storage charges keep piling up if you can't pay what they want and in the end they can auction your car and come after you for the deficit. The consumer has no recourse. I am totally in favor of limits that tow companies can charge and there must be an end point when the charges stop.

Sincerely,

Leonard J. Leis