

IN THE CHANCERY COURT FOR DAVIDSON COUNTY, TENNESSEE  
FOR TWENTIETH JUDICIAL DISTRICT AT NASHVILLE

STATE OF TENNESSEE, *ex rel.* JONATHAN SKRMETTI, ATTORNEY GENERAL and REPORTER,

Plaintiff,

v.

PRIORITY WRECKER SERVICE OF TENNESSEE, INC., JONNY'S TOWING AND RECOVERY, INC., and JONATHAN MAYE,

Defendants.



Case No.

25-16311

JURY DEMAND

CLERK & MASTER  
DAVIDSON COUNTY CHANCERY COURT

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FILED

**CIVIL ENFORCEMENT COMPLAINT FOR PERMANENT INJUNCTIVE RELIEF  
AND OTHER EQUITABLE AND STATUTORY RELIEF**

1. Plaintiff, State of Tennessee, by and through Jonathan Skrmetti, the Attorney General and Reporter (the "State"), brings this civil law enforcement proceeding to halt and remedy harms resulting from widespread deceptive and unfair business practices committed by Defendants in the operation of their vehicle towing business.

2. The State brings this action pursuant to Tennessee Code Annotated § 47-18-108 of the Tennessee Consumer Protection Act of 1977 ("TCPA") and Tennessee Code Annotated § 55-31-103 of the Modernization of Towing, Immobilization, and Oversight Normalization ("MOTION") Act.

3. This civil enforcement action seeks injunctive relief, refund of monies paid, disgorgement of ill-gotten gains, civil penalties, attorney's fees, and other equitable and statutory relief for Defendants' violations of the TCPA and MOTION Act.

## I. NATURE OF THE CASE

4. Since at least 2023, Defendant Jonathan Maye has owned and operated two towing companies in and around Nashville: Priority Wrecker Service of Tennessee, Inc. (“Priority Wrecker”) and Jonny’s Towing and Recovery, Inc. (“Jonny’s Towing”).

5. Upon information and belief, Mr. Maye operates Priority Wrecker and Jonny’s Towing (collectively, the “Towing Defendants”) as interchangeable businesses—comingling assets, sharing equipment and employees, and responding to calls without distinction.

6. The Towing Defendants advertise that they service the Greater Nashville area, offering 24/7 full service for light, medium, and heavy-duty towing. The Towing Defendants also advertise roadside assistance and truck repair.

7. Upon information and belief, the Towing Defendants primarily handle voluntary tows,<sup>1</sup> where a consumer’s vehicle unexpectedly breaks down and they need quick assistance to move it.

8. Since December 2022, over sixty consumers have submitted complaints against the Towing Defendants to Tennessee’s Division of Consumer Affairs (“DCA”).

9. The most common complaint against the Towing Defendants concerns pricing. More specifically, consumers allege that the Towing Defendants engage in bait-and-switch tactics wherein they quote consumers one price before the tow, but charge consumers hundreds or even thousands of dollars more after the vehicle has been hooked up to the tow truck.

10. Upon information and belief, the Towing Defendants attempt to justify such price increases by routinely tacking on previously undisclosed fees or artificially inflating the time it took to complete the tow, among other things.

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<sup>1</sup> Involuntary tows typically consist of property owners requesting tows for unauthorized vehicles, such as in parking lots.

11. Many consumers report attempting to challenge the Towing Defendants' increased prices, but state the Towing Defendants' employees threatened to impound their vehicle and charge high daily or hourly rates until they pay.

12. Consumers often state they paid the increased prices because they felt they had no other option.

13. The Towing Defendants' respective websites also prominently display that they accept credit cards. When consumers attempt to pay for their tow with a credit card, however, employees of the Towing Defendants will only accept cash or third-party money applications like CashApp, Venmo, PayPal or Zelle (the "Payment Apps").<sup>2</sup>

14. Because many consumers do not have cash readily available, they are forced to scramble to obtain the cash or use a Payment App to pay the Towing Defendants' unexpectedly inflated fees, all while the Towing Defendants charge for any time delay in payment.

15. In addition, despite advertising that the businesses have "full insurance and licenses," the Towing Defendants do not have the appropriate license to tow in Davidson County.<sup>3</sup>

16. As of the date of filing this Complaint, the Towing Defendants have not offered nor tendered a refund, in whole or in part, to the vast majority of consumers who have submitted complaints to DCA.

17. The State opened a consumer protection investigation of Priority Wrecker and issued a Request for Information to the company in July 2025. The deadline for Priority Wrecker

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<sup>2</sup> Pursuant to the Metro Government of Nashville and Davidson County, TN Code of Ordinances Sec. 6.80.190, it is unlawful for a licensee to deny a vehicle owner the option of paying the fee for vehicle tow service by cash, debit card or major credit card, except the fee to drop vehicles before departing, which may be paid by cash or major credit card.

<sup>3</sup> Pursuant to Metro Government of Nashville and Davidson County, TN Code of Ordinances Sec. 6.80.110, no person shall engage in the business of providing wrecker services within the area of the metropolitan government without first obtaining and keeping in force a license from the commission to operate a wrecker service as set out in Section 6.80.150.

to respond passed in August 2025, but as of the filing of this Complaint, it has not provided a response.

## **II. PRE-SUIT NOTICE**

18. The State certifies, pursuant to Tenn. Code Ann. § 47-18-108(a)(2), that it has provided the Defendants with ten days' notice of its intention to initiate a lawsuit and an opportunity to respond or present reasons why such suit should not be instituted.

19. The State also certifies, pursuant to Tenn. Code Ann. § 47-18-108(a)(3), that the Division of Consumer Affairs complied with its obligations under Tenn. Code Ann. § 47-18-5002(2).

## **III. JURISDICTION AND VENUE**

20. By this Complaint, the State asserts causes of action and seeks remedies based exclusively on Tennessee statutory and common law.

21. This Court has subject matter jurisdiction under Tenn. Code Ann. § 47-18-108(a). The Chancery Court is authorized to hear this case as a court of general jurisdiction and under the TCPA.

22. This Court has personal jurisdiction over all Defendants because, as more fully set forth in this Complaint, they reside in Tennessee, conduct or transact business in Tennessee, or both. The majority of the unfair acts or deceptive acts or practices alleged in this Complaint took place in or were directed into Tennessee by all Defendants. *See* Tenn. Code Ann. §§ 20-2-202, -222, -223, and -225.

23. Venue is proper in Davidson County under the TCPA's venue provision, Tenn. Code Ann. § 47-18-108(a)(4), because it is the county where most of the unfair or deceptive acts

or practices have taken place, and it is one of the counties where Defendants are located, reside, and/or conduct or transact business.

#### IV. THE PARTIES

##### A. Plaintiff

24. Attorney General Jonathan Skrmetti is the chief law officer of the State of Tennessee. This proceeding is brought by the State of Tennessee in its sovereign capacity by and through the Attorney General.

25. The Attorney General is authorized under Tenn. Code Ann. § 47-18-108(a)(1) to bring an action in the name of the State to enforce the law and protect the public against any person he has reason to believe has violated, is violating, or, based on information received from another law enforcement agency, is about to violate the TCPA, and to restrain such violation by temporary restraining order, preliminary injunction, or permanent injunction.

26. The Attorney General has reason to believe that Defendants have engaged in acts or practices declared to be unlawful by the TCPA in conjunction with their operation of a towing company, among other things, and that this proceeding is in the public interest. *See* Tenn. Code Ann. § 47-18-108(a)(1).

##### B. Defendants

27. Jonathan Maye is a Tennessee resident and the owner of both Priority Wrecker and Jonny's Towing.

28. At all times relevant to this Complaint, acting alone or in concert with others, Mr. Maye formulated, directed, controlled, had the authority to control, or participated directly in the acts and practices set forth in this Complaint. In connection with the matters alleged herein, Mr. Maye conducts or has conducted business in Davidson County.

29. Upon information and belief, Mr. Maye resides in Franklin, Tennessee.

30. Priority Wrecker Service of Tennessee, Inc. was formed as a corporation under the laws of Tennessee by Mr. Maye in 2023.

31. In 2022, before the Tennessee corporation was formed, Mr. Maye was operating Priority Wrecker Service, Inc., an *Illinois* corporation, in Tennessee. Upon information and belief, Priority Wrecker Services, Inc. (the Illinois corporation) was administratively dissolved in 2023. While both companies were active, the Illinois company name was largely used interchangeably with Priority Wrecker Service of Tennessee, Inc.; consumers received invoices with “Priority Wrecker Service, Inc. (TN)” or with both company names included in the header. (Ex. A, Declaration of Claire Marsalis at 11, 16, 28).

32. For purposes of this lawsuit, Plaintiff will use the term “Priority Wrecker” to refer to both Priority Wrecker Service, Inc. and Priority Wrecker Service of Tennessee, Inc. Upon information and belief, the principals, operations, facilities, and assets of the companies are one and the same; the principals used one entity for a time before switching to the other. Thus, any conduct by Priority Wrecker Service, Inc. while operating in Tennessee can be imputed onto Priority Wrecker Service of Tennessee, Inc.

33. According to its website, Priority Wrecker provides towing services to the greater Nashville area.<sup>4</sup> The website lists its Nashville location as 213 Whitsett Road, Unit D, Nashville, Tennessee 37209. This is also Priority Wrecker’s mailing address.

34. Priority Wrecker’s registered agent is Rocky King. Service upon the registered agent can be effectuated at 1600 West End, Suite 1400, Nashville, Tennessee 37203.

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<sup>4</sup> Priority Wrecker Service Inc., *Home*, <https://prioritywreckernashville.com/> (last visited Nov. 23, 2025).

35. Upon information and belief, Priority Wrecker conducts business throughout Middle Tennessee from its primary location in Nashville, Tennessee.

36. Jonny's Towing and Recovery, Inc. was formed as a corporation under the laws of Illinois by Jonathan Maye in 2013.

37. Jonny's Towing and Recovery, Inc. was dissolved in 2024.

38. Jonny's Towing was never registered to do business in Tennessee. Nevertheless, like Priority Wrecker, through its website Jonny's Towing advertises a 24-hour towing service in the greater Nashville area even after the company's dissolution.<sup>5</sup>

39. The registered agent for Jonny's Towing before its dissolution was Zachary Wilson. Service upon the registered agent can be effectuated at 370 E 17<sup>th</sup> Street, Lombard, Illinois 60148.

40. Multiple consumers report that they called Jonny's Towing for a tow in Tennessee, but a Priority Wrecker vehicle showed up instead. (Claire Dec. At 77, 340; Ex. D, Declaration of Casey Bickes at ¶ 5).

41. Upon information and belief, beginning in at least 2022, Mr. Maye operated Priority Wrecker and Jonny's Towing largely as a single entity—comingling assets, sharing equipment and employees, and responding to calls without distinction.

## V. GENERAL FACTUAL ALLEGATIONS

42. Since 2022, Jonathan Maye, through Priority Wrecker and Jonny's Towing, has advertised and offered towing, roadside assistance, and vehicle repair services in Tennessee.

43. Before setting up business in Tennessee, Mr. Maye operated multiple towing companies in Illinois, including Jonny's Towing and Priority Wrecker Service, Inc.

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<sup>5</sup> Jonny's Towing and Recovery, *Home*, [24/7 Towing Service to Nashville, TN. Light, Medium & Heavy Duty](#) (last visited Nov. 24, 2025).

44. A Chicago news article from 2015 alleged that Jonny's Towing was "scamming Chicagoans out of hundreds of dollars" via bait-and-switch pricing.<sup>6</sup> In 2018, the Illinois Commerce Commission found that Jonny's Towing operated for 38 days as a "commercial vehicle safety relocater" without authorization. In 2019, Illinois revoked Jonny's Towing's Illinois safety relocater registration.

45. Beginning in September 2020, Priority Wrecker received over 30 administrative citations from the Illinois Commerce Commission. Upon information and belief, these fines amounted to thousands of dollars and addressed predatory towing practices and lack of proper authorization.

46. In 2023, Illinois revoked Priority Wrecker's safety relocater registration.<sup>7</sup>

47. Shortly after accruing these citations and losing the companies' registrations in Illinois, Mr. Maye relocated his towing businesses to Tennessee.

#### **A. The Towing Defendants' Online Representations**

48. Following relocation to Tennessee, both the Towing Defendants' websites were modified to advertise Nashville-based services.

49. As of the date of filing this Complaint, Priority Wrecker's website advertises three company locations: 213 Whitsett Rd, Unit D, Nashville, TN 37209; 101 LaSalle Ct, LaVergne, TN 37086; and 1704 W Main St, Franklin, TN 37064.

50. Priority Wrecker's website contains a service area map, complete with pinpoint locations of services provided across Middle Tennessee.

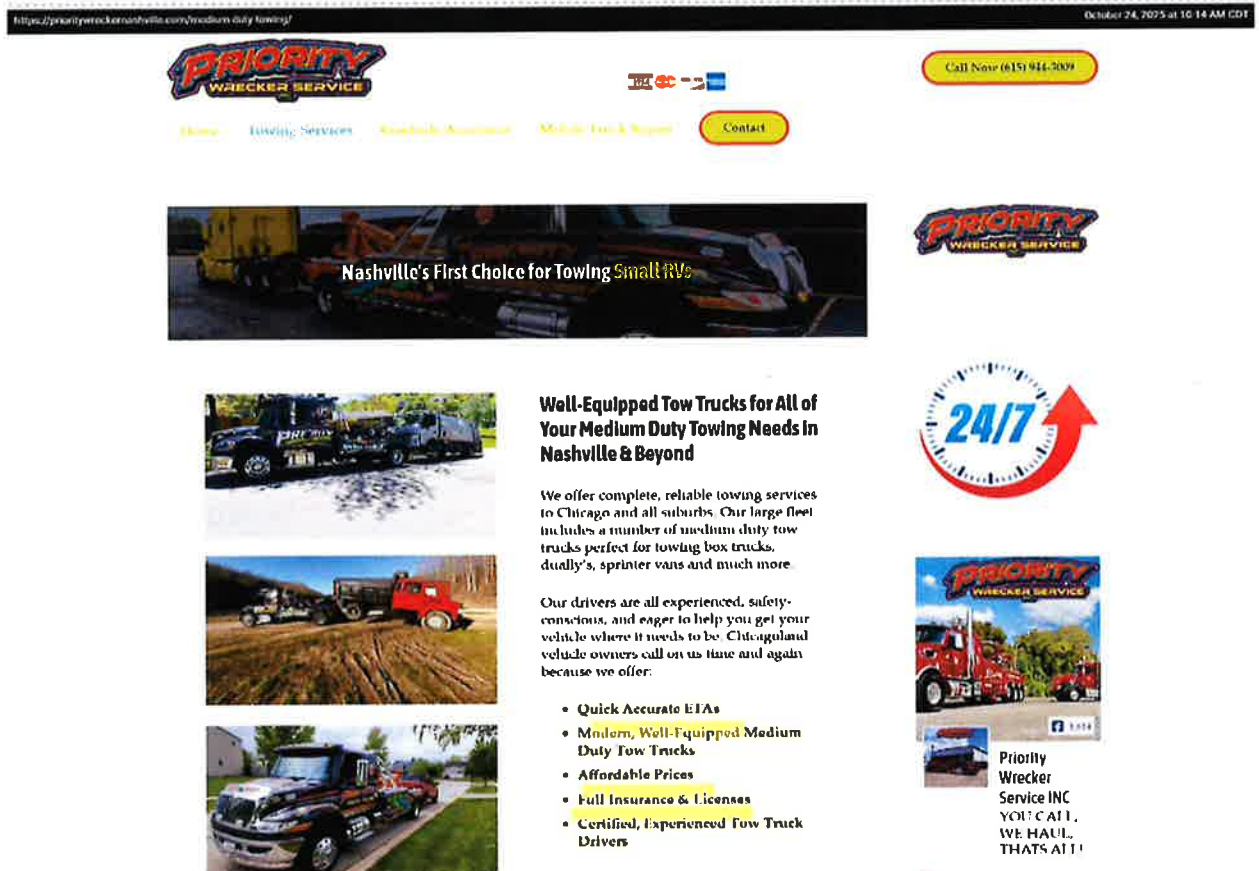
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<sup>6</sup> *Towing company accused of scamming Chicagoans out of hundreds of dollars*, Fox 32 Chicago (Feb. 20, 2015), <https://www.fox32chicago.com/news/towing-company-accused-of-scamming-chicagoans-out-of-hundreds-of-dollars>.

<sup>7</sup> This registration is essentially a license to tow distressed vehicles in Illinois.

51. Priority Wrecker’s website advertises 24/7 full service, on-time, light, medium and heavy-duty towing, roadside assistance, and truck repair in the greater Nashville area.

52. Priority Wrecker’s website also advertises “quick accurate ETAs, affordable prices, and full insurance and licenses.”



(Highlighted in yellow for clarity)

53. Upon information and belief, neither of the Towing Defendants have ever been licensed by Davidson County’s Transportation Licensing Commission to operate as a wrecker company.

54. Both Towing Defendants’ websites feature images of major credit cards.



(White circle added for clarity.)



(White circle added for clarity)

55. For this reason, multiple consumers report they understood that the businesses accept credit cards, even though in practice the businesses did not accept them. (Ex. A, Declaration of Claire Marsalis at 56, 70, 77, 189, 226; Ex. B, Declaration of Danielle Jackowiak at ¶ 13).

56. Finally, upon information and belief, both Priority Wrecker's website and its Google reviews contain misleading reviews written by Priority Wrecker employees.

57. For example, Priority Wrecker's website features a scrolling graphic of four five-star Google reviews of the company's services.

58. The middle review was written by a “Nicole Behrens” two years ago and describes her “great experience” with Priority Wrecker.

The image shows three Google reviews for Priority Wrecker. Each review includes a profile picture, name, date, star rating, and text. The first review is by Ella Castillo, the second by Nicole Behrens, and the third by Kelsee Brasure. The second review is highlighted with a red box.

Reviewer	Date	Rating	Text
Ella Castillo	2 years ago	5 stars	Ran out of gas on I65. Called them and they were there in 20min! Awesome service!
Nicole Behrens	2 years ago	5 stars	My car was broken down on I440, tom at priority was very helpful and got us fast honest service to the beaman Toyota dealership, I will recommend to anyone very reasonable prices too
Kelsee Brasure	2 years ago	5 stars	The office handled our situation perfectly with great results with our drivers recovery on the highway

59. Upon information and belief, Nicole Behrens worked as a dispatcher for Priority Wrecker at the time she wrote the review.

60. Similarly, there are two other five-star reviews of Priority Wrecker posted on Google that purport to be customers detailing their positive interactions with the company.

61. One of these reviews was written by user “Nenad Popadic”. The other was written by user “Jaspn Mcgrail” [sic].

The image shows a Google profile for Nenad Popadic (Nano'...), a Local Guide Level 3 with 117 points. The profile includes a photo, name, level, and points. Below the profile, there are tabs for Reviews and Photos. A review for Priority Wrecker Service is visible, dated 3 months ago, with a 5-star rating and a detailed positive comment.

The image shows a Google profile for Jaspn Mcgrail, a Local Guide Level 3 with 88 points. The profile includes a photo, name, level, and points. Below the profile, there are tabs for Reviews and Photos. A review for Priority Wrecker Service is visible, dated 5 months ago, with a 5-star rating and a positive comment. There is also a response from the owner.

62. According to the Tennessee Department of Labor, Priority Wrecker employed an N. Popadic and a Jason McGrail at the time the reviews were posted.

63. Priority Wrecker's website does not disclose that these reviews were written by Priority Wrecker employees.

**B. The Solicitation and Initiation of Services**

64. To connect with consumers in need, the Towing Defendants' respective websites feature a phone number and a "contact us" messaging feature that allows consumers to request service.

65. Upon information and belief, the Towing Defendants also solicit consumers by searching for vehicle accidents or stranded consumers in need of towing or a repair service.

66. Once a consumer connects with the Towing Defendants, a dispatcher gathers the consumer's information. The same dispatcher often also provides the consumer with a price quote for the requested service. (Ex. A, Declaration of Claire Marsalis at 2, 21, 27, 65, 73, 86, 92, 102, 105, 110, 160, 216, 226, 252, 340, 344; Ex. B, Declaration of Danielle Jackowiak at ¶ 5; Ex. C, Declaration of Krystal Lyons at ¶ 8).

67. If a quote is conveyed, it is typically communicated as a flat rate per hour, or a base tow fee plus a mileage fee. These quotes vary by consumer. (Ex. A, Declaration of Claire Marsalis at 2, 21, 27, 65, 73, 86, 102, 110, 160, 193, 216, 252, 340).

68. In some instances, consumers are denied an initial quote over the phone and only learn a quoted price after the distressed vehicle is hooked up to the tow truck at the scene. (Ex. A, Declaration of Claire Marsalis at 8, 70, 77, 98, 117, 127, 141, 189, 193, 212, 246, 257, 266, 273-274, 317, 320, 333).

69. The Towing Defendants regularly fail to provide a written version of the initial price quote. (Ex. A, Declaration of Claire Marsalis at 9, 27, 65, 70, 164, 266; Ex. B, Declaration of Danielle Jackowiak at ¶ 14).

70. Sometimes, the Towing Defendants will request consumer credit card information over the phone when a consumer is scheduling service, even though they later decline to accept payment by credit card. (Ex. A, Declaration of Claire Marsalis at 21, 65, 70, 73, 325).

### **C. The Towing and Service Process**

71. Once on the scene, the Towing Defendants' drivers quickly hook up the distressed vehicle to the wrecker.

72. Upon information and belief, the Towing Defendants have instructed their drivers to hook up distressed vehicles immediately upon arrival. The drivers are expected to avoid interactions with the owner of a vehicle until after they complete the hook up to avoid any discussions about price or the additional charges that might be incurred.

73. The Towing Defendants regularly fail to obtain written authorization from the owner of a vehicle prior to towing the vehicle. (Ex. A, Declaration of Claire Marsalis at 9, 98, 246, 329).

74. Before hooking up a vehicle on the scene, the Towing Defendants do not inform the consumer of any additional services their situation may require, or whether the consumer will incur additional costs for those services. (Ex. A, Declaration of Claire Marsalis at 2, 27, 70, 73, 81, 99, 110, 164, 216-215, 257).

75. Once the vehicle is hooked up to the tow truck, the driver will sometimes inform the consumer of the total cost. In some instances, the driver does not provide the consumer any cost information before driving away with the vehicle and the final cost is not disclosed until the

tow is done. (Ex. A, Declaration of Claire Marsalis at 2, 9, 27, 65, 70, 73, 77, 81, 87, 102, 105, 117, 124, 127, 141, 153-154, 160, 164, 174-175, 182, 189, 193, 212, 220, 252, 266, 284, 294, 299, 317, 320, 325, 333).

76. Regardless of whether the driver communicates a price during or after the tow, the prices communicated by the driver are usually much higher than the price originally quoted. Consumer complaints consistently report total costs that include multiple undisclosed fees and/or other ambiguous charges. (Ex. A, Declaration of Claire Marsalis at 2, 9, 65, 70, 73, 87, 92, 102, 105, 110, 127, 160, 164, 193, 216-217, 246, 249, 252-253, 255, 257, 273-274, 278-279, 340, 344; Ex. B, Declaration of Danielle Jackowiak at ¶ 23; Ex. C, Declaration of Krystal Lyons at ¶ 11).

77. Upon information and belief, the Towing Defendants do not always follow set pricing guidelines. Instead, the companies charge consumers based on what they believe the particular consumer can afford to pay.

78. After the driver informs the consumer of the total cost, some consumers have called back to the Towing Defendants' dispatcher in response to the new, higher price. (Ex. A, Declaration of Claire Marsalis at 2, 21, 111, 127, 141, 153-154, 160-161, 252-253; Ex. B, Declaration of Danielle Jackowiak at ¶ 12).

79. During those calls, the dispatcher will typically attempt to ease the concerns of the consumer—feigning frustration with the driver, stating the driver should not be talking to the consumer about price, and telling the consumer not to worry because the original quote was accurate. (Ex. B, Declaration of Danielle Jackowiak at ¶ 12).

80. While consumers often dispute these charges, they are routinely met with threats that the Towing Defendants will impound their vehicle if they do not pay the inflated charges. (Ex. A, Declaration of Claire Marsalis at 92, 142, 170, 220, 270, 284, 329, 340). Similarly, the Towing

Defendants have also told consumers that charges will continue to accrue until the inflated charges are paid. (Ex. A, Declaration of Claire Marsalis at 153, 170; Ex. C, Declaration of Krystal Lyons ¶ 15).

81. Upon information and belief, Mr. Maye has instructed drivers to drive away with the vehicle if a consumer expresses apprehension regarding the service.

82. On some occasions, consumers demand the release of their vehicle after being informed of the increased price. (Ex. A, Declaration of Claire Marsalis at 77, 141, 266).

83. In some instances, however, the Towing Defendants will demand an excessive fee just to release the vehicle once consumers reject the increased price. (Ex. A, Declaration of Claire Marsalis at 13, 77, 261, 266).

84. Upon information and belief, the Towing Defendants have charged or quoted release fees varying from \$325 to \$500. (Ex. A, Declaration of Claire Marsalis at 13, 77, 266).

85. Often left with little choice, consumers agree to pay the charges. (Ex. A, Declaration of Claire Marsalis at 9, 21, 27, 65, 70, 73, 81, 87, 92, 99, 102, 105, 110-114, 117, 124, 127, 142, 154, 164, 174-175, 189, 193, 212-213, 216-217, 220-221, 246, 252-253, 257-258, 261, 267, 284-285, 313-314, 320, 325-326, 333-334, 340, 344; Ex. B, Declaration of Danielle Jackowiak at ¶ 20; Ex. C, Declaration of Krystal Lyons ¶¶ 19-20).

86. Once the tow is complete, however, the Towing Defendants regularly tell consumers, for the first time, that they do not accept credit or debit cards, and, instead, will only accept cash or payment by a Payment App. (Ex. A, Declaration of Claire Marsalis at 2, 21, 27, 56, 759, 65, 70, 73, 77, 92, 110-115, 117, 141, 153, 164, 170, 174-175, 182, 189, 193, 212, 220, 226, 252-253, 257, 266, 278, 281, 284, 291, 294, 299, 313, 317, 320, 325, 340, 344; Ex. C, Declaration of Krystal Lyons at ¶¶ 13-14).

87. Blindsided by this new demand, many consumers must scramble to make a payment using the limited acceptable options. Because consumers rarely carry enough cash to account for the inflated rates, they are often forced to download and set up Payment Apps or borrow money. (Ex. A, Declaration of Claire Marsalis at 56, 70, 77, 92, 142, 170, 212, 220-221, 252-253, 264, 281, 288, 320; Ex. B, Declaration of Danielle Jackowiak at ¶ 19; Ex. C, Declaration of Krystal Lyons at ¶¶ 15-17).

88. Additionally, the Towing Defendants continue to charge for the time the consumer spends trying to find a way to pay, adding to the urgency. (Ex. A, Declaration of Claire Marsalis at 110-114, 127, 142, 153-154, 160-161, 170, 193, 267, 340, 344).

89. Once a consumer agrees to remit payment over a Payment App, the Towing Defendants reveal yet another undisclosed fee—a “processing fee” for using a Payment App instead of cash. This fee is charged despite the funds typically going to a personal Venmo account rather than to a business account, and despite the Payment App not charging a corresponding processing fee to the business. (Ex. A, Declaration of Claire Marsalis at 153, 158, 170, 189, 253, 255, 261, 266-267, 278-279, 281, 313, 344); Ex. B, Declaration of Danielle Jackowiak at ¶ 21; Ex. C, Declaration of Krystal Lyons at ¶ 18).

90. Threatened by the prospect of being deprived of their vehicle and/or the Towing Defendants’ aggressive behavior, consumers often concede to the threats and remit payment. (Ex. A, Declaration of Claire Marsalis at 9, 21, 29, 56, 65, 81, 99, 102, 105, 110-114, 117, 124, 127, 141-142, 153-154, 160-161, 164, 170-171, 189, 193, 220-221, 252-253, 267, 284-285, 320, 325-326, 340, 344; Ex. B, Declaration of Danielle Jackowiak at ¶ 20; Ex. C, Declaration of Krystal Lyons ¶ 19; Ex. D, Declaration of Casey Bickes at ¶¶ 17, 21).

91. Ultimately, once consumers remit payment, the sales receipt reveals the consumer was charged exorbitant amounts based upon higher base rates than initially communicated, additional hidden fees which were not disclosed, or an inflated time balance for hourly charges. (Ex. A, Declaration of Claire Marsalis at 21, 28, 65, 70, 73, 92, 110-114, 246, 252-253, 255, 257-258, 276, 279, 333-334, 340).

92. More specifically, the hidden fees have included additional travel time charges, mandatory minimums, hook fees, cable re-wrap fees, “PPE Digital Photo” storage fees, fuel surcharges, fees for using a Payment App, and various other ambiguous service fees. (Ex. A, Declaration of Claire Marsalis at 65, 160, 164, 175, 193, 221, 246-247, 253, 278-279, 240, 344; Ex. B, Declaration of Danielle Jackowiak at ¶ 23).

### **C. Consumer Experiences**

93. As noted above, the State has received over 60 consumer complaints about the Towing Defendants. The State has attached all the consumer complaints to the declaration of Claire Marsalis, the Director of Consumer Affairs. In the following paragraphs, the State provides accounts of a few consumers’ accounts of the business practices of the Towing Defendants; these accounts are representative of the many others the State has received.

94. One consumer, Danielle Jackowiak, was initially quoted a flat rate of \$375 per hour “port to port” for a sixteen-mile tow between Franklin, TN and Nashville, TN. (Ex. B, Declaration of Danielle Jackowiak at ¶ 5).

95. On this initial call, Ms. Jackowiak was not informed of any other fees and was told a tow truck would get to her within an hour. (Ex. B, Declaration of Danielle Jackowiak at ¶ 6).

96. After an hour had passed, Ms. Jackowiak contacted Priority Wrecker to confirm the estimated arrival time and verify she would not be charged for the additional wait time. Reassured

she would not be charged, Ms. Jackowiak continued to wait. A Priority Wrecker driver arrived shortly thereafter at 6:57 pm. (Ex. B, Declaration of Danielle Jackowiak at ¶ 7-9).

97. The driver quickly loaded Ms. Jackowiak's truck, asked if she knew the cost, then told her the tow service would actually cost around \$1,500 based upon "New Jersey math." (Ex. B, Declaration of Danielle Jackowiak at ¶ 11).

98. Ms. Jackowiak was not presented with any paperwork stating the price nor did she sign anything to authorize the tow. (Ex. B, Declaration of Danielle Jackowiak at ¶ 24).

99. Panicked, Ms. Jackowiak contacted Priority Wrecker dispatch about the price change. The dispatcher promptly denied the increase, claiming the driver should not be discussing pricing at all, and reassured Ms. Jackowiak of the original quoted price. (Ex. B, Declaration of Danielle Jackowiak at ¶ 12).

100. Despite Ms. Jackowiak's previous understanding that Priority Wrecker accepted credit card payments based on their website, once the tow was in progress, Priority Wrecker told Ms. Jackowiak she would receive an invoice which could be paid via Venmo to a user named Wendy Maye. (Ex. B, Declaration of Danielle Jackowiak at ¶ 13).

101. Once the tow reached its final destination around 7:45 pm, the driver told Ms. Jackowiak that the price was \$1,550. The driver briefly flashed the invoice on his tablet to her but did not permit her to fully review it. (Ex. B, Declaration of Danielle Jackowiak at ¶ 14).

102. When Ms. Jackowiak told the driver the numbers still did not add up, he claimed the tow took three hours, stated that other fees were included, and proceeded to say he would only accept payment in cash or via CashApp, Venmo, or Zelle. (Ex. B, Declaration of Danielle Jackowiak at ¶¶ 14, 18).

103. Even at this point, Ms. Jackowiak was not asked to sign the invoice to review or verify the charges. (Ex. B, Declaration of Danielle Jackowiak at ¶ 14).

104. Ms. Jackowiak did not think the price was fair but felt she had no other option because Priority Wrecker still had her truck hooked up. (Ex. B, Declaration of Danielle Jackowiak at ¶ 20).

105. Ms. Jackowiak sent the full payment via Venmo to Wendy Maye and then the employee released her truck. (Ex. B, Declaration of Danielle Jackowiak at ¶¶ 21-22).

106. The invoice Ms. Jackowiak received after completing the transaction contained charges for 3 hours of work (instead of two) plus \$569 in undisclosed fees: a driveshaft removal fee, a photo fee, a fuel surcharge fee, and a service fee for using Venmo – none of which were initially communicated to her or authorized by her. (Ex. B, Declaration of Danielle Jackowiak at ¶ 23).

107. Two other consumers, Jerry Cole and his fiancé, Krystal Lyons, contacted Priority Wrecker to tow a dump truck from Smyrna, Tennessee to Greenbrier, Tennessee, a distance of roughly 42 miles. (Ex. C, Declaration of Krystal Lyons at ¶¶ 5-7).

108. Priority Wrecker initially quoted Mr. Cole and Ms. Lyons \$1,200 for the tow, but with the possibility of going above that amount because they would charge hourly and it was uncertain how long the tow would take. (Ex. C, Declaration of Krystal Lyons at ¶ 8).

109. Once the dump truck had been towed, taking a little under two and one-half hours,<sup>8</sup> Mr. Cole's employee called him to report that the Priority Wrecker driver was now demanding over \$3,000 for the tow and would only accept payment in cash. (Ex. C, Declaration of Krystal Lyons at ¶ 11).

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<sup>8</sup> According to the photos taken by Priority Wrecker during the tow, the company picked up the truck at 4:51pm in Smyrna, TN and arrived in Greenbrier, TN at 7:13pm, for a total time of two hours and twenty-two minutes.

110. Shocked by the extreme price increase that nearly tripled their quote, Mr. Cole informed Priority Wrecker that he could not get that much cash together and planned to pay by business credit card. The Priority Wrecker driver refused and stated that cash, CashApp, or Zelle were the only acceptable forms of payment. (Ex. C, Declaration of Krystal Lyons at ¶¶ 12-14).

111. Mr. Cole informed the driver that paying with cash was not an option because he was travelling out of state, and that he did not have CashApp or Zelle. The driver became angry and said that if he did not get payment, he would take the dump truck back to the Priority Wrecker lot and charge Mr. Cole an additional \$600 per hour for however long it sat on the tow truck. (Ex. C, Declaration of Krystal Lyons at ¶ 15).

112. Ultimately, to avoid ongoing charges, the consumers decided to use Ms. Lyons' personal Venmo account to pay Priority Wrecker. The final total was \$4,191. The Priority Wrecker driver instructed the payment be sent to Wendy Maye's personal account, who he claimed was his wife. (Ex. C, Declaration of Krystal Lyons at ¶¶ 17-20).

113. After Ms. Lyons paid, Priority Wrecker sent an invoice. The invoice included a fee for six hours of towing (instead of two and a half hours) at \$550 per hour and a \$381 Venmo service fee. (Ex. C, Declaration of Krystal Lyons at ¶ 21).

114. Another consumer, Casey Bickes, experienced a similar situation when his company hired Jonny's Towing to tow a box truck from a job site to the company lot 4.7 miles away. (Ex. D, Declaration of Casey Bickes at ¶¶ 4-5).

115. Because it was nearing the end of the workday, Mr. Bickes needed the truck towed quickly before the job site was locked up for the night. (Ex. D, Declaration of Casey Bickes at ¶ 3).

116. Despite contacting Jonny's Towing, a Priority Wrecker tow truck showed up to the scene. (Ex. D, Declaration of Casey Bickes at ¶ 5).

117. Priority Wrecker hooked up the box truck and towed it to the company lot located in Nashville. (Ex. D, Declaration of Casey Bickes at ¶ 7).

118. Priority Wrecker did not offer Mr. Bickes a price quote for the service before hooking up the truck. (Ex. D, Declaration of Casey Bickes at ¶ 6).

119. Upon arrival, Priority Wrecker's driver called Mr. Bickes to arrange payment and refused to unload the truck until payment was complete. (Ex. D, Declaration of Casey Bickes at ¶¶ 8-9).

120. Despite towing the truck less than five miles down the road, the Priority Wrecker driver demanded \$2,070 in cash for the tow. (Ex. D, Declaration of Casey Bickes at ¶¶ 4, 10).

121. Shocked at the cost of such a short tow, Mr. Bickes informed the driver that he could not pay in cash but could pay via check or with a credit card. (Ex. D, Declaration of Casey Bickes at ¶ 2).

122. The Priority Wrecker driver refused and told Mr. Bickes he would only accept cash. (Ex. D, Declaration of Casey Bickes at ¶ 13).

123. The Priority Wrecker employees threatened to impound Mr. Bickes' truck if he did not pay and told him that it would cost \$10,000 to get it back. (Ex. D, Declaration of Casey Bickes at ¶ 15).

124. Mr. Bickes was eventually allowed to pay via Venmo, but Priority Wrecker attempted to charge him a 10% processing fee, increasing the cost by \$200. (Ex. D, Declaration of Casey Bickes at ¶¶ 16, 18-19).

125. Mr. Bickes protested the Venmo fee and persuaded Priority Wrecker to remove the fee. (Ex. D, Declaration of Casey Bickes at ¶ 22).

126. While arguing over the service fee, one of the Priority Wrecker employees told Mr. Bickes that he could come to Mr. Bickes' house to get the cash, but that wouldn't be good for Mr. Bickes. This caused Mr. Bickes to feel threatened. (Ex. D, Declaration of Casey Bickes at ¶¶ 20-21).

127. Ultimately, Mr. Bickes sent payment to a Venmo account in the name of Wendy Maye. (Ex. D, Declaration of Casey Bickes at ¶¶ 23-24).

#### **D. Individual Liability**

128. Jonathan Maye is personally liable for each violation of the TCPA and MOTION Act by the Towing Defendants.

129. At all times relevant to this Complaint, acting alone or in concert with others, Maye formulated, directed, controlled, had the authority to control, or participated directly in the acts and practices set forth in this Complaint.

130. According to its website, Mr. Maye is the owner and operator of Priority Wrecker. Mr. Maye's signature is on Priority Wrecker's filings with the Tennessee Secretary of State, where he is listed as the "Owner."

131. Similarly, Mr. Maye is the owner of Jonny's Towing and is listed as the "President" in Illinois Secretary of State filings.

132. Upon information and belief, Mr. Maye specifically instructed employees on how they should perform the tow (such as hooking up the vehicle before discussing the price) and, at times, determined how much the consumer should be charged.

133. Multiple consumers report interacting with someone who identified himself as the Towing Defendants' owner, stating he communicated towing prices, informed them that Priority Wrecker did not accept credit card payments, and/or threatened to impound vehicles if the owner did not pay the last quoted price. (Ex. A, Declaration of Claire Marsalis at 92, 170, 141-142).

134. On at least one occasion, a consumer was instructed to pay for a tow via a check directly to Mr. Maye. (Ex. A, Declaration of Claire Marsalis at 117).

135. In addition, many consumers were directed to pay towing fees via the money transfer application Venmo to Wendy Maye's personal account. (Ex. A, Declaration of Claire Marsalis at 117, 158, 175, 226, 243; Ex. B, Declaration of Danielle Jackowiak at ¶ 21; Ex. C, Declaration of Krystal Lyons at ¶ 20; Ex. D, Declaration of Casey Bickes at ¶ 23). Upon information and belief, Wendy Maye is Jonathan Maye's sister.

136. Mr. Maye has personally responded to the Division of Consumer Affairs attempts to mediate complaints between consumers and the businesses.

137. As owner of the Towing Defendants, Mr. Maye has access to, and control over, the companies' websites, records, bank accounts, and books.

138. Despite his knowledge and means, Mr. Maye took no steps to halt or otherwise prevent the unlawful activity by the Towing Defendants alleged herein.

## **VI. VIOLATIONS OF THE LAW**

### **COUNT I - VIOLATIONS OF TENNESSEE CONSUMER PROTECTION ACT, TENN. CODE ANN. § 47-18-104**

**(All Defendants)**

139. Plaintiff re-alleges and adopts Paragraphs 1 through 138 of this Complaint.

140. The TCPA was enacted to “protect consumers and legitimate business enterprises from those who engage in unfair or deceptive acts or practices in the conduct of any trade or commerce in part or wholly within this state.” Tenn. Code Ann. § 47-18-101(2).

141. The TCPA defines “trade” or “commerce” as “the advertising, offering for sale, lease or rental, or distribution of any goods, services, or property, tangible or intangible, real, personal, or mixed, and other articles, commodities, or things of value wherever situated.” Tenn. Code Ann. § 47-18-102(24).

142. All Defendants have engaged in trade and commerce under the TCPA by advertising, offering to provide, and providing towing services in this State.

143. Under Tenn. Code Ann. § 47-18-104(b)(2), it is unlawful to cause “likelihood of confusion or of misunderstanding as to the source, sponsorship, approval or certification of goods or services.”

144. Under Tenn. Code Ann. § 47-18-104(b)(27), it is unlawful to engage in any practice “which is deceptive to the consumer or to any other person.”

145. By misrepresenting to consumers that Priority Wrecker possesses “full insurance and licenses” when Priority Wrecker does not have a license to operate in Davidson County, the Defendants violated Tenn. Code Ann. § 47-18-104(b)(2) and (b)(27).

146. By misrepresenting the forms of payment they accept, the Defendants engaged in deceptive acts and practices in violation of Tenn. Code. Ann. § 47-18-104(b)(27).

147. Under Tenn. Code Ann. § 47-18-104(b)(21), it is unlawful to use “statements or illustrations in any advertisement which create a false impression of the grade, quality, quantity, make, value, age, size, color, usability or origin of the goods or services offered, or which may otherwise misrepresent the goods or services in such a manner that later, on disclosure of the true

facts, there is a likelihood that the buyer may be switched from the advertised goods or services to other goods or services.”

148. Upon information and belief, the Priority Wrecker website and Google reviews include three five-star reviews written by Priority Wrecker employees.

149. The Priority Wrecker website, however, does not disclose the nature of the reviewers’ employment at the time the review was submitted.

150. These reviews give the false impression that the Priority Wrecker employees leaving the reviews were disinterested customers of the business and were very satisfied with their experience.

151. By using falsified reviews of their services, Defendants violated Tenn. Code. Ann. Tenn. Code. Ann. § 47-18-104(b)(21).

152. By using falsified reviews of their services, Defendants also engaged in deceptive practices in violation of Tenn. Code. Ann. § 47-18-104(b)(2) and (27).

153. As described above, the Defendants induced consumers to use their towing services by quoting a lower price for a tow but ultimately charging a much higher price, often through adding undisclosed fees and inflating the hours spent on the tow, among other things.

154. By making false representations about pricing to consumers, the Defendants engaged in deceptive practices in violation of Tenn. Code Ann. § 47-18-104(b)(27).

155. When consumers objected to the higher price, Priority Wrecker employees threatened to impound their vehicles and add even more fees to the already inflated bill, coercing many consumers to agree to pay the higher price.

156. By using these coercive tactics to force consumers to pay the increased price, the Defendants engaged in unfair business practices in violation of Tenn. Code Ann. § 47-18-104(a).

157. In addition, every violation of the MOTION Act, as enumerated below, constitutes a violation of the TCPA under Tenn. Code Ann. § 55-31-103(a)(1)(A).

158. At all relevant times, Jonathan Maye either directly participated in the unlawful conduct and/or knew or should have known of the unlawful conduct and took no steps to halt or otherwise prevent the unlawful activity. As such, Defendant Jonathan Maye is personally liable for each violation of the TCPA made by the Towing Defendants as stated herein.

**COUNT II - VIOLATIONS OF THE MODERNIZATION OF TOWING,  
IMMOBILIZATION, AND OVERSIGHT NORMALIZATION ACT**

**TENN. CODE ANN. § 55-31-103**

**(All Defendants)**

159. Plaintiff realleges and adopts by reference Paragraphs 1 through 138 of this Complaint.

160. A “garagekeeper” includes towing businesses. Tenn. Code Ann. § 55-31-102(12). At all relevant times, Priority Wrecker was acting as a garagekeeper.

161. Under Tenn. Code Ann. § 55-31-204, a person cannot tow a vehicle unless they obtain express written authorization from the owner of the vehicle or the owner’s agent or the tow falls under one of the statute’s enumerated exceptions.

162. By routinely towing vehicles without express written authorization, Priority Wrecker has violated Tenn. Code Ann. § 55-31-204.

163. Under Tenn. Code Ann. § 55-31-207(e)(3), a garagekeeper towing vehicles without express written authorization cannot charge a release fee of more than \$100.

164. The MOTION Act defines a release fee as a fee “charged by a towing company to release a motor vehicle after the towing company has begun to tow the motor vehicle”. Tenn. Code Ann. § 55-31-102(22).

165. By charging consumers up to \$500 to release or drop vehicles after they have begun towing, Priority Wrecker violated Tenn. Code Ann. § 55-31-207(e)(3).

166. At all relevant times, Jonathan Maye either directly participated in the unlawful conduct and/or knew or should have known of the unlawful conduct and took no steps to halt or otherwise prevent the unlawful activity. As such, Defendant Jonathan Maye is personally liable for each violation of the MOTION Act made by the Towing Defendants as stated herein.

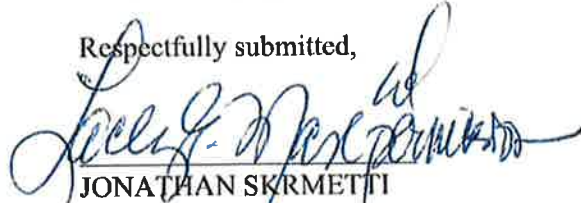
### **VII. PRAYER FOR RELIEF**

WHEREFORE, Plaintiff respectfully requests that this Court:

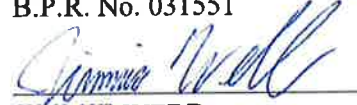
1. Order that this Complaint be filed without cost bond as provided in Tenn. Code Ann. §§ 47-18-108 and 116;
2. Order Defendants to appear and answer this Complaint;
3. Assemble a jury for triable issues pursuant to Rule 38 of the Tennessee Rules of Civil Procedure;
4. Enter judgment against each Defendant in favor of Plaintiff for each violation alleged in this Complaint;
5. Enter a permanent injunction to prevent Defendants' future violations of state law;
6. Award such equitable relief as the Court finds necessary to redress consumer injury resulting from Defendants' violations of the law including, but not limited to, rescission, restitution, refund of monies paid, and disgorgement of ill-gotten gains;
7. Make such orders or render such judgments as may be necessary to restore to any consumer or other person any ascertainable losses, including statutory and prejudgment interest, suffered by reason of the Defendants' violations of state law;

8. Order each Defendant to separately pay civil penalties to the State of Tennessee of not more than \$1,000 per violation of the TCPA as provided by Tenn. Code Ann. §47-18-108(b)(3);
9. Enter judgment against Defendants and in favor of the State of Tennessee for the reasonable costs and expenses of the investigation and prosecution of Defendants' unlawful conduct, including attorney's fees, expert and other witness fees, and costs, as provided by Tenn. Code Ann. § 47-18-116;
10. Order that all costs in this case be taxed against Defendants and that no costs be taxed against the State of Tennessee, as provided in Tenn. Code Ann. § 47-18-116; and
11. Award any and all such relief as the Court deems just and proper.

Respectfully submitted,



JONATHAN SKRMETTI  
Attorney General and Reporter  
B.P.R. No. 031551



JIMMIE WEBB  
B.P.R. No. 042680  
Assistant Attorney General  
KRISTINE KNOWLES  
B.P.R. No. 040010  
Assistant Attorney General  
HANNAH MURRAY  
B.P.R. No. 039608  
Assistant Attorney General  
P.O. Box 20207  
Nashville, TN 37202  
P: (615) 741-1671  
F: (615) 532-2910  
[Jimmie.Webb@ag.tn.gov](mailto:Jimmie.Webb@ag.tn.gov)  
[Kristine.Knowles@ag.tn.gov](mailto:Kristine.Knowles@ag.tn.gov)  
[Hannah.Murray@ag.tn.gov](mailto:Hannah.Murray@ag.tn.gov)

**CERTIFICATE OF SERVICE**

The undersigned hereby certifies that a true and exact copy of the foregoing has been served on the following parties via hand delivery:

Rocky King, Esq.  
Adams & Reese, LLP  
1600 West End Avenue, Suite 1400  
Nashville, TN 37203  
Rocky.King@arlaw.com

*Counsel for Priority Wrecker Service of Tennessee, Inc.*

Jonathan Maye  
444 Wild Elm Street  
Franklin, TN 37064

*Defendant*

The undersigned hereby certifies that a true and exact copy of the foregoing has been served on the following parties via certified mail:

Zachary C. Wilson  
370 East 17<sup>th</sup> Street  
Lombard, IL 60148

*Registered Agent for Jonny's Towing and Recovery, Inc.*

This 3rd day of December, 2025.

/s/ Jimmie Webb  
JIMMIE WEBB, B.P.R. No. 042680  
Assistant Attorney General

# **EXHIBIT A**

Declaration of Claire Marsalis

## **DECLARATION OF CLAIRE MARSALIS**

I, Claire Marsalis, hereby state that I have personal knowledge of the facts set forth below, and the facts contained herein are true to the best of my recollection, except for those facts which are alleged to be upon information and belief, and as to those allegations, I hereby certify I believe the same to be true. If called as a witness, I would testify as follows:

1. My name is Claire Marsalis. I am a resident of the State of Tennessee, am over 18 years of age, and am competent to testify.
2. I am the Director of the Tennessee Division of Consumer Affairs (“DCA”) with the Office of the Tennessee Attorney General, where I have worked since October 2019. My office address is UBS Tower, 315 Deadrick Street, Nashville, TN 37243.
3. DCA, which is housed within the Consumer Protection Division of the Attorney General’s Office, is the state’s clearinghouse for consumer complaints about unfair and deceptive business acts or practices. DCA receives and mediates consumer complaints and provides consumer education statewide.
4. DCA’s consumer complaints are currently retained for five (5) years after they are closed or resolved. However, older complaints may still be housed in our system. Records are generally purged after January 1st of each year. Our system currently retains consumer complaints dating back at least to August 2016 and possibly prior to that period.
5. DCA uses the LawBase platform to house and process our consumer complaints. Our I.T. team has set up export capabilities within LawBase that allow us to compile the information that complainants have provided in certain fields of their submitted complaint forms.
6. Using the LawBase data, I compiled the complaints DCA had received against Priority Wrecker Service of Tennessee, Inc. or “Priority Wrecker Service, Inc.” (collectively,

“Priority Wrecker”) and Jonny’s Towing and Recovery, Inc. (“Jonny’s Towing) as of November 2025.

7. As of November 2025, DCA has received 64 complaints regarding Priority Wrecker and/or Jonny’s Towing.
8. I represent that the attached complaints are a complete and accurate representation of the complaints DCA has received regarding Priority Wrecker and Jonny’s Towing.

I declare under the penalty of perjury under the laws of the State of Tennessee and pursuant to 28 U.S.C. § 1746 that the foregoing is true and correct. Executed this 25<sup>th</sup> day of November 2025, in Davidson County, Tennessee.



---

Claire Marsalis, Director  
Tennessee Division of Consumer Affairs



Submission Time: December 22, 2022 12:06 am  
 Browser: Mobile Safari 15.6.1 / IOS  
 Unique ID: 1049704057

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Fikret Cehic

**Age Range** 40-49

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** [REDACTED]  
 Louisville , KY 40229

**Complainant Phone** (502) 714-2857

**Complainant Email** nationwidetransport742690@hotmail.com

### Respondent Information

**Respondent Name** Priority wrecker service inc / Jonny's towing and recovery inc

**Respondent Country** United States

**Respondent Address - United States** 105 morning mist lane  
 Franklin , TN 37064

**Respondent County** Williamson

**Respondent Phone** (615) 686-1189

### About the Incident

**Incident Date** Dec 21, 2022

**Category**

42- Surprise Balance Billing

**Give a complete statement of the facts, with dates**

On 12-21-22 12:47 EST WE Called for 30 gallons diesel fuel service delivery for stoped vehicle traveling on i24 W around mile marker 60 we asked what the service fee is Samantha explained that is \$195 delivery fee plus the cost of the fuel and that they can be to our commercial vehicle in 25 minutes. We agreed to the service almost 1 hour later nobody was there we called at 1:26pm EST to get the ETA , after our fallow up call the service person arrived there about 2:15pm EST 42 minutes later at 2:57pm EST time they emailed us the invoice for \$1201.95 we called them asking why the charge is so high and beyond the industry common fee for such service provided they answered by saying you ordered the service now you have to pay we replied telling them we don't have problems to pay but we are not getting charged what the explained and expected fee was when we called them they said they charge \$15 per gallon of fuel and ok 30 gallons x\$15 is \$450 plus the \$195 delivery fee all together should be \$645 . They said we must pay the \$1201.95 or they will tow our vehicle. We called the Nashville metro police to the scene, the police officer told our driver that they had similar issue few days ago where that same company was involved and overcharging another trucking company where it led to the police to be called, because police was involved they agreed to accept \$650 for their service, police officer confirmed with them and us that we pay \$650 and clear the interstate and no report needs to be filled. We paid via zelle however the service person was going to remove the fuel back out of our vehicle and we asked the police officer to write the report witnessing fuel theft because we paid for the fuel and delivery service than the service person just drove off . If we may mention please , that almost every single google review is the same complaint against this company where they are over charging after they complete the service

<b>Amount involved?</b>	1201.95
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>Where</b>	Nttsbreakdown.com
<b>What would you like the business to do?</b>	Get in compliance of honest business practices
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Samantha
<b>When did you make contact?</b>	12-21-22

**Is there anyone else with firsthand knowledge of your complaint?** No

---

**Have you or the business filed a lawsuit regarding this complaint?** No

---

**How did you hear about the Division of Consumer Affairs complaint program?** N/A

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**Attachments**

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**How many files are you uploading?** 3

---

**File #1** <https://stateoftennessee.formstack.com/admin/download/file/13905656183>

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**Supporting text about the file#1** Invoice

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**File #2** <https://stateoftennessee.formstack.com/admin/download/file/13905656185>

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**Supporting text about the file#2** Email screenshot

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**File #3** <https://stateoftennessee.formstack.com/admin/download/file/13905656187>

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**Supporting text about the file#3** Email screenshot

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**Attestation**

---

**Attestation** By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

---

**Priority Wrecker Service Inc (IL)**

**INVOICE**

1375 Paramount Pkwy  
 Batavia, IL 60510  
 (847) 964-3005

Invoice # 21254  
 Invoice Date:  
 Bill To: 1-IL CASH CALL-  
 HEAVY DUTY

Tow Time:	Dec 21, 2022 @ 12:17PM	PO #:	
Completion Time:		License Plate:	
Driver:	D*F	VIN:	
Truck:	2021 FORD F-550 SELF LOADER CREW CAB WHITE	Vehicle:	2015 VOLVO TRUCK VNL
Start Address:	I-24 W (EXIT 60-62) Antioch, TN 37013	Color:	Yellow/Gold
Destination Address:			

<b>Release To</b>	<b>Payer:</b>
Release To:	Payer Name: DRIVER,YOF: ANDY
Release To License:	Payer License: [REDACTED] 7
Release To Phone:	Payer Phone: (502) 851-8551

Description	Quantity	Price	Total
Fuel Service Fee	1.00	\$0.00	\$0.00
Enroute Mileage Fee	0.00 mi	\$0.00	\$0.00
Loaded Mileage Fee	0.00 mi	\$0.00	\$0.00
Storage Fee	0	\$0.00	\$0.00
Fuel Surcharge			\$157.95
PPS & Turn A Digits (Rate Storage Fee)			\$9.00
HEAVY DUTY SERVICE CALL \$195 PER HOUR PORT TO PORT	3.00	\$195.00	\$585.00
FUEL (Per Gallon Of Fuel)	30.00	\$15.00	\$450.00

Sales Tax: \$0.00  
 Payment Fee: \$0.00  
 Total Charges: \$1,201.95  
 Credits/Refunds:  
 Payments:  
**Balance Due: \$1,201.95**

**Notes**

I, the undersigned, do hereby certify that I am legally authorized to take possession of the vehicle referenced above.

_____ Released Signature	_____ Date
_____ Payer Signature	_____ Date



To: prioritywreckersamantha@gm... >

We are calling TN State Police to file report .  
Your company has compliance and  
regulations to fallow . And please use your  
recorded phone call you promised to be out  
to him in 30 minutes fuel delivery \$195 plus  
the fuel cost . In the standard industry this  
service is no more than \$400 including fuel  
cost

On Dec 21, 2022, at 2:57 PM,  
[prioritywreckersamantha@gmail.com](mailto:prioritywreckersamantha@gmail.com) wrote:



**Samantha Wilson**

3:29 PM

To: muamer cehic >

We called them already

Thank you  
Samantha

See More



Report inappropriate content



**muamer cehic**

3:36 PM

To: Samantha Wilson >

Great so did we call also , it's Civil matter  
State patrol will not get out it will Be Metro  
police and it will be a while, thank you . Also  
complaints will be filed against your  
company and every appropriate action taken  
to the full extent against your Business

On Dec 21, 2022, at 3:29 PM, Samantha  
Wilson

<[prioritywreckersamantha@gmail.com](mailto:prioritywreckersamantha@gmail.com)>

wrote:



## Complaint Form

Date Submitted 5/18/2023 6:24 PM

Unique Id 1110002750

## Complainant Information

Complainant Name Aaron Scott Merritt

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Smyrna, Tennessee 37167

Complainant County Rutherford

Complainant Phone (615) 596-4239

Complainant Phone-Ext 6155964239

Complainant Email aaronst@gmail.com

## Respondent Information


Respondent Name Jonny's Towing Nashville AKA Priority Wrecker Service INC

Respondent Country United States

Respondent Address	925 Visco Dr
	Nashville, Tennessee 37210
Respondent County	
Respondent Phone	6156861189
Respondent Phone Ext	
Respondent Email	prioritydispatch19@gmail.com

## About the Incident

Incident Date	5/18/2023
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On 5/18/2023 at 305pm, I was informed by an employee that one of our service trucks was in need of a winch-out service, typically performed by a tow truck/wrecker, after botting out on a public roadway. This same day, 5/18/2023, at 311pm, I reached out to a company listed on a simple Google search as Jonny's Towing Nashville Tennessee Heavy Duty Semi-Truck Towing and Recovery Experts. I inquired about their services and checked to see if they could perform a simple Winch-out to remove a truck from a busy public thoroughfare. They assured me they could. When I inquired about a price estimate, they never gave me any price or estimated price, Red Flag, but really in a bad situation. They dispatched their wrecker out to perform services. Services were complete in about 20 minutes and we waited on the truck for about 30 minutes. The Wrecker driver kept our truck harnessed until payment could be made. Standard and not unreasonable. This is where everything went downhill. Payment for services would have to be made remotely or over the phone since my employees couldn't do that. Before I hired this company for services, I made sure that could be done. I was assured it could be. AT 412pm. I was contacted by a representative of this company to get an invoice and make payment. They explained that they</p>

	would email me forms that would authorize the work and get credit card information, At this time, they verbally quoted me an invoice in the amount of \$2,852.67. Shear price-gouging. At no time, verbally or in writing did this company give me a price for service, notify me of any minimum time frame for service, or disclose any additional fees or surcharges. I never technically signed any authorization for this company to conduct the services, which is why they wanted to send me an invoice and have me sign it and send it back, to legally obligate me to their inflated pricing. This is a predatory business practice. They tried to hold my truck, hostage, until I made payment.
Amount involved?	2,852.67
How did you pay?	Other
Was this product or service advertised?	Yes
When	NA
Where	Google Search
What would you like the business to do?	I ran out of characters to finish the complaint, but I have verified evidence with recorded calls and invoices sent by email. They only released my truck when I threatened legal action. This company seems seems to operate under different names or subcontract to other companies. Priority Wrecker Service Tennessee INC 7005 Westbelt Dr NASHVILLE, TN 37209 615-944-3009 Matter was settled for \$500.00, still way over-priced for market. I have proof of that payment as well I would like for them to be transparent in pricing and stop price gouging consumers. Be professional and not a telephone bully and call names when questioning their pricing or business ethics. I would like a refund of my payment, although I consider it long gone. Have their license under review.
Is this an Automobile Complaint?	Yes
Year	2005
Make	GMC
Model	C6500
VIN	

Have you contacted the business?	Yes
With whom did you speak?	Jack
When did you make contact?	5/18/2023 427pm
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
-------------	---

## Attachments

How Many Files	1
SubmittedFile_2023-05-18T23_24_42.4903480Z	

# Priority Wrecker Service Inc (TN)

# INVOICE

7009 Westbelt Dr  
Nashville, TN 37209  
(615) 944-3009

Invoice #: 23604  
Invoice Date:  
Bill To: 2-TN CASH CALL-  
HEAVY DUTY

Tow Time:	May 18, 2023 @ 3:18PM	PO #:	
Completion Time:		License Plate:	TN 96049H2
Driver:	CG	VIN:	[REDACTED]
Truck:	2023 PETERBILT 567 35 TON HEAVY DUTY WRECKER RED	Vehicle:	2005 GMC 6500
Start Address:	2400 Franklin Rd Nashville, TN 37204	Color:	White
Destination Address:			

Customer Billing Address	Payer
, IL	Payer Name: Driver Kris/Fred Boyd
	Payer License: [REDACTED]
	Payer Phone: (615) 618-6165

Description	Quantity	Price	Total
Winching/Recovery Service Fee	1.00	\$0.00	\$0.00
Enroute Mileage Fee	0.00 mi	\$0.00	\$0.00
Loaded Mileage Fee	0.00 mi	\$0.00	\$0.00
Storage Fee	0	\$0.00	\$0.00
Fuel Surcharge			\$358.95
PPE & Tech & Digital Photo Storage Fee			\$9.00
HEAVY DUTY ROTATOR RECOVERY TRUCK \$750 PER HOUR PORT TO PORT	3.00	\$750.00	\$2250.00
CABLE RE WRAP FEE	1.00	\$125.00	\$125.00

Sales Tax: \$0.00  
 Payment Fee: \$109.72  
 Total Charges: \$2,852.67  
 Credits/Refunds:  
 Payments: Credit Card - Email Check Out: \$0.00  
**Balance Due: \$2,852.67**

Notes
Murfreesburrow Movers

I, the undersigned, do hereby certify that I am legally authorized to take possession of the vehicle referenced above. If you choose to cancel services, there will be a 50% cancellation fee owed based off of the total estimated scheduled charges. By signing I agree to all terms, conditions, and fees on this invoice and that I'm satisfied with services rendered.

\_\_\_\_\_  
Releasee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Payer Signature

\_\_\_\_\_  
Date

[Click Here for Photos](#)



## Complaint Form

Date Submitted 6/7/2023 11:12 AM

Unique Id 1110003119

## Complainant Information

Complainant Name Matthew Gorman

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
Nashville, Illinois 37209

Complainant County

Complainant Phone (708) 846-7117

Complainant Phone-Ext

Complainant Email m.gorman94@yahoo.com

## Respondent Information

Respondent Name Priority wrecker service

Respondent Country United States

Respondent Address	7009 westbelt drive
	Nashville, Tennessee 37209
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	prioritywreckertony@gmail.com

## About the Incident

Incident Date	6/7/2023
In which state did your purchase/transaction take place?	Tennessee
Category	42 - Surprise Balance Billing
Give a complete statement of the facts, with dates	Got truck towed in agreed to tow fees on 6/6/2023. They claimed they had the equipment to fix vehicle. Then said they didn't after charging 850 for 2 hours of work. We did not agree to all these charges. The next day on 6/7/2023 was trying to pick up truck since they didn't have equipment to fix. They sent me a bill for 2103.70. Spoke with Tony told me bill was \$2100 and that was it if he didn't proceeded with any work. Once the boss Tony found out I was bringing to dealer he decided to add additional \$500 gate fee since we didn't get it fixed with them. Would not release the vehicle til the additional \$500 was paid.
Amount involved?	2,603.70
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Got truck towed in agreed to tow fees. They claimed they had the equipment to fix vehicle. Then said they didn't after charging 850 for 2 hours of work. We did not agree to all these charges. The next day was trying to pick up truck since they didn't have equipment to fix. They sent me a bill for 2103.70. Spoke with Tony told me

	bill was \$2100 and that was it if he didn't proceeded with any work. Once the boss Tony found out I was bringing to dealer he decided to add additional \$500 gate fee since we didn't get it fixed with them. Would not release the vehicle til the additional \$500 was paid.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Tony
When did you make contact?	6/7
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	2
SubmittedFile_2023-06-07T16_12_19.2529377Z	

SubmittedFile\_2023-06-07T16\_12\_34.5437074Z

# Priority Wrecker Service Inc (TN)

# INVOICE

7009 Westbelt Dr  
Nashville, TN 37209  
(615) 944-3009

Invoice #: 23767  
Invoice Date:  
Bill To: 2-TN CASH CALL-  
HEAVY DUTY

Tow Time: Jun 6, 2023 @ 11:47AM	PO #:
Completion Time:	License Plate: IL 189742H
Driver: JS	VIN:
Truck: 2022 INTERNATIONAL SERVICE TRUCK RSB RED	Vehicle: 2016 FREIGHTLINER M2
Start Address: 1838 Decherd Blvd Decherd, TN 37324	Color: White
Destination Address: 7009 Westbelt Dr Nashville, TN 37209	


Customer Billing Address	Payer
, IL	Payer Name: Abiullah
	Payer License:
	Payer Phone: (415) 481-8729

Description	Quantity	Price	Total
Tow Fee	1.00	\$0.00	\$0.00
Enroute Mileage Fee	0.00 mi	\$0.00	\$0.00
Loaded Mileage Fee	0.00 mi	\$0.00	\$0.00
Storage Fee	0	\$0.00	\$0.00
Fuel Surcharge			\$164.70
PPE & Tech & Digital Photo Storage Fee			\$9.00
HEAVY DUTY TOWING \$195 PER HOUR PORT TO PORT	4.00	\$195.00	\$780.00
DRIVESHAFT REMOVAL	1.00	\$150.00	\$150.00
DRIVESHAFT RE INSTALL	1.00	\$150.00	\$150.00
DIAGNOSTICS FEE	2.00	\$275.00	\$550.00
TECHNOLOGY FEE	1.00	\$50.00	\$50.00
SCANNER FEE	1.00	\$250.00	\$250.00

Sales Tax: \$0.00  
 Payment Fee: \$0.00  
 Total Charges: \$2,103.70  
 Credits/Refunds:  
 Payments:  
**Balance Due: \$2,103.70**

### Notes

I, the undersigned, do hereby certify that I am legally authorized to take possession of the vehicle referenced above. If you choose to cancel services, there will be a 50% cancellation fee owed based off of the total estimated scheduled charges. By signing I agree to all terms, conditions, and fees on this invoice and that I'm satisfied with services rendered.

  
 \_\_\_\_\_  
 Releasee Signature

\_\_\_\_\_  
 Date

  
 \_\_\_\_\_  
 Payer Signature

\_\_\_\_\_  
 Date

[Click Here for Photos](#)

# Priority Wrecker Service Inc (TN)

# INVOICE

7009 Westbelt Dr  
Nashville, TN 37209  
(615) 944-3009

Invoice #: 23767  
Invoice Date:  
Bill To: 2-TN CASH CALL-  
HEAVY DUTY

Tow Time: Jun 6, 2023 @ 11:47AM	PO #:
Completion Time:	License Plate: IL 189742H
Driver: JS	VIN: [REDACTED]
Truck: 2022 INTERNATIONAL SERVICE TRUCK RSB RED	Vehicle: 2016 FREIGHTLINER M2
	Color: White
Start Address: 1838 Decherd Blvd Decherd, TN 37324	
Destination Address: 7009 Westbelt Dr Nashville, TN 37209	


Customer Billing Address	Payer
, IL	Payer Name: Abiuellah
	Payer License: [REDACTED]
	Payer Phone: (415) 481-8729

Description	Quantity	Price	Total
Tow Fee	1.00	\$0.00	\$0.00
Enroute Mileage Fee	0.00 mi	\$0.00	\$0.00
Loaded Mileage Fee	0.00 mi	\$0.00	\$0.00
Storage Fee	0	\$0.00	\$0.00
Fuel Surcharge			\$164.70
PPE & Tech & Digital Photo Storage Fee			\$9.00
HEAVY DUTY TOWING \$195 PER HOUR PORT TO PORT	4.00	\$195.00	\$780.00
DRIVESHAFT REMOVAL	1.00	\$150.00	\$150.00
DRIVESHAFT RE INSTALL	1.00	\$150.00	\$150.00
DIAGNOSTICS FEE	2.00	\$275.00	\$550.00
TECHNOLOGY FEE	1.00	\$50.00	\$50.00
SCANNER FEE	1.00	\$250.00	\$250.00
GATE FEE	1.00	\$500.00	\$500.00

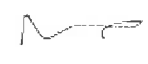
Sales Tax: \$0.00  
 Payment Fee: \$0.00  
 Total Charges: \$2,603.70  
 Credits/Refunds:  
 Payments:  
**Balance Due: \$2,603.70**

### Notes

I, the undersigned, do hereby certify that I am legally authorized to take possession of the vehicle referenced above. If you choose to cancel services, there will be a 50% cancellation fee owed based off of the total estimated scheduled charges. By signing I agree to all terms, contitions, and fees on this invoice and that I'm satisfied with services rendered.

  
 \_\_\_\_\_  
 Releasee Signature

\_\_\_\_\_  
 Date

  
 \_\_\_\_\_  
 Payer Signature

\_\_\_\_\_  
 Date

[Click Here for Photos](#)



## Complaint Form

Date Submitted 6/21/2023 4:44 PM

Unique Id 1110003438

### Complainant Information

Complainant Name Garrett Smith

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
Arlington Heights, Illinois 60631

Complainant County

Complainant Phone (630) 667-4881

Complainant Phone-Ext

Complainant Email garrett.smith@intertek.com

### Respondent Information


Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	7009 Westbelt Road
	Nashville, Tennessee 37209
Respondent County	
Respondent Phone	(615) 696-1189
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	6/12/2023
In which state did your purchase/transaction take place?	Tennessee
Category	11 - Motor Vehicle - Repair & Vehicle Warranties
Give a complete statement of the facts, with dates	<p>I work for an engineering company called PSI. We took our drill rig to Priority Wrecker for needed repairs. We were quoted an hourly rate of \$195 and told it would take 10-12 hours to repair. We were called later to put our credit card on their file, and we declined. We asked to be kept updated if there was a major change in services. Our total bill turned out to be \$4,831 for 20 hours of work. We called to protest. We reminded them about the estimate. The owner refused to budge or lower the fee. He also refused to provide us with our truck back until the fee was paid. He demanded payment in cash. We can't pay cash, so we paid with a check. He refused to release our truck until the check had cashed. We performed an online search of this company and they have a history of complaints. Per the BBB, this firm has an "F" rating. Moreover, per the BBB: " BBB files indicate that this business has a pattern of complaints concerning Consumers allege the pricing being quoted to the consumer is not the total amount agreed upon, the business finds ways to charge excess prices. Consumers allege the business is bullying consumers verbally or making other threats like holding their vehicle hostage in order for consumers to pay the excessive pricing for the towing or vehicle repairs. On 11/9/2022, BBB submitted a written request to the company</p>

	encouraging them to address the pattern of complaints. As of 11/28/2022, business has not responded to BBB emails regarding the complaints." The website Yelp also lists numerous complaints against this firm, with similar allegations. I urge you to investigate this company.
Amount involved?	4,831.00
How did you pay?	Check
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Provide a partial refund of our fee. Stop taking advantage of other consumers.
Is this an Automobile Complaint?	Yes
Year	2009
Make	International
Model	7000 Series
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Jim
When did you make contact?	phone
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Devon Gwaba, Phd., P.E.
Title	Geotechnical Dept. Manager
Phone	(615) 483-8592
Email	devon.gwaba@intertek.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
-------------	---

## Attachments

How Many Files	1
SubmittedFile_2023-06-21T21_45_14.1695893Z	

**From:** Devon Gwaba  
**To:** Garrett Smith  
**Cc:** Bradley Jones; Taylor Hames  
**Subject:** Priority Wrecker Service  
**Date:** Monday, June 12, 2023 9:49:15 PM  
**Attachments:** image001.png  
PRIORITY WRECKER SERVICE - 29 Photos & 109 Reviews - 1375 paramount Pkwy, Batavia, Illinois - Yelp.pdf  
Estimate for Ryan .pdf

---

Hello Garrett,

I have a situation here in the Nashville office for which I need your guidance. My driller, Ryan Kohorst, took our Drill Rig Truck to a local diesel truck shop (Priority Wrecker) to replace the King Pins last week. He also took with him some new king pins which had bought previously. He informed me that he was quoted an hourly labor rate of \$195 and it was estimated the work would take 10 hours.

On Thursday morning I received a call from Jim (from Priority Wrecker) who was asking to put our credit card on their files. I remember thinking that was strange. I then tried to get an estimate of the charges that we were going to be billed. I insisted that we did not have unlimited resources and I was very concerned about a high bill from these services. Jim informed me that the work takes time and that it would take 8 to 12 hours. At that time, I indicated to him that if it was going to take that long, I did not want to proceed with their services. He informed me it was too late and they had already started the work. He was quite hostile and disrespectful. Since they had already started, I opted to let them continue. I asked him to keep me updated in case there was a major change.

On Friday we received a bill for \$4,831. This included a 20 hours of labor fees (@\$195 per hour). I called Jim to protest these charges. I reminded him about the 12 hour estimate and request to be updated in case of major changes. He refused to budge and make any adjustments. He said the truck was old and it was hard to remove the old King Pins.

Later on Friday, I made the decision just to avoid the hustle and trouble of dealing with this to just go ahead and pay. However when I called in to make the payment, I was told by Priority Wrecker that they do not take credit cards. They only take cash, efs, comdata, t-check, cashapp, zelle, or wire transfer. This was suspicious to me. After back and forth with them they agreed to take a check from PSI. I have been making arrangements with accounting throughout the day for our accounting to cut a check. They will be doing that tomorrow.

Later on out of curiosity, I googled this company to see the reviews that others have written about them. To my surprise, this company is known for these scams and tricks. Please see the YouTube clip below and the attached (page 3 to 7) reviews from previous customers.

<https://www.youtube.com/watch?v=-Rwl6ZpQ1FY>

-I would like to indicate that all my phone calls with them were recorded from their end based on the warning message I was getting whenever we spoke on the phone. Also, for some reason, Priority Wrecker refuses to submit an actual invoice to us. They have only submitted what they call an estimate (attached).

-My question is, should I just swallow my pride and move on? WE need the truck rig urgently as we have projects waiting on us. My fear is that if we fight this, it will take long to resolve and may affect our productivity.

**Devon Gwaba, Ph.D., PE.**  
Geotechnical Dept. Manager, Nashville TN  
Building & Construction  
Intertek-PSI  
Mobile: 615.483.8582  
Email: [devon.gwaba@intertek.com](mailto:devon.gwaba@intertek.com)  
[www.intertek.com/building](http://www.intertek.com/building)

Intertek-PSI, 751 S 5<sup>th</sup> St, Nashville, TN 37206

intertek  
psi

You'll be amazed where you find Intertek.





**Consumer Complaint Form**  
 Division of Consumer Affairs  
 Tennessee Attorney General's Office  
 P.O. Box 70707  
 Nashville, TN 37202-0207  
 (615) 741-4737 Phone

(Departmental use only)

Received in office

RECEIVED

JAN 02 2024

TN Attorney General's Office  
 Division of Consumer Affairs

**Section I: How Do We Reach You?**

Your Contact Information

Please print clearly or type. All fields marked with an asterisk (\*) are required. Provide as much information as possible.

\*Name: Betty L. Jones  
 \*Address: [REDACTED]  
 \*City: Binghamton \*State: NY \*Zip: 13903-6534  
 \*(Tennessee Residents only) County: \_\_\_\_\_  
 Phone: Home (607) 7221323 Work: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Email: bettyjones1323@yahoo.com  
 Best Contact Time: 9am - 10pm daily

**Section II: Who is Your Complaint Against?**

Business Contact Information

\*Business Name: Priority Wrecker Service of Tennessee, Inc.  
 Contact person: ?  
 \*Address: 1704 W. Main Street  
 \*City: Franklin \*State: TN \*Zip: 37064  
 Phone: (615) 9443009 Fax: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
 Email: \_\_\_\_\_ Website address: www.prioritytowingnearme.com  
 Type of product or service: Vehicle wrecker service

**Section III: What Happened?**

Details of Incident

\*Amount Involved: \$2,750 How did you pay? Cash \*Date of transaction: 11/18/23  
 \*Have you contacted the business about this complaint? yes With whom did you speak/when: Attorney 11/27/23 @ 7:14pm  
 \*What are you asking the business to do? Refund \$2,000, the amount over the agreed price (\$750) (In Certified letter mailed 11/24/23 & 12/2/23)  
 \*What did the business do? Call from Attorney 11/27/23 @ 7:14pm (615) 334-8558, claimed to have recording of when I agreed to tow. He refused to pay anything or to put anything in writing  
 List all agencies you have contacted about this complaint: AARP, BBB of TN, Fmca

\*Have you or the business filed a lawsuit regarding this complaint?  YES  NO

Was this product or service advertised: yes If YES, when and where? Allstate Emg. Road Serv. Referral 11/18/23  
(Please provide a copy of the advertisement if it is available.)

\*Briefly describe your complaint. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will NOT be returned.

11/18/23 RV Broken Serpentine Belt. Allstate could not find a tow Co. To Tow us. They gave me phone # (615) 944-3009, Johnny's Towing, but they would not accept ins. payment. We would have to call them & pay. Called - cost is \$750 port to port. Asked if ment from pick up point to garage where we can get repairs. Johnny's reply 'point to port'. He assured we could get RV repaired where we were going. I agreed to the Tow at \$750.  
11/18/23 (11:am) Tow Truck Driver called (630) 209-7155. AT His Request I texted him our location. At 12:07 pm Priority was hooking RV up for tow. Driver asked how we would pay. We'd use Credit Card. He didn't accept Credit. We guessed then cash. We were towed 27 mi. to Priority TRUCK in Laverne, TN. He unhooked us in the street. Asked for \$2750. We argued that we were Quoted \$750. He claimed \$750/hr. He would not take a check. Had to pay \$2750 cash. He then drove our RV in a space between priority Truck & another building (off the street)  
12/4/23 @ 10:32 am (630) 209-7155 Tow driver asked for our photos of Tow. We refused. He said he forgot to take pictures & his boss was mad.  
12/27/23 - (as on previous page) Attorney claimed has recording of agreement & they would not pay anything or put anything in writing. Phone call was His Response.

Section IV: Automobile Complaints

(Required Information for Automobile Complaints Only)

\*Year: 2005 \*Make: Fleetwood \*Model: Bounder

\*Vehicle Identification Number (VIN): [REDACTED]

Section V: Final Step

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business, and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

\*Signature: Betty L Jones \*Date: 12/21/23

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

OPTIONAL: We would appreciate having the appropriate boxes checked

Age:  18-29  30-39  40-49  50-59  60 or older

Have you previously filed any complaint(s) with the Division in the last 2 years?  YES  NO

If yes, please state against whom: \_\_\_\_\_



**PRIORITY WRECKER SERVICE OF TENNESSEE, INC.**

1704 W Main St, Franklin TN 37064  
Phone: (615) 944-3009

**Invoice #23-01709**

Printed 11/18/2023

Call # 1709  
Tow Reason Tow  
Date/Time Requested 11/18/2023 @ 11:44 AM  
Contact Clair Jones, (607) 765-7451

Authorized by Cash/Private Retail Customer  
Tow From 2616 Music Valley Dr, Nashville, TN 37214, USA  
Tow To 101 Lasalle Ct, La Vergne, TN 37086, USA

Year	Make	Model	Color	VIN	Plate	Odometer
2005	Workhorse	W22	Brige	[REDACTED]	37MCL NY	

Charge Description	Quantity	Price	Line Total
Fuel Surcharge	1	\$335.00	\$335.00
PPE-PHOTO STORAGE FEE \$15- <i>Never Done, asked for our Pic's.</i>	1	\$15.00	\$15.00
DRIVESHAFT REMOVAL	1	\$150.00	\$150.00
HD TOWING PER-HOUR PORT TO PORT <u>\$550</u> <i>NOT \$750 we were charged.</i>	3	\$750.00	\$2,250.00
		<b>Grand Total</b>	<b>\$2,750.00</b>
		<b>Amount Due:</b>	<b>\$0.00</b>

**Cash payment of \$2,750.00 applied on 11/18/2023**

PRIORITY WRECKER SERVICE OF TENNESSEE, INC. appreciates your business; if you have any questions regarding this invoice, please contact us at (615) 944-3009

*Clair Jones*

Signature: \_\_\_\_\_

Fuel - 27 miles (doubled would be 54)<sup>5</sup>  $335 \div 54 = 6.21 \text{ mi}$   
15 Driveshaft part of the tow?  
USDOT: 3162139

BETTY JONES

E-Mail - [bettyjones1323@yahoo.com](mailto:bettyjones1323@yahoo.com)

November 24, 2023

Priority Wrecker Service of Tennessee, Inc.  
1704 W Main Street  
Franklin, TN 37064

RE: Inv. #23-01709  
Est. #000413 (paid)

Re done  
letter to " " Priority Wrecker  
Priority Truck

To whom it may concern:

According to the Consumer Affairs Office of the Tennessee Attorney General, prior to filing an official complaint about the above referenced bills, I must contact you requesting a solution. I expect a written response within 10 days.

Below are a list of fraudulent charges and undisclosed predatory fees imposed until we produced the full amount, in cash only.

RE: Inv. #23-01709

Your agent, "Johnny", totally misrepresented the cost of towing our RV. He said the cost would be \$750, port to port. I questioned if that meant \$750 from where we are picked up to where we can get it repaired. He just responded "port to port". He never corrected me or expanded on the charges. I then questioned if they could complete the repairs needed. He said they could, so I agreed to the tow, understanding the cost was \$750. As you can see the bill is \$2,750, (look at it carefully, 1 hour \$550, not \$750). We were shocked, trapped and could do nothing but pay cash as insisted. I never agreed to the additional charges and I would NEVER agree to such a large amount

RE: EST. #000413 - I am disputing several charges:

LABOR - \$390. The mechanic that came (not on premises) was at our RV for 15 minutes, then gone for three hours. Your agent said the mechanic has a shop near by and has lots of inventory and should have the belt we need. Next time 15 minutes and gone an hour. He came back with the correct belt and a helper (who installed the belt) took maybe 10 minutes. He never spent two hours on the RV or finding the correct belt, I agree that one hour is reasonable.

DIAGONISTIC FEES -\$275. We didn't need the RV diagnosed. The Serpentine Belt was hanging beneath the RV. We became scared to have work done there and made plans to leave. Your agent told us we had to pay him \$500 before we could move our RV off his property, now we felt trapped, like hostages. I called many agencies in Tennessee asking for help without success. Without any alternative we agreed to have them replace the Serpentine Belt. We did NOT need it diagnosed; the problem was in plain sight!

BROKEN AC COMPRESSOR - \$390. My AC Compressor was broken when we were towed there and is still broken and still attached in its original place on the RV. Nothing has been done to it! The AC was not included in the installation of the serpentine belt.

SUBLET fee -\$325. We, again, never agreed to any charge even remotely like this. It was not on the list of your mandatory fees and your agent never mentioned such a fee.

SHOP SUPPLIES - \$75. The mechanic worked out of another shop and no oils or grease or tools were used from the Lasalle property "garage".

Discuss these items with your agents. We were deliberately lied to and backed into a corner and held hostage with no alternative until we paid these amounts in cash, this was the only thing we could do to get away from them.

To correct these unscrupulous charges, I want you to reimburse (\$2,985) us for each of these above items, by certified check. I wish I could put a price on the anguish your agents caused us.

I expect a written reply within 10 days of receiving this correspondence to my e-mail address. If I don't RECEIVE an answer within 10 days I will continue with my plans.

*Betty Jones*

Betty Jones

Cell (607)722-1323

E-Mail – [bettyjones1323@yahoo.com](mailto:bettyjones1323@yahoo.com)

Enc.



09/11/09  
 4100 D. HIGHWAY 27 CH 1  
 3312806 11 2014 996  
 09/11/09

To: **John**      Qty: **1**      Unit Price: **3.00**      Total Price: **3.00**

From: **John**      Qty: **1**      Unit Price: **0.00**      Total Price: **0.00**

Headline: **He Alford**  
 Address: **4100 D. HIGHWAY 27 CH 1**  
 City: **Highway 27**      State: **GA**  
 Zip: **30128**

Tracking #: **9509 0210 5270 0130 2444 44**  
 Return to: **John**  
 Address: **4100 D. HIGHWAY 27 CH 1**  
 City: **Highway 27**      State: **GA**  
 Zip: **30128**

Total: **3.00**

9509 0210 5270 0130 2444 44

U.S. Postal Service  
**CERTIFIED MAIL® RECEIPT**  
 Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)

Certified Mail Fee: \$ **3.00**

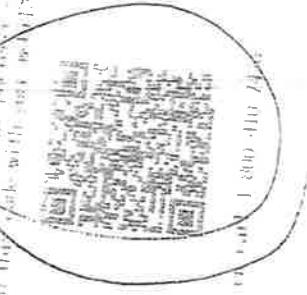
Postage: \$ **0.00**

Total Postage and Fees: \$ **3.00**

Send to: **John Alford**  
 Street: **4100 D. HIGHWAY 27 CH 1**  
 City: **Highway 27**      State: **GA**  
 Zip: **30128**

Tracking #: **9509 0210 5270 0130 2444 44**

Postmark Here



9509 0210 5270 0130 2444 44

Tracking Number:

Remove X

## 9589071052701118934444

Copy

Add to Informed Delivery (<https://informedelivery.usps.com/>)

### Latest Update

Your item was delivered to the front desk, reception area, or mail room at 1:24 pm on November 27, 2023 in FRANKLIN, TN 37064.

### Get More Out of USPS Tracking:

**USPS Tracking Plus®**

### Delivered

**Delivered, Front Desk/Reception/Mail Room**

FRANKLIN, TN 37064

November 27, 2023, 1:24 pm

[See All Tracking History](#)

What Do USPS Tracking Statuses Mean? (<https://faq.usps.com/s/article/Where-is-my-package>)

Feedback

**Text & Email Updates**



**USPS Tracking Plus®**



**Product Information**



**See Less** ^

Track Another Package

Enter tracking or barcode numbers

## **Need More Help?**

Contact USPS Tracking support for further assistance.

**FAQs**

BETTY JONES

E-Mail – [bettyjones1323@yahoo.com](mailto:bettyjones1323@yahoo.com)

November 27, 2023

Priority Wrecker Service of Tennessee, Inc.  
1704 W Main Street  
Franklin, TN 37064

RE: Inv. #23-01709

To whom it may concern:

I must apologize for including the charges from Priority Trucking in my previous correspondence. I did not notice you are a separate company until I reported you to the Better Business Bureau, that is when I realized there are more than one Priority Company.

All the same, all things remain the same on my charges to your company.

According to the Consumer Affairs Office of the Tennessee Attorney General, prior to filing an official complaint about the above referenced bill, I must contact you requesting a solution. I expect a written response within 10 days.

Below are a list of fraudulent charges and undisclosed predatory fees imposed until we produced the full amount, in cash only.

RE: Inv. #23-01709

Your agent, "Johnny", totally misrepresented the cost of towing our RV. He said the cost would be \$750, port to port. I questioned if that meant \$750 from where we are picked up to where we can get it repaired. He just responded "port to port". He never corrected me or expanded on the charges. I then questioned if they could complete the repairs needed. He said they could, so I agreed to the tow, understanding the cost was \$750. As you can see the bill is \$2,750, (look at it carefully, 1 hour \$550, not \$750 as I was charged). We were shocked, trapped and could do nothing but pay cash as insisted. I never agreed to the additional charges and I would NEVER agree to such a large amount.

Discuss these items with your agent. We were deliberately lied to and backed into a corner with no alternative until we paid the full amount in cash.

To correct these unscrupulous charges, I want you to reimburse (\$2,000.) us by certified check. I wish I could put a price on the anguish your agent caused us.

I expect a written reply within 10 days, of your receiving this correspondence, to my e-mail address. If I don't RECEIVE an answer within 10 days I will continue with my plans.

Betty Jones  
Cell (607)722-1323  
E-Mail – [bettyjones1323@yahoo.com](mailto:bettyjones1323@yahoo.com)  
Enc.



Tracking Number:

**9589071052701118931023**

Remove X

Copy

Add to Informed Delivery (<https://informedelivery.usps.com/>)

## Latest Update

Your item was delivered to the front desk, reception area, or mail room at 1:13 pm on December 2, 2023 in FRANKLIN, TN 37064.

### Get More Out of USPS Tracking:

**USPS Tracking Plus®**

### Delivered

**Delivered, Front Desk/Reception/Mail Room**

FRANKLIN, TN 37064

December 2, 2023, 1:13 pm

[See All Tracking History](#)

What Do USPS Tracking Statuses Mean? (<https://faq.usps.com/s/article/Where-is-my-package>)

Feedback

**Text & Email Updates**



**USPS Tracking Plus®**



**Product Information**



See Less ^

Track Another Package

Enter tracking or barcode numbers

## **Need More Help?**

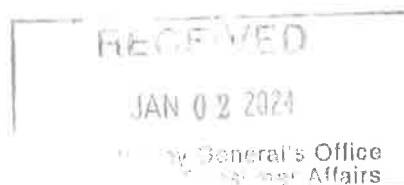
Contact USPS Tracking support for further assistance.

**FAQs**

BETTY L. JONES  
[REDACTED]  
Binghamton, NY 13903  
[Bettyjones13234@yahoo.com](mailto:Bettyjones13234@yahoo.com)  
(607) 722-1323

December 27, 2023

Division of Consumer Affairs  
Tennessee Attorney Generals Office  
P O Box 20207  
Nashville, TN 37202-0207



Dear Sirs:

Attached are two Consumer Complaint Forms, one for Priority Wrecker Service of Tennessee, Inc. and the second for Priority Truck Center. I did not realize they were 2 separate companies, at first, and sent a registered letter to the Wrecker Service addressing complaints for both companies. The day that letter was signed for I received a phone call from some man who claimed to be their attorney who addressed complaints on both companies (see complaint form).

When I filed a complaint with the Tennessee Better Business Bureau I realized they had different addresses so I filed with the BBB for the Wrecker Service. The Wrecker Service had been contacted by the Better Business Bureau and did not respond, so the BBB has closed the complaint as unanswered.

Realizing Priority had two different companies, I then sent separate letters to each company.

Since the second letters were sent, the Wrecker Service signed for that letter but the Truck Center has vacated the address in Tennessee so the letter was returned undelivered.

I am available to answer any questions you might have. We have never run into these type of businesses an all the years we have been traveling around the USA. I'm sure that you do not want companies doing business in this manner in Tennessee.

Sincerely,

Betty L. Jones

Betty L. Jones  
[REDACTED]  
Binghamton NY  
13903

RECEIVED  
JAN 02 2024  
TN Attorney General's Office  
Division of Consumer Affairs

0 Lb 4.20 Oz  
RDC 03

EXPECTED DELIVERY DAY: 01/02/24

B050

SHIP TO:



PO BOX 20207  
NASHVILLE TN 37202-4015

USPS TRACKING® #



9505 5154 0456 3363 8050 32



Division of Consumer Affairs  
Tennessee Attorney General's Office  
P.O. Box 20207  
Nashville, TN 37202-0207



**Consumer Complaint Form**  
 Division of Consumer Affairs  
 Tennessee Attorney General's Office  
 P.O. Box 20207  
 Nashville, TN 37202-0207  
 (615) 741-4737 Phone  
 Consumer.Affairs@ag.tn.gov

(Departmental use only)

Received in office:

**RECEIVED**  
 JAN 02 2024  
 TN Attorney General's Office  
 Division of Consumer Affairs

**Section I: How Do We Reach You?**

Your Contact Information

Please print clearly or type. All fields marked with an asterisk (\*) are required. Provide as much information as possible.

\*Name: Betty L. Jones  
 \*Address: [REDACTED]  
 \*City: Binghamton \*State: NY \*Zip: 13903-6534  
 \*(Tennessee Residents only) County: -  
 Phone: Home Call (607) 722-1323 Work: ( ) - Email: bettyjones1323@yahoo.com  
 Best Contact Time: 9am-10pm any day

**Section II: Who is Your Complaint Against?**

Business Contact Information

\*Business Name: Priority Truck Center  
 Contact person: ?  
 \*Address: 7009 Westbelt Drive  
 \*City: Nashville \*State: TN \*Zip: 37209  
 Phone: (615) 686-1189 Fax: ( ) -  
 Email: pts.shop2022@gmail.com Website address: prioritytowingnearme.com  
 Type of product or service: Vehicle Repair (?)

**Section III: What Happened?**

Details of Incident

\*Amount Involved: \$ 545.00 How did you pay? 957.95 Cash \*Date of transaction: 11/20/2023  
 \*Have you contacted the business about this complaint? yes With whom did you speak/when: "Attorney" 11/27/23 @ (615) 334-8558 7:14 PM  
 \*What are you asking the business to do? Reimbursement for charges not agreed to  
ie: Diagnostic fee \$275, Overcharge labor one hr. \$195; Shop Supplies \$75 (used)  
 \*What did the business do? Attorney responded to Cert. letter, 11/27/23 Will not pay & won't respond  
in any form of writing. Claimed to have a recording where I agreed to \$75/hr tow and  
a box that our AC compressor came in - NOT TRUE  
 List all agencies you have contacted about this complaint: AARP; BBB of TN; FMCA

\*Have you or the business filed a lawsuit regarding this complaint?  YES  NO

11/18/23

Was this product or service advertised:  If YES, when and where? Referral from Allstate Road Surv. For Tow  
(Please provide a copy of the advertisement if it is available.) \*Repair

\*Briefly describe your complaint. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will NOT be returned.

11/18/23 - RV Towed to 101 Lasalle Ct, La Vergne, TN (2pm) Tow Driver parked RV between Priority Truck & another business (Saturday)  
11/20/23 Monday. About 9am Checked into building for repairs. Form to register for repairs Listed Charges we would not agree with - they are unnecessary to repair the broken Serpentine belt. Clerk estimated verbally \$2000  
We left building to find a different Tow & Repair shop None could be found. Clerk said he would only charge one hour diagnostic fee. We still tried to find another shop. Clerk will charge us \$500 if we leave his property and he ordered to move our Auto off his property. We immediately moved the car to the street. Finally had to agree to have repairs done there. Waited one hour for mechanic to come from another repair shop. He was about 10 min. We decided to by-pass the A.C. compressor (Broken) We feared we couldn't afford them to fix it. Mechanic left to get Serpentine belt - gone 3 hrs. Had the wrong size. Gone about 10 min. Returned with helper who replaced the belt. It worked. To pay bill we were given "an estimate" for repairs. Not a bill. Paid ASAP - CASH only accepted. Vacated property quickly - Couldn't wait to be rid of this experience.

**Section IV: Automobile Complaints**  
(Required Information for Automobile Complaints Only)

\*Year: 2005 \*Make: Fleetwood \*Model: Bounder

\*Vehicle Identification Number (VIN): [REDACTED]

**Section V: Final Step**

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business, and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

\*Signature: Betty Jones \*Date: 12/21/2023

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

**OPTIONAL: We would appreciate having the appropriate boxes checked**

Age:  18-29  30-39  40-49  50-59  60 or older

Have you previously filed any complaint(s) with the Division in the last 2 years?  YES  NO

If yes, please state against whom: Priority Wrecker Service of TN, Inc.  
part of same business

Not given a copy of this. Took cell phone photo secretly

PRIORITY TRUCK CENTER  
7008 WESTBOLT DRIVE, NASHVILLE, TN 37209  
PHONE: (615) 944-3008 EMAIL: PTC\_SHOP@GMAIL.COM

Repair Rates \$195  
Diagnostic Rate \$275 per hour. Two hours minimum  
Minimum Technology Fee \$50.00; Scanner Fee to \$250

Repair Rate \$195.00 per hour, Diagnostic Rate \$275.00 per hour. Two Hours Minimum Diagnostic Charge Per Complaint and  
Maximum Technology fee \$50.00, scanner fee is \$250. Shop Supplies not to exceed 10% of total bill. A charge of \$500 will be  
added to every invoice for vehicles that are not repaired.

Shop Supplies not to exceed 10% of total bill  
A charge of \$500 will be added to every invoice for vehicles that are not repaired

Date: 1/25/03 Company Name: Clark Truck

VIN: [Redacted] Color: [Redacted]

Phone: [Redacted] Cell: 602-765-7250 Contact Person: Chris

Make: Ford (work on) / work on / work on Model: Powerstroke Unit #

Mileage: 145494 Year: 2005 Working: YES NO

Address: [Redacted] US/OT #

City/State/Zip: Binghamton NY 13903

License Plate #: 373 (NY) RO/RA

Email: CLINATVSE@GMAIL.COM

Description of Complaint

SECRETIVE BEST [unclear]

I hereby authorize...  
I understand that...  
I agree to pay...  
I understand that...  
I agree to pay...  
I understand that...  
I agree to pay...

**PRIORITY TRUCK CENTER**

7009 Westbelt Dr  
 Nashville, TN. 37209  
 Phone: 615-686-1189 Fax: 000- -

ESTIMATE #  
000413

**Estimate for Services**

Estimate Date : 11/20/2023

Clair Jones - Clair Jones

2005 Workhorse - W22 - General Motors 8.1L L18 - Workhors  
 Lic #: 37MCI - NY Odom. In: 145494

Binghamton, NY 13903

Home: 607-765-7451

VIN #: XXXXXXXXXX

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
Drive belt size smaller to bypass ac compressor 108856	1.00	149.95	149.95	Diagnostics Fee 1 Hour	275.00
Shop Supplies			75.00	Technology Fee	50.00
				Broken ac compressor	390.00
				Bypassed ac compressor with smaller drive belt	

Parts/Supplies: 224.95      Labor: 390.00      Sublet: 325.00      HazMat/Fees: 0.00      Tax: 18.00      Total: \$ 957.95

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere. I hereby waive this right.  
 TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within 10 days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts 10. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

**PRIORITY TRUCK CENTER**

Date : 11/20/2023

7009 Westbelt Dr

Nashville, TN. 37209

Phone: 615-686-1189 Fax: 000- -

prioritytowingnearme.com

pts.shop2022@gmail.com

**Receipt**

**Received from: Clair Jones**

*Paid on Account: 000351*

*Invoice Amount: \$957.95*

*Previous Balance: \$957.95*

Payments:

Date      Type

11/20/2023      Cash

*no correlation  
to "Estimate #  
000 413"*

Payment Amount

\$957.95

Remaining Balance for this Invoice :

**PAID**

<b>Total Payments on this Receipt: \$957.95</b>				<b>Balance Due:  = \$0.00</b>
---	--	--	--	---------------------------------------

BETTY JONES

E-Mail -

November 24, 2023

Priority Wrecker Service of Tennessee, Inc.  
1704 W Main Street  
Franklin, TN 37064

RE: Inv. #23-01709  
Est. #000413 (paid)

*Re done  
letter to  
" " Priority Wrecker  
Priority Truck*

To whom it may concern:

According to the Consumer Affairs Office of the Tennessee Attorney General, prior to filing an official complaint about the above referenced bills, I must contact you requesting a solution. I expect a written response within 10 days.

Below are a list of fraudulent charges and undisclosed predatory fees imposed until we produced the full amount, in cash only.

RE: Inv. #23-01709

Your agent, "Johnny", totally misrepresented the cost of towing our RV. He said the cost would be \$750, port to port. I questioned if that meant \$750 from where we are picked up to where we can get it repaired. He just responded "port to port". He never corrected me or expanded on the charges. I then questioned if they could complete the repairs needed. He said they could, so I agreed to the tow, understanding the cost was \$750. As you can see the bill is \$2,750, (look at it carefully, 1 hour \$550, not \$750). We were shocked, trapped and could do nothing but pay cash as insisted. I never agreed to the additional charges and I would NEVER agree to such a large amount

*Sent to Priority Wrecker  
Received phone call from "Attorney"  
regarding Priority Wrecker and  
Priority Truck bills.*

RE: EST. #000413 - I am disputing several charges:

LABOR - \$390. The mechanic that came (not on premises) was at our RV for 15 minutes, then gone for three hours. Your agent said the mechanic has a shop near by and has lots of inventory and should have the belt we need. Next time 15 minutes and gone an hour. He came back with the correct belt and a helper (who installed the belt) took maybe 10 minutes. He never spent two hours on the RV or finding the correct belt, I agree that one hour is reasonable.

DIAGNOSTIC FEES -\$275. We didn't need the RV diagnosed. The Serpentine Belt was hanging beneath the RV. We became scared to have work done there and made plans to leave. Your agent told us we had to pay him \$500 before we could move our RV off his property, now we felt trapped, like hostages. I called many agencies in Tennessee asking for help without success. Without any alternative we agreed to have them replace the Serpentine Belt. We did NOT need it diagnosed; the problem was in plain sight!

BROKEN AC COMPRESSOR - \$390. My AC Compressor was broken when we were towed there and is still broken and still attached in its original place on the RV. Nothing has been done to it! The AC was not included in the installation of the serpentine belt.

SUBLET fee -\$325. We, again, never agreed to any charge even remotely like this. It was not on the list of your mandatory fees and your agent never mentioned such a fee.

SHOP SUPPLIES - \$75. The mechanic worked out of another shop and no oils or grease or tools were used from the Lasalle property "garage".

Discuss these items with your agents. We were deliberately lied to and backed into a corner and held hostage with no alternative until we paid these amounts in cash, this was the only thing we could do to get away from them.

To correct these unscrupulous charges, I want you to reimburse (\$2,985) us for each of these above items, by certified check. I wish I could put a price on the anguish your agents caused us.

I expect a written reply within 10 days of receiving this correspondence to my e-mail address. If I don't RECEIVE an answer within 10 days I will continue with my plans.

Betty Jones

Betty Jones  
Cell (607)722-1323  
E-Mail -  
Enc.



SOUTH CLERMONT  
1100 DE. HIGHWAY 27 S.W. 1  
FRANKLIN, TN 37064  
(615) 795-8777

11/24/2021 12:34 PM

Product	Qty	Unit Price	Total
First Class Matter Letter	1	\$4.00	\$4.00
Tracking #	9509 0710 5270 1118 9344 44		\$4.00
Return Receipt			\$3.00
Tracking #	9509 5407 1200 3430 9344 44		\$3.00
<b>Total</b>			<b>\$7.00</b>

Grand Total \$7.00

**U.S. Postal Service™  
CERTIFIED MAIL® RECEIPT**  
Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)

Certified Mail Fee \$

Extra Services & Fees (check box, add fees as appropriate)

Return Receipt (hardcopy) \$

Return Receipt (electronic) \$

Certified Mail Restricted Delivery \$

Adult Signature Required \$

Adult Signature Restricted Delivery \$

Postmark Here

Package \$

Total Postage and Fees \$

Sent to

Priority Wrecker Serv. of Tenn, Inc  
1704 W. Main Street  
Franklin, TN 37064

PS Form 3800, January 2021 PSN 7530-02-000-9041 See Reverse for Instructions

Call us about your postage needs  
Go to <http://usps.com> for more complete  
information or make with your mobile device.

QR Code

Call 1 800 410 7464

9589 0710 5270 1118 9344 44

DN: 111661 4826  
Receipt #: 840-532/0292 2 8A1501 2  
Check: 30

Tracking Number:

**9589071052701118934444**

**Remove X**

**Copy**

**Add to Informed Delivery (<https://informedelivery.usps.com/>)**

## Latest Update

Your item was delivered to the front desk, reception area, or mail room at 1:24 pm on November 27, 2023 in FRANKLIN, TN 37064.

**Get More Out of USPS Tracking:**

**USPS Tracking Plus®**

### Delivered

**Delivered, Front Desk/Reception/Mail Room**

FRANKLIN, TN 37064

November 27, 2023, 1:24 pm

**See All Tracking History**

What Do USPS Tracking Statuses Mean? (<https://faq.usps.com/s/article/Where-is-my-package>)

**Text & Email Updates**

**USPS Tracking Plus®**

**Product Information**

**See Less ^**

Feedback



Track Another Package

Enter tracking or barcode numbers

BETTY JONES

E-Mail - [bettyjones1323@yahoo.com](mailto:bettyjones1323@yahoo.com)

November 27, 2023

Priority Truck Center  
7009 Westbelt Dr.  
Nashville, TN 37209

RE: Estimate #000413  
Receipt Reference Acct #000351

To whom it may concern:

According to the Consumer Affairs Office of the Tennessee Attorney General, prior to filing an official complaint about the above referenced paid estimate, I must contact you requesting a solution. I expect a written response within 10 days.

Below are a list of fraudulent charges and undisclosed predatory fees imposed until we produced the full amount, in cash only. The estimate was handed to as a bill, after the work was completed, not like an estimate but as a bill to be paid.

LABOR - \$390. The mechanic that came (not on premises) was at our RV for 15 minutes, then gone for three hours. Your agent said the mechanic has a shop near by and has lots of inventory and should have the belt we need. Next time 15 minutes and gone an hour. He came back with the correct belt and a helper (who installed the belt) took maybe 10 minutes. He never spent two hours on the RV or finding the correct belt, I agree that one hour is reasonable. When we requested a tow "Johnny" told me that we could get our RV repaired where we were being towed, he never implied that the mechanic was off site and had to be called in.

\$ 195

DIAGONISTIC FEES -\$275. We didn't need the RV diagnosed and argued that point with your agent. The Serpentine Belt was hanging beneath the RV; the problem was in plain sight. The list of mandatory fees, with no exception, frightened us and we made plans to leave. Your agent told us we had to pay him \$500 before we could move our RV off his property, now we felt trapped, like hostages. I called many agencies in Tennessee asking for help without success. Without any alternative we agreed to have them replace the Serpentine Belt.

\$ 275

BROKEN AC COMPRESSOR - \$390. My AC Compressor was broken when we were towed there and is still broken and still attached in its original place on the RV. Nothing has been done to it! The AC was not included in the installation of the serpentine belt. I don't understand why we were charged for our broken part. (agree this is labor)

SUBLET fee -\$325. We never agreed to any charge even remotely like this. It was not on the list of your mandatory fees and your agent never mentioned such a fee. Diagnostic & Technology

\$ 75

SHOP SUPPLIES - \$75. The mechanic worked out of another shop and no oils, grease or tools were used from the Lasalle property "garage".

Could not understand the charges on the "estimate"  
No back-up for part- believe overcharge  
Never agreed to diagnostic fee - \$275  
Broken Compressor is really - Labor 2 hrs @ \$195 - agree 1 hr is reasonable  
No Shop supplies were used - \$75  
Technology Fee \$50 for billing

Discuss these items with your agent. We were deliberately lied to and backed into a corner with no alternative until we paid the full amount in cash.

To correct these unscrupulous charges, I want you to reimburse us ~~\$295~~<sup>545</sup> by certified check. I wish I could put a price on the anguish these business dealings put us through.

I expect a written reply within **10 days**, of your receiving this correspondence, to my e-mail address. If I don't RECEIVE an answer within 10 days I will continue with my plans.

Betty Jones  
Cell (607)722-1323  
E-Mail – [bettyjones1323@yahoo.com](mailto:bettyjones1323@yahoo.com)  
Enc.



SOUTH CLERMONT 316  
 1100 US HIGHWAY 27  
 CLERMONT, FL 34114-9999  
 (800) 275-8171

11/27/2023  
 Product: First-Class Mail®  
 Letter Carrier: TH 37094  
 Weight: 0.1b 0.50 oz  
 Estimated Delivery Date: Thu 11/29/2023  
 The 11/28/2023  
 Estimated Mail®  
 Car 11/28/2023  
 Tracking #: 9559 0710 5270 1118 9310 23  
 Tracking #: 9550 9402 8549 3156 9716 23  
 Return Receipt: 11/27/2023  
 Tracking #: 9550 9402 8549 3156 9716 23

Total by 11/28 1:42 pm  
 First-Class Mail® TH 37209  
 Letter Carrier: TH 0.50 oz  
 Weight: 0.1b 0.50 oz  
 Estimated Delivery Date: Thu 11/29/2023  
 The 11/28/2023  
 Estimated Mail®  
 Car 11/28/2023  
 Tracking #: 9559 0710 5270 1118 9310 23  
 Tracking #: 9550 9402 8549 3156 9716 23  
 Return Receipt: 11/27/2023  
 Tracking #: 9550 9402 8549 3156 9716 23

**U.S. Postal Service™**  
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 Domestic Mail Only  
 For delivery information, visit our website at [www.usps.com](http://www.usps.com)®

NO DELIVERY FEE IN FLORIDA

Confined Mail Fee \$4.25  
 Extra Services & Fees (Optional, add fee as appropriate)  
 Return Receipt (hardcopy) \$4.00  
 Return Receipt (electronic) \$1.00  
 Insured Mail (beyond delivery) \$4.00  
 Adult Signature (beyond delivery) \$1.00  
 Adult Signature (beyond delivery) \$1.00  
 Postage \$11.66

Signature and Date: Reynolds UPS  
 Sent to: Reynolds  
 Street and Apt. No., or PO Box No.:  
 City, State, ZIP+4®: Nashville TN  
 PS Form 3800 January 2023 PSN 7530-02-000-9000

Postmark: NOV 27 2023  
 HUB: 11/27/2023



or call 1-800-310-7420  
 11/28/2023 9:40:52 AM EST 101130092

Tracking Number:

Remove X

## 9589071052701118931030

Copy

Add to Informed Delivery (<https://informedelivery.usps.com/>)

### Latest Update

Your item departed our USPS facility in SYRACUSE NY DISTRIBUTION CENTER on December 20, 2023 at 8:44 pm. The item is currently in transit to the destination.

#### Get More Out of USPS Tracking:

USPS Tracking Plus®

#### Moving Through Network

- **Departed USPS Regional Facility**  
SYRACUSE NY DISTRIBUTION CENTER  
December 20, 2023, 8:44 pm
- **Arrived at USPS Regional Facility**  
SYRACUSE NY DISTRIBUTION CENTER  
December 20, 2023, 9:46 am
- **In Transit to Next Facility**  
December 19, 2023
- **Forwarded**  
NASHVILLE, TN  
December 5, 2023, 8:40 am
- **Forwarded**  
NASHVILLE, TN  
December 4, 2023, 4:03 pm
- **Departed USPS Regional Facility**

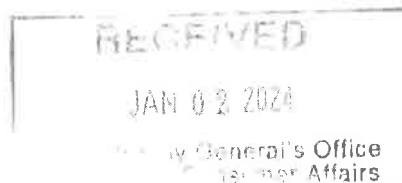
*must be returning to me  
so not delivered to nashville  
address. No longer at this  
address*

Feedback

BETTY L. JONES  
[REDACTED]  
Binghamton, NY 13903  
[Bettyjones13234@yahoo.com](mailto:Bettyjones13234@yahoo.com)  
(607) 722-1323

December 27, 2023

Division of Consumer Affairs  
Tennessee Attorney Generals Office  
P O Box 20207  
Nashville, TN 37202-0207



Dear Sirs:

Attached are two Consumer Complaint Forms, one for Priority Wrecker Service of Tennessee, Inc. and the second for Priority Truck Center. I did not realize they were 2 separate companies, at first, and sent a registered letter to the Wrecker Service addressing complaints for both companies. The day that letter was signed for I received a phone call from some man who claimed to be their attorney who addressed complaints on both companies (see complaint form).

When I filed a complaint with the Tennessee Better Business Bureau I realized they had different addresses so I filed with the BBB for the Wrecker Service. The Wrecker Service had been contacted by the Better Business Bureau and did not respond, so the BBB has closed the complaint as unanswered.

Realizing Priority had two different companies, I then sent separate letters to each company.

Since the second letters were sent, the Wrecker Service signed for that letter but the Truck Center has vacated the address in Tennessee so the letter was returned undelivered.

I am available to answer any questions you might have. We have never run into these type of businesses an all the years we have been traveling around the USA. I'm sure that you do not want companies doing business in this manner in Tennessee.

Sincerely,

A handwritten signature in cursive script that reads "Betty L. Jones".

Betty L. Jones

Betty L. Jones  
[REDACTED]  
Binghamton NY  
13903

RECEIVED  
JAN 02 2024  
TN Attorney General's Office  
Division of Consumer Affairs

0 Lb 4.20 Oz  
RDC 03

EXPECTED DELIVERY DAY: 01/02/24

B050

SHIP TO:



PO BOX 20207  
NASHVILLE TN 37202-4015

USPS TRACKING® #



9505 5154 0456 3363 8050 32



Division of Consumer Affairs  
Tennessee Attorney General's Office  
P.O. Box 20207  
Nashville, TN 37202-0207



## Complaint Form

Date Submitted 1/17/2024 11:33 AM

Unique Id 1110007713

## Complainant Information

Complainant Name Anthony Hopkins Sr.

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Antioch, Tennessee 37013

Complainant County Davidson

Complainant Phone (615) 207-8458

Complainant Phone-Ext

Complainant Email ahopone@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	7009 Westbelt D nashville, Tennessee 37209
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	1/8/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	Towing company refused to take a major credit card forcing me to come up with cash from the side off the road. Threaten to take my card if I did not cash app the \$285 for only 6 miles Highway robbery.
Amount involved?	285.00
How did you pay?	Cash
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	They have credit cards on their web site but would not take my card
Is this an Automobile Complaint?	Yes
Year	2017
Make	infinity
Model	Q50
VIN	██████████
Have you contacted the business?	Yes
With whom did you speak?	dispatch

When did you make contact?	same night
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 1/29/2024 12:12 AM

Unique Id 1110007951

## Complainant Information

Complainant Name Cindy Cash

Age Range 60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Nashville, Tennessee 37221

Complainant County Davidson

Complainant Phone (805) 200-8515

Complainant Phone-Ext

Complainant Email ccash58@gmail.com

## Respondent Information

Respondent Name Priority Wrecker

Respondent Country United States

Respondent Address	1704 W Main St.
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	1/17/2023
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>This two truck came to my house to pull my car off the ice. When he arrived he never got out of the tow truck and told me he would have to wait until the next day when the sun was out but I had to pay up front. I told him I shouldn't have to pay until the job was done. He said he couldn't come back unless I did. I have a record where I paid this company at 7 am the next morning. All day, about every two hours I called. I was told 2 hours and they would be there. It got dark. I called again. Some man answered and started cussing me and yelling at me for no reason. Told me they wouldn't come out for less than \$300. Then said he wasn't coming at all. I asked for a refund. He screamed in my ear saying I would never get a refund and no one would be coming to help me then hung up on me. I tried to call back. No answer. I tried to call the person I paid. His name was Nano. He said he would straighten it out. Never heard from them again. Never received a refund or a tow. My car remained stuck for 4 more days. I looked on yelp and every review said the same thing. That they were scammers. They need to be out of business. No one has ever talked to me that way over the phone from a business then just stole my money. I paid using cash app. There is a clear record with my request for a refund.</p>

Amount involved?	150.00
How did you pay?	Cash
Was this product or service advertised?	Yes
When	Then and now
Where	Google
What would you like the business to do?	Refund my money and go out of business
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Nano and two other people.
When did you make contact?	01/17/2023
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Mark Alan Cash
Title	
Phone	(931) 623-7100
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

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## Attachments

How Many Files	1
SubmittedFile_2024-01-29T06_12_51.1573602Z.pdf	



**Priority Wrecker** 🏢

Refund Requested

**\$150.00**

For towing for Lexus

Jan 17 at 8:20 PM



### **Scam Reported**

Thank you for your report. We at Cash App take all suspicious activity seriously. We will investigate this report and if you have any additional questions,

please reach out to our Support team.

Refund Requested

Web Receipt

\$15





## Complaint Form

Date Submitted 2/24/2024 1:57 PM

Unique Id 1110008585

## Complainant Information

Complainant Name Andrew Sikes

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

NASHVILLE, Tennessee 37216

Complainant County Davidson

Complainant Phone (757) 570-0105

Complainant Phone-Ext

Complainant Email andyman0369@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service of Tennessee, Inc

Respondent Country United States

Respondent Address	7009 Westbelt Dr
	Nashville, Tennessee 37209
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	2/21/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>February 21st, 2024, at approximately 0930h I requested towing service. I was quoted a fee of \$210 (\$195 plus \$1 per mile for a 15 mile trip). I provided credit card information at their request during my initial call. After loading my vehicle, the driver informed me the fee was \$340 and they only accepted cash or direct bank transfer through CashApp (plus a service fee) or using the Zelle app. They did not accept credit card payment, only collected it to "show customer commitment to using [their] service". He offered no explanation for the additional charges and refused to unload my vehicle without payment when I declined the service. Due to other circumstances, I was not able to seek alternatives, so I arranged the bank payment through the Zelle app and permitted him to transport my vehicle. I received the invoice by text just after midnight (0030h on 02/22) which shows the \$195 "hook" fee, \$5 per mile (15 mile trip), \$15 photo storage fee, and \$42.75 fuel surcharge for a total of \$327.75. I was never informed of nor did I agree to a photo storage fee or a fuel surcharge; The initial mileage fee was quoted as \$1 per mile. I believe I was taken advantage of and that I was deliberately misinformed. It is my opinion that this company is dishonest and engages in predatory practices.</p>

Amount involved?	325.75
How did you pay?	Other
Was this product or service advertised?	Yes
When	
Where	Online
What would you like the business to do?	I would like to have them disclose their fees prior to performing any service; stop their practice of adding hidden charges and fees not previously agreed to; either stop collecting credit card information or begin accepting credit card payments; stop deliberately misinforming customers. I have no expectations that I will be refunded the undisclosed fees.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	
When did you make contact?	Same morning of incident
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	BBB

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 3/6/2024 11:55 AM

Unique Id 1110008862

## Complainant Information

Complainant Name Tiffany Elliott

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Charlotte, Tennessee 37187

Complainant County Dickson

Complainant Phone (615) 504-1470

Complainant Phone-Ext

Complainant Email tiffany.elliott@comcast.net

## Respondent Information

Respondent Name Priority wrecker service inc.

Respondent Country United States

Respondent Address	1704 W Main Street
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	pw225396@towbook.net

## About the Incident

Incident Date	3/4/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On March 4, 2024 around 2pm my husband and I had just loaded our f-150 truck and camper trailer to leave for a trip but we became stuck in mud leaving our property. We called our AAA membership for towing and roadside recovery and they sent out someone from 1-40 Towing and Recovery to help us. When they arrived they said they'd need a medium tow truck, that theirs was too small. We called AAA back and they informed us that we would be responsible for payment because their service wouldn't cover a medium tow. My husband then tried to call back I-40 Towing and Recovery by searching for their number on Google because the small tow people had already left. When they answered, my husband said 'hey you guys were just here and we need a medium tow truck instead, AAA won't cover it, how much will it cost?' They responded that they'd need a picture and let us know. My husband sent the picture of our truck stuck on mud but then they said they'd have to see when they got here. They didn't give us a price. We gave the address again and they said they'd be thirty to forty five minutes. They needed our credit card information over the phone to proceed. My husband gave it to them. They didn't arrive until several hours later but it was not the same company we had earlier. (We think</p>

	now they were 'spoofing' the other company's Google information.) They asked my husband to use his finger to sign a blank white screen allowing them to enter his vehicle. Again we asked for a price and he said we don't know yet. They extended the cable down to the truck and pulled it out while other guy steered.. It took maybe ten minutes and our truck was back in our driveway on our property. Their tow truck was in the street the whole time. Now we are ready to leave and the guys state that the charge is \$4,666 in cash. We didn't have that much cash, banks were closed, they said they don't take credit cards. Cash app only allows \$1000 maximum. They impounded our vehicles then charged us \$8,000 cash.
Amount involved?	8,000.00
How did you pay?	Cash
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Return our money and stop scamming people. I was expecting maybe \$500 tops to be pulled out of the mud. The other company said we needed a medium tow truck and they are charging us for something quite larger. We were never informed prior to service we should pay in cash. They took our credit card information over the phone to trick us I think. Their website says they take credit cards but the dispatch said it's an old website.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	John Maye, Andrew Goolsby, Taylor Kirby
When did you make contact?	March 4 and 5, 2023

Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Dickson County Sherrif's Office Jake Slack Lt. Norris
Title	
Phone	(615) 789-4130
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Our lawyer

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 3/28/2024 3:27 PM

Unique Id 1110009331

## Complainant Information

Complainant Name Collin Michael Wilson

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address

[REDACTED]

Hermitage, Tennessee 37076

Complainant County Davidson

Complainant Phone (615) 668-0149

Complainant Phone-Ext

Complainant Email Collwilx82@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 37086
Respondent County	Williamson
Respondent Phone	(615)944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	3/20/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	Around 5PM on March 20, 2024, I called Priority Wrecker Service for an emergency tow from Natchez Trace Parkway to a repair shop in Franklin, TN, a 12-mile tow. They quoted a cost of \$200 plus \$5 per mile. Once my vehicle was in their possession and en route, I was presented with a bill of \$448. The invoice showed that the base fee was misquoted over the phone and was actually \$250, there was a \$50 fee not mentioned with the quote, and I had to pay for the "inbound" miles, the truck traveling empty, as well as the miles I had expected. The company also had my card on file from the phone call, but would only accept payment through Zelle
Amount involved?	448.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Provide a partial refund to meet fair market value and end price gouging practices.
Is this an Automobile Complaint?	No
Year	

Make
Model
VIN
Have you contacted the business?                      No
With whom did you speak?
When did you make contact?
Is there anyone else with firsthand knowledge    No of your complaint?
Name
Title
Phone
Email
Have you or the business filed a lawsuit            No regarding this complaint?
How did you hear about the Division of            Internet search Consumer Affairs complaint program?
Other

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2024-03-28T20_27_26.9574444Z.pdf	

**Basic Details**

Call # 04024  
 Account 0 Cash/Private Retail Customer  
 Date/Time 3/20/2024 @ 4:54 PM  
 Requested:  
 Date/Time 3/20/2024 @ 6:47 PM  
 Completed:  
 Primary Tow  
 Reason:  
 Customer: Collin(615-668-0149),  
 Tow From: Mile Marker, 437.2 Natchez Trace Pkwy,  
 Franklin, TN 37064, USA (Timberland Park)  
 Tow To: 1096 W McEwen Dr, Franklin, TN 37067, USA  
 (1096 West McEwen Drive)  
 Notes FUEL PUMP ISSUE

**Vehicle Summary**

Model: 2002 Honda VTX (Black)  
 Drivable: No

**Charges Summary**

Service Item	Units/Qty	Price	Line Total
Loaded/Hooked Mileage	12	\$5.00	\$60.00
PPE-PHOTO STORAGE FEE \$15	1	\$15.00	\$15.00
Unloaded/Enroute Mileage	15	\$5.00	\$75.00
LD MOTORCYCLE TOWING SERVICE HOOK FEE \$250	1	\$250.00	\$250.00
Fuel Surcharge	1	\$48.00	\$48.00
		<b>Subtotal</b>	<b>\$448.00</b>
		<b>Taxes</b>	<b>\$0.00</b>
		<b>Grand Total</b>	<b>\$448.00</b>

**Zelle payment of \$448.00 applied**

Signature: 

**USDOT: 3162139**



## Complaint Form

Date Submitted	4/11/2024 1:53 PM
Unique Id	1110009628

## Complainant Information

Complainant Name	Adrian Claire Meneely
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military services?	No
Country of Residence	United States
Complainant Address	[REDACTED] Nashville, Tennessee 37203
Complainant County	Davidson
Complainant Phone	(615) 712-8150
Complainant Phone-Ext	
Complainant Email	claire@dozen-nashville.com

## Respondent Information

Respondent Name	Johnny's Towing & Recovering Inc and Priority Wrecking Service
Respondent Country	United States

Respondent Address	925 Visco Dr, Nashville, TN 37210
Respondent County	Nashville, Tennessee 37210
Respondent Phone	(615) 270-6393
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	4/4/2024
In which state did your purchase/transaction take place?	Tennessee
Category	42 - Surprise Balance Billing
Give a complete statement of the facts, with dates	<p>I own a bakery, Dozen Bakery, and one of our delivery vans got a flat time on Thursday, 4/4/24. Our General Manager, Christopher Hajeck called Johnny's Towing after seeing that they advertised towing for \$65 and that their website accepts credit cards. The tow truck that arrived had Priority Wrecker Service on the side. Our Operations Manager, Heather Raksin, was with the van and asked them when they arrived how much it would be to tow the van to the Firestone on 8th ave. They didn't give her a price and immediately and quickly put the van on the tow truck. They then quoted her \$700. Heather refused to pay that amount and asked them to put the van back down. They refused and said it would be \$400+ to put the van back down. After going back and forth, they charged Heather \$400 to tow the van to Firestone. He said she had to pay in cash since it was a discounted rate. She didn't have cash and didn't want to leave the van. She ended up sending the money by Zelle. I've reached out to the company for more details about why they wouldn't accept our credit cards and why we were charged so much more than their website states. I haven't heard back .</p>
Amount involved?	400.00
How did you pay?	Other

Was this product or service advertised?	Yes
When	online
Where	<a href="https://www.jonnystowingnow.com/towing-nashville/">https://www.jonnystowingnow.com/towing-nashville/</a>
What would you like the business to do?	Refund our \$400 and to stop extorting people in need of a tow.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Sent a website inquiry
When did you make contact?	4/12/24
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Heather Raksin
Title	Operations Manager at Dozen Bakery
Phone	(818) 577-3297
Email	heather@dozen-nashville.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 4/22/2024 1:38 PM

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Unique Id 1110009858

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### Complainant Information

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Complainant Name NEAL Cousins Trucking WANTYE JR

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Age Range 30-39

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Are you an active duty service member, military dependent, or retired from active duty military services? No

---

Country of Residence United States

---

Complainant Address [REDACTED]  
Louisville, Kentucky 40205

---

Complainant County

---

Complainant Phone 15026568139

---

Complainant Phone-Ext

---

Complainant Email cnbtrucking1984@gmail.com

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### Respondent Information

---

Respondent Name PRIORITY WRECKER SERVICE OF TENNESSEE, INC

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Respondent Country United States

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Respondent Address	1704 W MAIN ST
	FRANKLIN, Tennessee 37064
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	pw225396@towbook.net

## About the Incident

Incident Date	4/18/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>We had a driver that got stuck on 1609 Hampton St, Nashville, TN 37207. We ask if they could get the truck unstuck and take the keys out and secure the keys. The person that called me from the construction site to let us know that the truck was sitting there said the truck could stay where it was located until we arrived (Approx.3 hrs). Priority Wrecker was called only to get the truck out and remove the keys, they took it upon themselves to tow our truck to there yard located at 101 Lasalle Ct, La Vergne, TN37086 which was 26 Miles away. Upon arriving to retrieve our truck we was told that the bill is \$7536.25 and we could not have our truck unless we paid the bill first. We feel like this is robbery and would like to know what can be done about this. We are from Louisville Ky and was not sure if they just charged us that because we were from out of town and had no choice.</p>
Amount involved?	7,536.25
How did you pay?	Cash
Was this product or service advertised?	No
When	
Where	

What would you like the business to do?	Refund at least half of our money. That would have been a fair charge, still a little high but closer to fair.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Lori SUE Sims
Title	Safety Director
Phone	(502) 656-8139
Email	lori.cnbtrucking@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	Tennessee Commissions Office

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2024-04-22T18_38_24.3908740Z	



**PRIORITY WRECKER SERVICE OF TENNESSEE, INC.**

1704 W. Main St., Franklin TN 37064  
Phone: (615) 944-3009

Receipt  
Invoice #24-04592

Printed 4/18/2024

Call # 4592  
Tow Reason Winch Out  
Date/Time Requested 4/18/2024 @ 8:43 AM  
Contact C N B Trucking / Neal, (502) 243-5400

Authorized by 0 Cash/Private Retail Customer  
Tow From 1609 Hampton St, Nashville, TN 37207, USA (1609 Hampton Street)  
Tow To 101 Lasalle Ct, La Vergne, TN 37086, USA (101 Lasalle Court)

Notes LOADED TRUCK & TRAILER  
WINCH OUT  
TRAILER # 893

Year	Make	Model	Color	VIN	Plate	Odometer	Unit Number
2021	Freightliner	Cascadia	Blue	-	-	-	519

Charge Description	Quantity	Price	Line Total
Fuel Surcharge	1	\$911.25	\$911.25
PPE-PHOTO STORAGE FEE \$15	1	\$15.00	\$15.00
HD RECOVERY-ROTATOR PER-HOUR PORT TO PORT \$1275	3	\$1,275.00	\$3,825.00
CABLE RE-WRAP FEE	2	\$125.00	\$250.00
EXTRA MAN PER-HOUR PORT TO PORT \$195	3	\$195.00	\$585.00
HD TOWING PER-HOUR PORT TO PORT \$550	3	\$550.00	\$1,650.00
DRIVESHAFT REMOVAL	1	\$150.00	\$150.00
DRIVESHAFT RE-INSTALL	1	\$150.00	\$150.00
		<b>Grand Total</b>	<b>\$7,536.25</b>
		<b>Amount Due:</b>	<b>\$0.00</b>

**Other payment (Ref # WIRE TRANSFER) of \$7,536.25 applied on 4/18/2024**

PRIORITY WRECKER SERVICE OF TENNESSEE, INC. appreciates your business; If you have any questions regarding this invoice, please contact us at (615) 944-3009

Signature: \_\_\_\_\_

View photos for this tow online at <https://app.towbook.com/PublicAccess/Invoice2.aspx?id=189209057&sc=7e9b76900a>

USDOT: 3162139



Confirmation number

**2416750**

## Wire details

Wire type

**Domestic**

To

**H.D.T.C INC**

Account number

...**0496**

Routing number

**071904779**

From

**Checking 2373**

Amount

**\$7536.25**

Frequency

**One time**

Effective date

**Apr 18, 2024**

Reason for wire transfer

**Invoice 24-04592**

Memo 1

**Unit 519**



## Complaint Form

Date Submitted 5/21/2024 3:36 PM

Unique Id 1110010554

## Complainant Information

Complainant Name Ryley Thornton

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
[REDACTED]  
Knoxville, Tennessee 37917

Complainant County Knox

Complainant Phone (949) 933-3018

Complainant Phone-Ext

Complainant Email ryley.thornton@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	1704 W Main Street
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	5/9/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On May 9th, 2024 I needed a tow as I drove my Mother's VW Atlas SUV to a coffeeshop in the Westhaven area of Franklin, Tennessee. Within roughly a mile of her home, on what was a sunny and dry day, I turned from Boxley Valley Road onto Blazer Road. I noticed a sign near this intersection, that covered the double yellow line and in NO WAY served as a barricade, advising "High Water" ahead. Having driven through similar or even deeper water before, I trudged ahead only to then stall out in shin-deep water that had accumulated after severe rain. After AAA conveyed that they couldn't tow a car out of a situation involving water, they advised I simply call a tow truck. In Googling "tow truck" and "Franklin, Tennessee," the name of Priority Wrecker Service was a top result. I called and spoke to the dispatch operator, explaining my situation and making a point to explain water was indeed involved in my predicament. He took down my location and said a truck would be en route. I called twice more, once to see if AAA was a partner they worked with and then give more clarity on my location after realizing a nearby summer event could serve as a reference point. In asking the dispatch operator at Priority what this would cost me, he said, "\$190" is their base price, with additional costs likely. I accepted</p>

	<p>this as fair, expecting the total to include an additional \$100 or so, reflecting a total cost of \$290. In my mind as an informed consumer, the most this would cost would be \$500. The operator explained the company only accepted payments via mobile apps like Venmo, which in hindsight portended the sketchiness inherent in this company's operations. Only after my car was on the tow bed, and I was in the front seat of the tow truck, did the driver explain the total cost was now \$3,100. Again, a \$190 base tow to now over \$3,000. They then took my mother's car hostage for over a week, only releasing this automobile hostage after we paid nearly \$2,000.</p>
Amount involved?	1,850.00
How did you pay?	Other
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Partially reimburse my family, reflecting a cost in line with the \$190 base price for a tow quoted by this company. Apologize for the mental anguish inherent in this situation. Assure the state future deception will end in lieu in an upfront discussion of cost with customers before car is more or less stolen and used as leverage.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Owner
When did you make contact?	Phone
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Chad Hall

Title	Owner, Nashville Insurance Group
Phone	(615) 370-5600
Email	
Have you or the business filed a lawsuit regarding this complaint?	Yes
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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**Consumer Complaint Form**  
 Division of Consumer Affairs  
 Tennessee Attorney General's Office  
 P.O. Box 20207  
 Nashville, TN 37202-0207  
 (615) 741-4737 Phone  
 Consumer.Affairs@ag.tn.gov

(Departmental use only)  
 Received in office:

**Section I: How Do We Reach You?**  
 Your Contact Information

Please print clearly or type. All fields marked with an asterisk (\*) are required. Provide as much information as possible.

\*Name: Alexander Slipets  
 \*Address: [REDACTED]  
 \*City: Stirling Hts, MI 48310 \*State: MI \*Zip: 48310  
 \*(Tennessee Residents only) County: \_\_\_\_\_  
 Phone: Home (313) 443-6785 Work: (\_\_\_\_) \_\_\_\_\_ Email: slipets1972@gmail.com  
 Best Contact Time: any time

**Section II: Who Is Your Complaint Against?**  
 Business Contact Information

\*Business Name: Priority Wrecker Service of Tennessee, Inc  
 Contact person: John  
 \*Address: 1704 W. Main St.  
 \*City: Franklin \*State: TN \*Zip: 37064  
 Phone: (615) 944-3009 Fax: (\_\_\_\_) \_\_\_\_\_  
 Email: \_\_\_\_\_ Website address: \_\_\_\_\_  
 Type of product or service: towing service

**Section III: What Happened?**  
 Details of Incident

\*Amount Involved: \$ 500 How did you pay? EFS check \*Date of transaction: 7/29/24  
 \*Have you contacted the business about this complaint? \_\_\_\_\_ With whom did you speak/when: \_\_\_\_\_  
 \*What are you asking the business to do? I ask them to tow my vehicle from their lot to truck stop.  
 \*What did the business do? They forced me to pay in front and never ~~de~~ towed as promised insted they told methat i can pick it myself and never returned my money  
 List all agencies you have contacted about this complaint: yours and that it hopefully you can help to get my money back

\*Have you or the business filed a lawsuit regarding this complaint?  YES  NO

Was this product or service advertised: \_\_\_\_\_ If YES, when and where? \_\_\_\_\_  
(Please provide a copy of the advertisement if it is available.)

\*Briefly describe your complaint. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will NOT be returned.

Our truck was broken and they had to tow to their yard. My insurance was involved and they payed them all the money and told us that we can pick up the truck that in all cleared. then I called Priority Wreckers and talk to John which he conformed that all clear we can pick it up. He said it has to be picked up or tomorrow you will pay \$2115 so I asked him if he can take it from his yard to address in the area which was TA Traver Center he said that he can do it for \$500 but I have to pay upfront which I did by EFS check # ~~then~~ Also he said it will be towed by end of the day which was fine with me. After few hours I called them to check on the time frame which they didnt, after few more hours I called them again and they said 2-3 hours, after that time frame they never showed up. So I called them again and they said you can pick up your self and we will not tow your truck and no refund. And I called next day and John told me that I will not see my money and I can complain to anyone he dont care.

**Section IV: Automobile Complaints**  
(Required Information for Automobile Complaints Only)

\*Year: 2016 \*Make: Volvo \*Model: VNL  
\*Vehicle Identification Number (VIN) [REDACTED]

**Section V: Final Step**

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business, and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

\*Signature:  \*Date: 7/30/24

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

**OPTIONAL: We would appreciate having the appropriate boxes checked**

Age:  18-29  30-39  40-49  50-59  60 or older

Have you previously filed any complaint(s) with the Division in the last 2 years?  YES  NO

If yes, please state against whom: \_\_\_\_\_



## Complaint Form

Date Submitted 8/12/2024 11:19 PM

Unique Id 1110012396

## Complainant Information

Complainant Name Robert Eugene Hill III

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Cookville, Kentucky 38506

Complainant County Putnam

Complainant Phone (270) 703-8543

Complainant Phone-Ext

Complainant Email robert.hill@independentstavecompany.com

## Respondent Information

Respondent Name PRIORITY WRECKER SERVICE OF TENNESSEE, INC

Respondent Country United States

Respondent Address	1704 W. Main St.
	Franklin, Tennessee 37064
Respondent County	
Respondent Phone	615-944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	8/12/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	This evening two of our employees had vehicle problems and requested a tow to a local repair facility. The bill ended up being much higher than the quoted amount but was paid regardless. The owner refused to accept credit cards and requested cash or venmo. Our employees paid via venmo and the owner had a come apart because venmo put a hold on his funds. Accused our employees of failing to pay and threatened to impound the vehicle if he didnt have his money. We ended up paying again with cash an additional \$515 for 10 miles. We will be contacting venmo in the morning to try to get them to refund the funds. This man is a crook. According to the bbb and online reviews this has been an ongoing problem without anything done by that state to protect the consumer. Additional witness. Tuff Elankenship(417-531-5740)
Amount involved?	1,030.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No

When	
Where	
What would you like the business to do?	Refund the extortion payment and look for a new manager. The current manager is a thief and a swindler
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Owner
When did you make contact?	Today when he refused to let his driver release the vehicle
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Jason Mcgrail
Title	Tow Driver
Phone	(731) 363-6520
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
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SubmittedFile\_2024-08-  
13T04\_19\_27.1924698Z.pdf

11:18

Cellular signal, Wi-Fi, and battery (98%) icons

Messages

app.towbook.com



PRIORITY WRECKER SERVICE OF TENNESSEE, INC.  
1704 W. Main St., Franklin TN 37064 | Phone: 615-944-3009 | Fax:

RECEIPT  
INVOICE # 6488

Invoice Photos

Basic Details

Invoice # 6488  
Call # 06488  
Account 0 Cash/Private Retail Customer  
Date/Time 8/12/2024 @ 4:56 PM  
Requested:  
Date/Time 8/12/2024 @ 8:18 PM  
Completed:  
Primary Reason: Tow  
Customer: Tuff Elankenship(417-531-5740),  
Tow From: 323 Opry Mills Dr, Nashville, TN 37214,  
USA  
Tow To: (Bass tire)  
Notes Broken control arm

Vehicle Summary

VIN Number: [REDACTED]  
Model: 2014 Chevy Silverado (Maroon)  
License Plate: 9FF U24 (MI)  
Drivable: No

Charges Summary

Service Item	Units/Qty	Price	Line Total
Unloaded/Enroute Mileage	15	\$5.00	\$75.00
Loaded/Hooked Mileage	11	\$5.00	\$55.00
PPE-PHOTO STORAGE FEE \$15	1	\$15.00	\$15.00
LD TOWING SERVICE HOOK FEE \$195	1	\$195.00	\$195.00
Go Jacks	1	\$125.00	\$125.00
Fuel Surcharge	1	\$50.00	\$50.00

Subtotal \$515.00

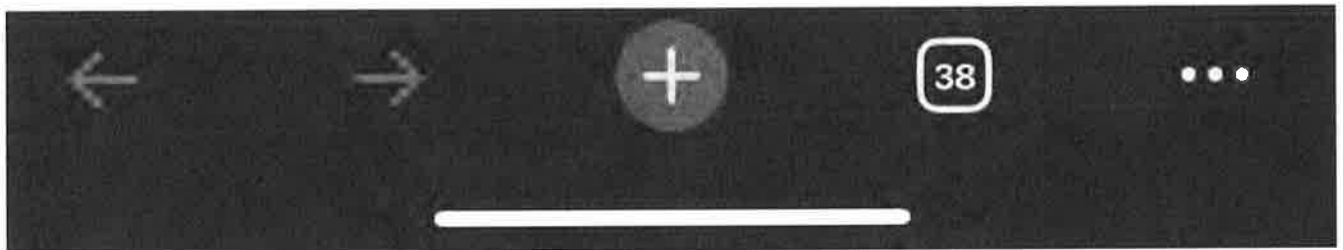
Taxes \$0.00

Grand Total \$515.00

Cash payment of \$515.00 applied

Signature: 

USDOT: 3162139





## Complaint Form

Date Submitted 9/9/2024 12:03 PM

Unique Id 1110013002

## Complainant Information

Complainant Name Olusegun Ojo-Daniel

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Brentwood, Tennessee 37027

Complainant County Williamson

Complainant Phone (615) 596-0087

Complainant Phone-Ext

Complainant Email ezekielojo@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Services

Respondent Country United States

Respondent Address	1704 W Main Street
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	8/6/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>My vehicle broke down on I 40 west MM 201/8 in Davidson County, i pulled out of the way to the shoulder, so as not to block traffic. I then made calls to several tow companies to inquire about price and wait time. one of them was Priority Wrecker services. I asked what it was going to be the cost, He failed to give me a price and said the is sending would give me the price. I had called another tow truck company and they had told me \$300 and could be there in 2 hours, I reached out back to Priority, who said they would be there in few minutes, while I was waiting Wrecker service showed up with a big towing equipment, being in the transportation industry for almost 20 years, I know when you have to tow with such equipment could be pricy, I told the driver I do not need such equipment, and should not tow my vehicle. I subsequently called the office and told them what I needed was a flatbed truck an not a big tow truck, that I do not want them to tow my vehicle. While I was on the phone, the driver started hooking up my vehicle. At this point I sat on the hood of my vehicle and called the Metro Nashville police. when the Officer came, I told him they were trying to tow my vehicle without my consent. which is my right according to TN code 55-16-111. but the officer sided with the towing company and allowed</p>

	them to tow my vehicle, citing they have already hooked it up. I told him the car was hooked up in my presence but he did nothing to stop them. I got a letter saying I owe them \$5777, of which I told them I never told to tow it in the first place.
Amount involved?	5,777.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	
Where	online
What would you like the business to do?	I want the company to return my vehicle.
Is this an Automobile Complaint?	Yes
Year	2008
Make	Ford
Model	Econoline
VIN	
Have you contacted the business?	Yes
With whom did you speak?	The Manager
When did you make contact?	08/07/2024
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	David Zoccola
Title	Davidson County District Attorney's Office
Phone	6158625500. 6156421740
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other

Other

District Attorney's Office Investigator

### Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

### Attachments

How Many Files

0



## Complaint Form

Date Submitted 9/11/2024 4:53 PM

Unique Id 1110013063

## Complainant Information

Complainant Name William Heldenberg

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Nashville, Tennessee 37218

Complainant County Davidson

Complainant Phone (615) 596-1188

Complainant Phone-Ext

Complainant Email phoenixrisingpainting@gmail.com

## Respondent Information

Respondent Name Priority Wrecker service of Tn

Respondent Country United States

Respondent Address	1704 West Main Street
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	615-944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/9/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	I was quoted \$125.00 via phone,tow truck showed up hooked up the van and then showed me a bill for \$285.00 then threatened to take my van to their shop if I didn't pay.
Amount involved?	250.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Refund the overage
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	

Have you contacted the business?	Yes
With whom did you speak?	The owner
When did you make contact?	As soon as I got the bill
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 10/18/2024 4:02 PM

Unique Id 1110013866

## Complainant Information

Complainant Name Victoria Lim

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Hermitage, Tennessee 37076

Complainant County Davidson

Complainant Phone (629) 333-2019

Complainant Phone-Ext

Complainant Email victorialim310@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	101 LaSalle Ct.
	LaVergne, Tennessee 37209
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	10/18/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	On this day I called this company in the morning to inquire about towing a box truck that was stuck in a small ditch. On the phone, whoever I spoke to quoted me \$250. We agreed and sent over details of the address and pictures of the issue. The tow truck driver came and did his job and then requested \$2800. There was a conflict because we didn't understand how our quoted total and our final total were so drastically different. The tower ended up driving away with our truck and took it back to the lot. In order to get the truck back the company demanded \$3400 by 5pm. We had to pay that amount using debit/cash in order to prevent credit card backcharges for the company.
Amount involved?	3,400.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	

What would you like the business to do?	Be upfront with pricing and give us a refund.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	
When did you make contact?	10/18/2024
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 11/14/2024 2:32 PM

Unique Id 1110014436

## Complainant Information

Complainant Name Territha R Davidson

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
Hensley, Arkansas 72065

Complainant County

Complainant Phone (501) 650-3095

Complainant Phone-Ext

Complainant Email trreed10@yahoo.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	1704 W. Main Street
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	joelgrooms@prioritywreckerserviceoftn.onmicrosoft.com

## About the Incident

Incident Date	10/24/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	Please see the attachment because there are not enough characters in the box to finish
Amount involved?	8,547.50
How did you pay?	Check
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	oct 24, 24
Where	on web search
What would you like the business to do?	Reimburse my insurance company \$5,047.50 for the overcharging. Pay me for my four days of extra downtime, which has cost me \$6,000.00 because of their lies and fraudulent activities.
Is this an Automobile Complaint?	Yes
Year	2016
Make	International
Model	Pro Star
VIN	██████████

Have you contacted the business?	Yes
With whom did you speak?	Jack
When did you make contact?	10-25-24 any many other days
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Steven Laping
Title	General Manager
Phone	(781) 727-9572
Email	laping.steven@cleanharbors.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	My law enforcement background

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	2
SubmittedFile_2024-11-14T20_33_05.7273565Z.pdf	
SubmittedFile_2024-11-14T20_33_17.1687837Z.pdf	

**Name:** Territha Davidson, ph# 501-650-3095, trreed10@yahoo.com  
**Date of incident:** October 24, 2024  
**Location:** Interstate 40 eastbound - near 177-mile marker  
**Commodity:** Large Paper Rolls  
**Subject:** Compliant  
Price Gouging §47-18-5101  
Title 39 Criminal Offense Auto Theft §39-14-103  
Defamation of Character §28-3-103  
Fraud §39-17-608 (a)(2) or TN Consumer Protection Act  
Bullying

**Respondent:** Priority Wrecker Service Inc.

I had a right-side front steer tire blowout on my semi-truck on October 24, 2024, at about 6:22 p.m. while traveling on Interstate-40 eastbound about the 177-mile marker in Burns, Tennessee (Dickson County). I pulled to the right shoulder and stopped. When the steer tire blew, it completely damaged the right-side head light assembly, busted a radar line/plug (all the radar fluid came out), broke a bracket in bumper, and possible other damage was done. It was at night and I could not see everything that may have been damaged. I contacted Priority Wrecker Service 615-944-3009 at about 6:26 p.m. It was a male dispatcher, but I cannot remember his name. The call lasted about five minutes with Priority dispatch. I provided dispatch with my information on the truck, trailer, type of freight & weight, damages, and location. I asked him how much would the tow cost, he said we charged \$550 from port to port. I said, "Okay." The dispatcher said the driver would come and get me once the driver got off another tow. He will take you to our yard and we can look into repairing the truck tomorrow. (I never asked them to repair my truck, he made the statement.) I said, "Okay." The dispatcher from Priority Wrecker called me back at about 7:07 p.m., stating that the driver was about 1.5 hours away because of an issue with the location for the drop he was on. I said, "Okay," and I was not going anywhere, and I laughed. The large wrecker arrived at about 8:28 p.m. and got towed the truck and trailer. We arrived in their yard at 830 Fellers Lane, Nashville, TN, at about 9:56 p.m. While in transit to the yard, I asked the wrecker driver about local hotels, and he stated there was a Holiday Inn Express on Spence Lane. I got an Uber to the hotel at 714 Spence Lane, Nashville, TN.

Friday, October 25, 2024, at about 7:44 a.m., someone from Priority Wrecker I believe his name was Bill called from 615-334-8558 for a payment for the tow bill. I told the man to let me make some calls. I asked him how much the bill was, and he stated \$3,440.00 (I cannot remember the exact cents). I was under the impression that the bill should have been about \$1,300 - \$1,500. I was told on a recorded line it was \$550 from port to port. The driver left at about 7:07 p.m. or a little later and we arrived at the yard at about 9:56 p.m. That totals about 3.25 hours. I was charged five hours on the original bill \$3,440.00 (I cannot remember the exact cent). I could have paid cash for the tow if it were at the expected price I was quoted \$550 port to port. We ended the call. I contacted my insurance agent at about 7:47 a.m., but he was not in the office when I called. I called the man back with Priority Wrecker at about 7:54 a.m. and advised him that the insurance agent was not in the office yet. I told the Priority employee I would call him back after I spoke with the agent. He said, okay. I asked him why the bill was so expensive. He replied he did not know, because he just collects payments, but Jack could explain it when he got in. I said, "Okay." I called Priority Wrecker back at about 9:34 a.m. to check if Jack was available. The guy stated no. I asked him if he could have Jack call me when he got free. He said, "Okay."

I made contact with my insurance agent at about 8:29 a.m. and Mr. Scott texted me Northland insurance company contact number to start the claims process.

At about 9:55 a.m. Jack from Priority called back. I asked him if he could explain why the bill was expensive. Your company charged five hours but you all only helped me for three hours. Jack tells me that the driver left at about 7:11 p.m. to head my direction. I said, Okay and we got to the yard about 10:00 p.m. and that is only three hours. He stated we charged the other hours because they do not park their truck at the same location that they dropped my truck, trailer, and the driver had to put stuff away. We park our truck at Franklin yard. Jack started to get angry, Jack stated it is self-explanatory. I told him this is my first time getting tow by large wrecker. Jack started accusing me of yelling at him. I told him I was not yelling, and I was just trying to understand the bill. He started raising his voice at me. Jack stated it is 10:00 o'clock and we have not received payment. Jack stated we are not touching your truck until the tow bill is paid. I said, okay that is fine." (I never asked them to fix my truck.) No other wrecker service would have come to pick you up. You would have been left there until the morning because the other tow companies stopped answering their phones after about 5:30 p.m. He continued saying I was yelling, and he did not have to allow me to talk to him like that. (I was sitting in my hotel room speaking to him in a normal and average tone and voice.) He continued to raise his voice at me. He sent the invoice to my phone. Then I ended the call. **(Jack was not professional and had very poor customer service. I was misled by the price of the tow and other services such as \$550 for one hour putting items away and \$15 for pictures. I was told \$550 from port to port. He never stated once we drop your truck we travel back to Franklin and charge one hour to put things away that were used. These calls are recorded on their line.)**

I spoke with my GM Steven Laping, at about 10:17 a.m. and he stated someone from Priority Wrecker called him and told him I was yelling at them, and they did not want to talk with me anymore. Mr. Laping said that does sound like anything you would do. I replied, I did not yell at him. He was yelling and speaking negatively to me. **(Priority Wrecker started slandering my character and lying to my employer with false statements on something that never happened that could damage my trade or profession. They lied on other tow companies because he said no other tow company would have come because they do not answer their phones after 5:30 p.m. I called Specialize Truck Repair at about 6:22 p.m. at 615-764-9327 first but their driver was busy for about the next three per the lady dispatcher. [Tennessee Code Annotated 28-3-103 Defamation of Character].)**

I contacted my insurance company again at about 10:32 a.m. and the agent was able to provide me with a claims number but not a claims agent because one was not assigned at that time.

I texted Priority Wrecker on the 313-351-0218 which was the number they sent the invoice from with the Insurance company contact, policy number, claims number, and email address at about 10:49 a.m. due to Jack telling my GM Mr. Laping that they did not want to talk to me. No one from Priority Wrecker responded to the text. I texted my GM Mr. Laping at Clean Harbors and asked him if he would call Priority to see if they received my text with the insurance information. Mr. Laping text back at about 10:56 a.m. stating he would call them. Mr. Laping texted back and stated, "they did receive the info, and I asked them to call the insurance company." I texted the same 313 number at about 11:30 a. m. and stated, "Let me know when the insurance pays. I do not want you all fixing my truck. I am getting it taken to International. So let me know when you receive payment. Thanks." No one replied. At about 11:47 a.m. I texted the same number stating, "Can someone simply reply to let me know you received the message and not fixing my truck." I called them back at about 11:49 a.m. and spoke with Jack asking did they received my text at the 313 number and he stated we do not receive text from that number. I said okay. I told him I did not want them fixing my truck and I was going to have it taken to the Cumberland International dealer for repairs. He stated okay we can take it. I stated no, I have another tow company that is going to take it. He said okay and we ended the call. **(Priority Wrecker lied stated they do not**

**get text information from 313-351-0218. The messages I send are posted on the invoice. I have a copy of it. These calls are recorded on their end).**

I started planning my flight home and needed to get my purse and house keys out of the truck. I called Priority Wrecker at about 1:01 p.m. asking them if the truck was still in the same location it was parked at because I needed some items out of it before going home. The guy stated yes, it is there. I got an Uber at about 1:25 p.m. and went to 830 Fellers Lane Nashville, TN. When the Uber driver and I arrived the wrecker driver was in motion about the pull into the roadway with my truck and trailer. I got out flagging the wrecker down and there was another white male out there with Priority helping me flag the large wrecker down. The wrecker stopped and the driver got out. It was the same driver who picked it up. I asked him why he was taking my truck and trailer. He stated they are in operation here. I stated you brought it here. **(I was told originally that they were taking my truck to their yard/shop. It appears this shop is CML Truck and Trailer Repair. CML may be a third-party repair company that I was never told about.)** He stated we are taking it to our other yard. (I did not authorize this move nor did anyone on my behalf and they did not tell me it was getting moved. Priority stole my vehicle from 830 Fessler Lane Nashville, TN. I later found out on Wednesday October 30, 2024, the location of my truck. ***§39-14-103 A person commits theft of property if, with intent to deprive the owner of property, the person knowingly obtains or exercises control over the property without the owner's effective consent.***) I asked can I get my purse and house keys. The wrecker driver got into the truck and handed me my items and I had two bags I had to put back in my truck. One bag was tan with was zipped and the other bag was black, and it was closed by button and one zipper. I have personal items in those bags. **(When I called at about 1:01 p.m. he never stated my truck was being moved/stolen or anything. He knew I needed items from my truck because I told him over the phone, on their recorded line.)**

**Priority Wrecker moved my truck and trailer on their own authority, without any approval and charged over \$3,400.00 to take my truck from 830 Fellers Lane Nashville, TN to 213 Whitsett Road Nashville, TN which is about two miles. I was charged three hours for the move that they conducted on their own. From the map quest software that is about a two miles trip. (How is this not auto theft, fraud, bullying, and price gouging?)**

I tried to call Metro Nashville but could not get an opportunity to speak with any officer. I left messages with the Tow Recovery Association and filled out a complaint online with hubnashville.gov reference number 01690996.

On October 28, 2024, at about 2:54 p.m. I called my insurance claim agent Cole Shaughnessy about the claim. He stated Priority is not reducing the bill and not easy to work with. The fees are expensive. He will reach out to the legal team to see if they could do anything. At this time, the fees were over seven thousand dollars. He stated I can see if your truck was stuck or overturned but for a tow from the side of the road. If we cannot get things resolved, we will overnight the check and it will be there on Wednesday. I received any email with the FedEx tracking number on October 29, 2024, at about 4:09 p.m.

I called Priority Wrecker on October 30, 24, at about 7:48 a.m. to ask what the address was to where the truck was located. He stated 213 Whitsett Road Nashville, TN. On October 30, 24, at about 9:20 a.m. FedEx confirmed the check was delivered. The check was for the full amount \$8, 547.50 was delivered to Priority and received by J. Jason. I contacted my GM Mr. Laping at about 9:29 a.m. to give him an update of the payment and location of the loaded trailer. The customer was looking for their load. I contacted Kevin with Specialized Towing (STR) at about 9:30 a.m. to give him the address to pick my truck and trailer up from. Kevin stated he should be there around 10:30 a.m. to pick up the equipment. I called Kevin at about 10:29 a.m. checking to see if of any updates on the pickup. Kevin advised that they not allow him on their lot to get the truck and trailer. I told Kevin they were paid and why wouldn't they let you get it. He stated they would not let him on the property. I contacted

Jack at Priority Wrecker at about 11:58 a.m. to see why they would not release my equipment to the STR Towing company. He stated they do not allow other wreckers on their property. Jack stated we can take it to International. I stated I told you on Friday I was going to have someone else tow it to International and you stated okay. Jack stated I did not tell you that. I ended the call. Priority held my truck and trailer hostage after they were paid. The customer was supposed to get their load October 25, 2024.

Mr. Cole from my insurance company called at about 12:24 p.m. to check on things since they were paid. I advised him that Priority Wrecker would not release the equipment to the new tow company. Mr. Cole was not sure why because they were paid. He stated I will give them a call because this is not right. I contacted my GM, Mr. Laping, about the situation at about 12:40 p.m. My insurance agent called back at about 12:52 p.m. asking more questions about the new tow company. I provide him with the information. My insurance agent spoke with Priority again. My insurance agent called me back at about 1:02 p.m. stating that Jack at Priority stated they would take the truck and trailer without adding any extra fees. He said they wanted me to call and authorized them to take it Cumberland International. (They bullied me into using their service because they would not release the equipment and would not let Clean Harbors on their yard to get the loaded trailer. I did not want to use their services anymore. Due to that seemed like the only way to get my equipment to the shop and they would not release it, I had no choice.) I called back to Priority Wrecker at about 1:10 p.m. and was placed on hold and Jack answered. I told him if they are not going to add more charges, they could take the truck and trailer to International. He replied, okay. **(How can a company coerce and bully me or any to continue to use their services if the service is not wanted and there are others that provide the same service in the same area?)**

I contacted Cumberland International at about 1:32 p.m. and I spoke with Ashley to advise her that Priority Wrecker was supposed to deliver the truck and trailer. I asked her if it was okay for the trailer to stay there for about three hours until a Clean Harbors driver came to retrieve it. She stated yes, as long as it is not too long we can wait three hours. We ended the call.

I called Priority Wrecker back at about 3:18 p.m. to check to see if they had completed the delivery and he said no because they were waiting on the big wrecker to get back. I said, okay. I contacted International at about 7:23 p.m. to see if Priority had delivered the equipment and he said, no. I called Priority at about 7:31 p.m. to get an estimate time of delivery. He said he is delivering it. I asked did he take the truck and trailer. The dispatcher said yes. I contacted International back at about 7:43 p.m. to verify that my equipment was delivered and the guy I believe his name was Josh stated let me check. He put me on hold and came back to the phone and said I saw the truck but no trailer. He said no one from the tow company came in to tell me it was out there.

I called the tow company back again at about 7:52 p.m. to see where the trailer was located. I believe I spoke with Bill and he stated the trailer is on the yard because the guy at Clean Harbors said a driver was coming to get it. I stated, sir, I just called a few minutes ago and you told he the truck and trailer was taken to International. We ended the call.

***[Priority Wrecker charged \$412.50 for fuel surcharge for 523 miles. A trip from Franklin, TN yard to Burns, TN (I was on roadside), and back to Franklin, TN is about 71 miles. If they left Franklin, TN the next day when they stole the truck from 830 Fessler Lane Nashville, which is about 21 miles. They took it from 830 Fessler Lane Nashville, TN to 213 Whittsett Rd Nashville, TN that is about 4 miles. If they left 213 Whittsett Rd and traveled back to Franklin, TN, that is about 20 miles. That mileage comes to about 116 miles. How did they get 523 miles from about a 116 miles travel?]***

**[I cannot express how much stress, anxiety, bullying, lost wages, mental anguish, fraudulent charges, lies, and coercion I have dealt with from Priority Wrecker Service in the State of Tennessee. This company should not be allowed to operate a business in any state with the corruption they are doing. Priority Wrecker has a two-star rating on google and horrible reviews with similar experiences. The Priority Wrecker has over 35 (1-star reviews) on Google because of the many reasons I listed above. Priority Wrecker stole my truck from their yard of the original location where their driver took it and put it in another yard.]**

I could gotten my truck to Cumberland International four days sooner if I was lied to by Jack at Priority Wrecker Service on the original phone conversation. I could have paid \$550 out of pocket from the pickup to drop off or for the three hours wrecker driver spent addressing the issue.

I gathered some information on the location where my truck was originally taken and it shows to be CML truck and trailer repair company. I never agreed with this company. Priority stated on the recorded line that they were taking my truck to their shop.

I have phone call records, copies of online complaints, and proof of when they received payment.

I hope to get a resolution with this complaint. I hope the Attorney General Office will request a motion of discovery for the phone recordings. If for any reason I cannot get anywhere with the Attorney General Office, I hope I can get guidance on how to proceed with additional legal counsel.

Thank You

Territha Davidson

Priority Wrecker should be charged with:

**Title 39 Criminal Offense Auto Theft 39-14-103**

**Illegal towing 55-16-112**

**Defamation of Character 28-3-103**

**Price Gouging 47-18-5101**

**Fraud 39-17-608 or TN Consumer Protection Act**

**Bully / Harassment**

My codes may be a little off but the name of these charges is valid. They do not have an active license from the tow and recovery board to tow vehicles. Priority has an F with the Better Business Bureau (BBB). They have been in trouble with other places like Memphis, TN and Chicago, IL. They only take cash, certain checks, and Venmo. They do not take a card of any kind.



## Complaint Form

Date Submitted 12/10/2024 6:58 PM

Unique Id 1110014946

## Complainant Information

Complainant Name Samuel Charles Richardson

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]

Lewisburg, Tennessee 37091

Complainant County Marshall

Complainant Phone (931) 626-7802

Complainant Phone-Ext

Complainant Email advpaving2@gmail.com

## Respondent Information

Respondent Name Priority Towing

Respondent Country United States

Respondent Address	1704 west main st
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	12/10/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>Around 9 am today I contacted priority towing with a machine stuck in Franklin. They showed up after an hour to do about 1.5 hours worth of work. They complete this work and they hit me with a bill of \$4,670.00 and inform me they don't take checks or card. Only cash app, Zelle, or cash. ( Now what legitimate business runs like this). So instead they have me make the check out to the "supervisor" Jonathan Maye after I've already made one to priority towing and this guy shows up and informs me he can "raise my bill and charge me more" since I was making him mad. Then he takes the check for \$4,670.00 down the street and cashes it in his name. All you have to do is look up priority towing online to see that people are getting screwed of thousands of dollars every day. Over 50+ recent reviews. Not to mention I called over 5 tow companies after this guy got done and I never got a quote over \$1500. He uses google to advertise his business in front of others and then scams/rips people people.</p>
Amount involved?	4,670.00
How did you pay?	Check
What is the name of the finance company/lender?	

Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	12/10/2024
Where	Google
What would you like the business to do?	TO BE SHUT DOWN or I will take them to court you just let me know what I need to. My money that I lost I do not care about but I do not want this guy out there making a living off of screwing people
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Jonathan maye
When did you make contact?	12/10/24
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Larry Charles Richardson
Title	Vice President
Phone	(931) 384-5160
Email	lrichardson@charter.net
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	News 5 and Franklin PD

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 12/13/2024 1:19 PM

Unique Id 1110015020

## Complainant Information

Complainant Name Barry L Whitworth

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

MADISON, Tennessee 37115

Complainant County Davidson

Complainant Phone (615) 569-6441

Complainant Phone-Ext

Complainant Email barry@dadstowingservice.com

## Respondent Information

Respondent Name Priority Towing Also DBA Jonny's Towing

Respondent Country United States

Respondent Address	Unk
	Nashville, Tennessee 37201
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	(615) 944-3009
Respondent Email	

## About the Incident

Incident Date	12/10/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	On December 10, 2024, Sazonov Trucking had a trailer catch fire on TN I-24 WB at mile marker 42.6. Priority Towing contacted the trucking company claiming to have been sent by the Tennessee Highway Patrol to recover the trailer. Priority Towing is NOT licensed to do towing in Davidson County by the Licensing Commision or by the Tennessee Highway Patrol. Priority has a reputation for price gouging and bait and switch practices. On this accident Priority sent the insurance company an invoice for payment and had not done the work.
Amount involved?	30,000.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Quit taking advantage of people

Is this an Automobile Complaint?	Yes
Year	2019
Make	Hyundai
Model	53' Box
VIN	██████████
Have you contacted the business?	Yes
With whom did you speak?	Jonny Maye
When did you make contact?	12/12/24
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Jennifer P Shepard
Title	Claim Technical Specialist
Phone	(336) 586-2779
Email	jpshepard@ifgcompanies.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 12/27/2024 8:34 PM

Unique Id 1110015260

## Complainant Information

Complainant Name solange Nyirantore

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

La Vergne, Tennessee 37086

Complainant County Rutherford

Complainant Phone (615) 943-4761

Complainant Phone-Ext

Complainant Email nyirantore2@gmail.com

## Respondent Information

Respondent Name jonny's towing & recovery

Respondent Country United States

Respondent Address	921 vesco dr
	Nashville, Tennessee 37086
Respondent County	Davidson
Respondent Phone	(615) 686-1189
Respondent Phone Ext	
Respondent Email	jurnu@agma.com

## About the Incident

Incident Date	12/27/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	We were in predatory towing and just got charged for 20min drive 500\$ and car was taken and had to make the payment
Amount involved?	500.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Let people know how much they are charging before charging an insane amount of money and then taking someone's car because they are calling the police just seems unfair
Is this an Automobile Complaint?	No
Year	
Make	
Model	

VIN	
Have you contacted the business?	Yes
With whom did you speak?	Worker
When did you make contact?	12/27/2024
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Police
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 1/16/2025 5:55 PM

Unique Id 1110015701

## Complainant Information

Complainant Name gerald mchenry

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

COLLIERVILLE, Tennessee 38017

Complainant County Shelby

Complainant Phone (501) 908-6302

Complainant Phone-Ext

Complainant Email gerald@impact-express.com

## Respondent Information

Respondent Name Priority Wrecker

Respondent Country United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 38017
Respondent County	Williamson
Respondent Phone	(501) 908-6302
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	12/27/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On Dec 27th 2024 one of my Amazon vans was stuck in a customers yard. My manager called Priority Wrecker Service from Franklin TN. My manager asked for a quote non was given. When they arrived the driver asked for a quote non given but the 4 to 5 people who showed up quickly hooked up our truck to the winch and pulled it our. Took about 5-10 minutes. Then the dispatcher quoted \$2000. at that point my employee called me because of the exorbitant price. I called the company and tried to explain what was done. They said they had to be paid the \$2000 which is now \$2100. I explained that the most I have every paid for a simple winch was \$175 and it was a difficult one. I said well let me call the police so we can resolve this now. That's when one of the 4 drivers hopped in our van and drove it away. (I have pictures of him driving our truck away). I was forced to pay them to recover the packages on the truck. Looking at their website and all the complaints on the Franklin location this is a tactic. The dispatcher even told me their was nothing I could do about it and that this is a civil matter. When I got the receipt it was totally fabricated to show hours that never occurred. That's when I new for sure it was a scam tactic. This same company was run out of IL and have now set up shop in TN. If you look at</p>

	their site I am not their only victim. Plenty of victims in the state of TN. When I mentioned this event to my mechanic before I could say the name he knew exactly who I was talking about.
Amount involved?	2,100.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	web
Where	<a href="https://prioritywreckernashville.com/contact-2/">https://prioritywreckernashville.com/contact-2/</a>
What would you like the business to do?	Refund everything but \$175 for the wench
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	dispatcher
When did you make contact?	dec 27 2024
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Christopher Johnson
Title	Driver
Phone	(615) 473-8562
Email	chrisdot86@outlook.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	10
SubmittedFile_2025-01-16T23_55_34.3544367Z	
SubmittedFile_2025-01-16T23_55_45.8228652Z	
SubmittedFile_2025-01-16T23_55_56.6082510Z	
SubmittedFile_2025-01-16T23_56_07.5686891Z	
SubmittedFile_2025-01-16T23_56_17.6063810Z	
SubmittedFile_2025-01-16T23_56_28.1563851Z	
SubmittedFile_2025-01-16T23_56_38.7768210Z	
SubmittedFile_2025-01-16T23_56_50.6614856Z	
SubmittedFile_2025-01-16T23_57_02.6654225Z	
SubmittedFile_2025-01-16T23_57_12.1274505Z	

←  **Jamerson Clark**  
3 reviews



★ 5 months ago

So I called about getting my car towed and I was quoted \$195 plus \$5 mileage which isn't bad. However they did not tell me anything about any extra fees they charged me over \$100 more than what I was supposed to pay and I waited almost 2 hours for someone to come pick my car up. They are not upfront about the prices or ETA

❤️ 🙏❤️ 12

←  **mason hall**  
7 reviews



★ 3 weeks ago **New**

All these positive reviews are definitely paid because idk how this company could ever achieve higher than a 1 star rating, SCAMMERS. 35 minute tow to the lot and requested \$2600? Insane, and in cash? In 2024?? They're definitely not paying taxes, hope yall get shut down. Funny how they only reply to the good reviews too.

❤️ 🙏❤️ 6

←  **Nadiir Hassan**  
3 reviews



★☆☆☆☆ a week ago **New**

Justice.

On December 23, 2024, the truck I was driving got stuck in Nashville. I contacted your company for assistance. The job took only one hour, yet I was charged \$4,000. Based on the nature of the work, the fair value should have been no more than \$1,000 to \$2,000. This pricing feels highly unfair to your customers. I urge you to reconsider such practices and treat your customers more fairly.

♡ Press and hold to react

←  **Addison**  
3 reviews



📅 a month ago

THE WORST EXPERIANCE OF MY LIFE  
DEALING WITH THIS COMPANY, THEY DO  
NOTHING CORRECT THEY OVERCHARGE YOU  
, COSTING ME \$474 FOR A TOW THAT WAS  
ONLY 19 MILES. NEVER USE THIS SERVICE  
THEY WILL SCREW YOU OVER. They only  
accepted vemno so they can cheat their taxes ,  
there is nothing good about this company,  
NEVER USE THEM.

❤️ 🙏❤️ 5

1:27



←  **Justin Evans**  
1 review



★☆☆☆☆ 2 weeks ago **New**

DO NOT USE!!! This company will take your truck hostage. They will tow it to their lot, charge you \$250/hour - upcharge parts - and continue to find ways to keep truck. When you try to get your truck out - they will not let you leave unless they tow it out themselves. NO CUSTOMER SERVICE! DO NOT USE NO MATTER WHAT! This is the largest scam group I have ever seen!

♥ 🙏 2

←  **Barry H**  
3 reviews



★ ★ ★ ★ ★ a month ago

8.9 mile tow almost \$1,100! When I 1st spoke with them and asked how much, the guy said "Depends on how far the tow is and we'll take care of you the best we can." I would suggest anyone else but this joke of a company!

❤️ 🙏❤️ 4

←  **Kent Hunter**  
6 reviews



🌟 2 months ago

I have never had a worse experience than with priority wrecking company. I deliver trucks for a living. I needed a un-decking service. I was initially told it would take one hour and the driver would call me. After two hours I called back and I was told he's on the way. He's stuck in traffic. After three hours of waiting, I called back and they said they're not sure when he will get here. I would highly recommend you don't waste your time with this company.

📄 📄 📄 8

1:25



←  **Stephanie Rochelle**  
1 review



★ a month ago

Horrible place. I have never been treated or talked to in such a manner from as the Manager at Priority Wrecker Service.

Manager John was awful to me and my staff. Do not use this company. They have been reported to the Commision for their industry. They only take cash apps, NO Credit cards unless you have a \$10k account with them, which was never told to us. The manager literally screamed at me and called me names, and yelled at the lady at the repair shop and called us liars, etc. Not only did they treat everyone involved terribly, they price gouged us. Charged us \$3500 for a simple tow of a freightliner. Other places that we have called since, stated it should have only been \$400-500 for this fee. However we had to pay because they took our truck back to their lot and wouldn't take it where we wanted it until we paid. Please do yourself a favor and call anywhere else besides this company.



←  **James Wood, III**  
2 reviews



🌟 2 months ago

They told us they were 30 minutes away. 2 hours later, they show up then they charged us \$1000 to put a used brass fitting on a brake chamber. Stay away from this company. They do not take credit cards. Cash only so the charges can't be disputed. If I could give zero stars I would. Hopefully this review helps someone.

📖 🙏❤️ 10

←  **Shelby Fleming**  
1 review



★ ★ ★ ★ ★ a month ago

Please do your research if you are in need of a wrecker service. This company is not the one to go through. Very unprofessional. Our delivery team had backed into a ditch and we were charged almost \$3,000 for them to get them out. They do not provide you with a quote, they also do not tell you up front the payment methods they accept. They will not take a Credit card, or check. They will accept a wire transfer and provide you with their personal Venmo account to send payment to. If you do not pay with the accepted payment options they give they threaten towing and impounding your vehicle. Please do your research before giving them your business.

❤️ 🙏❤️ 7



## Complaint Form

Date Submitted 1/17/2025 9:44 AM

Unique Id 1110015713

## Complainant Information

Complainant Name Lance Stockard

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Franklin, Tennessee 37064

Complainant County Williamson

Complainant Phone (615) 642-5296

Complainant Phone-Ext

Complainant Email midsouthmulch@yahoo.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	7009 Westbelt Dr
	Nashville, Tennessee 37209
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	1/10/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On 1/10/2025 I had a small single axle dump truck break down about 1.5 miles from my shop and told the driver to find a towing company , tell them the location of the truck and give them my number for pricing and payment. Around 8:30 P.M. I get a call from dispatch and they say we have the truck hooked up and ready to go they just need a payment to deliver it (REMEMBER I NEVER RECEIAVED A CALL FOR PRICING OR ANYTHING) I told him to email an invoice so he hung up and called right back and asked if I got it and I said its only been a minute lol Im in a truck plowing so give me a minute or I can give you a card over the phone he said they dont take cards I said I can give the driver a check when he brings it to my shop how much is it? He said \$3151.00 and they only take cash or Venmo. I told him that is ridiculous and to drop the truck he said he can not do that so how are you going to pay? I asked to speak with the owner so he said to hold. As I was on hold he did not hit the hold button so I heard them talking and yelling at each other and then the owner pics up and says WHATS THE FUCKING PROBLEM YOU GONNA PAY ME OR NOT? I said my problem is that you are price gouging me cause of the snow the truck was parked on the side of the road and you just gotta take it a mile and a half. He said YOUR GD RIGHT I</p>

	AM SO ARE YOU GONNA PAY IT OR NOT CAUSE IF NOT IM CHARGING YOU ANOTHER FUCKING \$750 TO TOW IT TO IMPOUND THEN FUCKING IMPOUND FEES THEN ANOTHER FUCKING \$750 TO BRING IT BACK. I asked him to work with me cause this is crazy and told him he was holding my truck hostage for something I did even approve or get a price for. He said YOUR GD RIGHT IM HOLDING IT HOSTAGE TILL YOU FUCKING PAY ME. I said I dont know anyone with that amount of cash he said ITS 2025 IF PEOPLE DONT HAVE 3K LAYING AROUND THEY NEED TO GET THE FUCK OUT OF TOWN. I made some calls and came up with the money. I need help with getting some back and this company needs to be shut down look up their reviews.
Amount involved?	3,151.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	
Where	GOOGLE
What would you like the business to do?	I would like a refund and see them shut down if possible. If you go online and look them up they are a horrible company and should not be allowed to be in business. They were Johnny's Towing in Chicago and got shut down and they just changed the name. I would be willing to bring the news to them as well. The explanation above was the short story. I look forward to your help with this!!!
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	

Have you contacted the business?	Yes
With whom did you speak?	The Owner
When did you make contact?	1/10/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	
Title	Dispatch
Phone	(615) 944-3009
Email	dispatch@prioritytowingnearme.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 1/27/2025 12:20 PM

Unique Id 1110015995

## Complainant Information

Complainant Name Ryley Thornton

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
[REDACTED]  
Knoxville, Tennessee 37917

Complainant County Knox

Complainant Phone (949) 933-3018

Complainant Phone-Ext

Complainant Email ryley.thornton@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	1704 W Main Street
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	5/9/2024
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On May 9th, 2024, I was dog-sitting for my Mother in Franklin, Tennessee who was out of town, visiting with her oncology team. Following some heavy rain, I drove for a coffee on what was a sunny day. As bad luck would have it, I ended up hydro-locking my vehicle in a shin-deep puddle. In Googling "tow truck + Franklin TN," Priority Wrecker Service was a top result. So I called and explained the situation in detail. I explicitly, on a recorded line, asked for a price estimate. The operator conveyed a rough price of \$200. After an hour, the driver from this business arrived, winched my car to his truck, and pulled it out in a matter of 20 minutes. Only then, with my vehicle on the flatbed of the tow truck and as I sat in the cab of said truck, did the tow yard employee convey the real cost: \$3,100, an increase of over \$2,900. Understandably, I was dumbfounded given the original \$200 estimate and minimal effort involved. The operator's point that they didn't accept credit cards (only Venmo and the like) now made sense, as I'd imagine so many wronged customers simply worked with their credit card providers to withdraw payment. The tow truck driver explained that I could wait to pay, an option I chose. Only I didn't realize this nefarious company would use this as leverage, holding my vehicle hostage and charging daily</p>

	storage fees of \$100 per day as I worked with my insurance company. Online reviews and a BBB Rating of "F" reflect that my experience isn't an outlier, but standard practice. Can you spare Tennesseans from future financial ruin?
Amount involved?	1,850.00
How did you pay?	Credit Card
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Issue a written apology.
Is this an Automobile Complaint?	Yes
Year	2022
Make	Volkswagen
Model	Atlas
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Scott Hall
Title	Owner, Nashville Insurance Group
Phone	(615) 370-5600
Email	scott.hall@allstate.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth

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Other

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## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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Submit form to

**Consumer Complaint Form**  
Division of Consumer Affairs  
Tennessee Attorney General's Office  
P.O. Box 20207  
Nashville, TN 37202-0207  
(615) 741-4737 Phone  
Consumer\_Affairs@ag.tn.gov

(Departmental use only)

Received in office:

**Section I: How Do We Reach You?**

Your Contact Information

Please print clearly or type. All fields marked with an asterisk (\*) are required. Provide as much information as possible.

\*Name: DARPOLINC  
\*Address: [REDACTED]  
\*City: DES PLAINES \*State: IL \*Zip: 60016  
\*(Tennessee Residents only) County: \_\_\_\_\_  
Phone: Home (773) 939-5044 Work: (773) 939-5044 Email: DARPOLINC@GMAIL.COM  
Best Contact Time: 7am - 7pm

**Section II: Who is Your Complaint Against?**

Business Contact Information

\*Business Name: PRIORITY WRECKER SERVICE OF TENNESSEE INC  
Contact person: \_\_\_\_\_  
\*Address: 1704 W. MAIN ST  
\*City: FRANKLIN \*State: TN \*Zip: 37064  
Phone: (615) 944-3009 Fax: (\_\_\_\_) \_\_\_\_\_  
Email: \_\_\_\_\_ Website address: \_\_\_\_\_  
Type of product or service: TOWING & ESTIMATE

**Section III: What Happened?**

Details of Incident

\*Amount Involved: \$ 3500.00 How did you pay? ZELE & EFS (CASH) \*Date of transaction: 1/14/25  
\*Have you contacted the business about this complaint? Y With whom did you speak/when: NO ANSWERED  
\*What are you asking the business to do? REFUND OF MOST OF THE COSTS CHARGED UNFAIRLY  
\*What did the business do? TOW TRUCK (JUST TOWED - NOT RECOVERY) FOR HUGE AMOUNT OF DOLLARS, AND CHARGED A LOT FOR ESTIMATE BC WE DON'T WANT REPAIR IN THEIR SHOP  
List all agencies you have contacted about this complaint: \_\_\_\_\_

\*Have you or the business filed a lawsuit regarding this complaint?  YES  NO

Was this product or service advertised: NO If YES, when and where? \_\_\_\_\_  
(Please provide a copy of the advertisement if it is available.)

\*Briefly describe your complaint. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will NOT be returned.

ON JANUARY 14<sup>TH</sup> 2025 WE CALLED FOR TOWING SERVICE, WE WANTED  
TO TOW TRUCK & TRAILER OUT OF THE HWY TO SAFE PLACE,  
TOW COMPANY TOLD THEY WILL DO IT AND ITS NOT GONNA BE A LOT  
BECAUSE IT IS ONLY TOW. THEY OFFERED TOW TO THEIR LOCATION  
AND TOLD US THAT THEY CAN DO ESTIMATE FOR REPAIR,  
IF WE LIKE PRICE WE CAN DO IT THERE, BUT IF NOT WE CAN TAKE  
TRUCK OUT, THEY KEPT TRUCK 2 DAYS AND THEY COULDN'T DO THAT  
ESTIMATE, FINALLY, THURSDAY AFTERNOON THEY SENT US ESTIMATE FOR OVER  
12K DOLLARS, WHICH IS 2 TIMES MORE THAN WE COULD FIX THIS TRUCK,  
SO WE THANKS THEM, AND THEY GOT ANGRY AND TOLD US THAT NOW WE HAVE  
TO PAY FOR ESTIMATE, WHICH WAS OVER 2000 DOLLARS, AND TOW WAS 3K +

THEY TOLD US PAY CASH TOTAL BILLED \$5500.00  
BC THEY NOT GIVE US TRUCK & TRAILER  
**Section IV: Automobile Complaints**  
(Required Information for Automobile Complaints Only)

\*Year: 2012 \*Make: VOLVO \*Model: VNL

\*Vehicle Identification Number (VIN): [REDACTED]

**Section V: Final Step**

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business, and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

\*Signature: [Signature] - DARRYL INC \*Date: 2-11-25

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

**OPTIONAL: We would appreciate having the appropriate boxes checked**

Age:  18-29  30-39  40-49  50-59  60 or older

Have you previously filed any complaint(s) with the Division in the last 2 years?  YES  NO

If yes, please state against whom: \_\_\_\_\_



## Complaint Form

Date Submitted 3/13/2025 3:14 PM

Unique Id 1110017176

## Complainant Information

Complainant Name Leroy Calvin Hall Sr.

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Mt. Juleit, Tennessee 37122

Complainant County Wilson

Complainant Phone (615) 482-8883

Complainant Phone-Ext

Complainant Email chall8306@yahoo.com

## Respondent Information

Respondent Name Leroy Calvin Hall

Respondent Country United States

Respondent Address	████████████████████
	Mt Juliet, Tennessee 37122
Respondent County	Wilson
Respondent Phone	(615) 482-8883
Respondent Phone Ext	
Respondent Email	chall8306@yahoo.com

## About the Incident

Incident Date	3/7/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	CALL ME OR EMAIL ME FOR DOCUMENT. IT IS TOO MUCH TO TYPE.
Amount involved?	885.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Be held accountable and forced to stop this unfair business practice. MNPd need to do their job and help consumers.
Is this an Automobile Complaint?	Yes
Year	2011
Make	GMC
Model	Sierra
VIN	████████████████████

Have you contacted the business?	Yes
With whom did you speak?	Jack
When did you make contact?	3/7/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Aussie Thaxer
Title	Lt. of the THP
Phone	61533241127
Email	aussie.thaxter@tn.gov
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Tennessee Highway Patrol

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-03-13T20_14_40.6490128Z	

On March 7, 2025, searched the Internet after my 2011 GMC Sierra SLT stopped on Old Hickory Blvd and River Oaks Blvd intersection. Priority Wrecker Service was the first five or six wrecker services that showed when searching Google at approximately 1:45 P.M. I called Priority Wrecker Service. I was told that the driver would be contacting me. He contacted me at approximately 2:15 P.M. and asked for the address. He texted me and I gave him the pin drop. He stated that he would be there in 30-45 minutes due to traffic on the Interstate. The wrecker arrived at approximately 3:05 PM.

The driver Nano asked what the issue with the truck was when he arrived. He took a photo of my license. I went to the passenger seat of my ride. He came to the door and asked me to sign a document verifying permission for him to tow my vehicle.

He called when he got to the drop-off location and asked how I would be paying. He said that he only took Cash App or Zelle. He texted me the information. See photos. He sent me a bill and it stated \$380. I told him no way it should cost that much. He asked, did they tell this before, and I stated that they did not. He told me that I should call the desk and discuss this with them. If went to \$395.20 by Venmo because Zelle was not working.

Before I was able to call the desk, a man named Jack called and I expressed the same concern. He was rude and told me that I need to pay my bill. He told me that now I owed \$400. I asked him where my truck was located. He refused to give me the information and continued to harass me after I asked him to stop calling me. He called me about 7 times after I asked him to stop. He stated he would continue to call me until my phone was off. He told me that if I do not pay the bill by 4:30 that I would incur additional \$500/day charges. I was told that the yard closed at \$430 and that I would owe \$1,900 plus dollars on Monday.

I researched to company more, and I thought my vehicle was in Lavergne. I called the police station and told them what happed, and they told me that they have had issues with that company, and they were unlicensed; he advised me not to go there alone, and they would escort me.

I called MJPD and they told me that I needed to file a report in the county that this occurred. I called MNPS and they told me that needed to come to Metro to file the report.

I looked at the photo of the truck that took. I said Franklin because the bill that they sent me that stated \$380 now stated \$525 and late wen to \$1945. I went to Franklin and waived down an officer named Eric. I told him the situation and he rode to their impound yard in Franklin that stated 1704 W Main Street, Franklin, TN. No one was present and he told me to come back on Monday and have someone else go over there with me.

On Monday, March 7, 2025, at 9:38 A.M. I received a called from them asking when I going to pay. I asked them how much and where my vehicle was. They stated that I owed \$1945, and my vehicle was at 213 Whitsett Rd. In Nashville. I started on my way there and called MNPd at 10:07 and talked for 20 minutes. I was told to wait at McDonald's at 2212 Notensville Rd for an officer to escort me to the impound lot. A female officer said that her commander says that this was a civil matter, and they would not help me when she called me. I asked for her commander. He called me back and stated the same thing. He said they were licensed, and he could not help me. I told Commander Lovelle that this was untrue, and they were not a licensed company. I told him I did not feel comfortable going there by myself. He stated that if I go there and it gets out hand to call them back. I told he that it made no sense because I could be dead.

I went there and asked for Jack, the guy that was rude. He would not come to talk to me. This conversation was recorded. I asked for the for the boss, and the guy stated that he would be there in 30-35 minutes.

I waited fro about an hour and a black Mustang appeared. I went to him and asked if he was the owner. He stated no. Later he came out and asked what I needed with another guy. He stated that I was not allowed to record on the premises. At that time, I was not recording. He went through a spill and asked how much I could pay. I stated \$380. He stated that he could not do that because once a car goes to the yard. The state automatically makes them fill paperwork for administrative fees for \$500. He said that he would give me a deal \$885. I agreed and paid them to mitigate my losses.



## Complaint Form

Date Submitted 3/13/2025 3:36 PM

Unique Id 1110017178

## Complainant Information

Complainant Name LEROY CALVIN HALL Sr.

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address



MT JULIET, Tennessee 37122

Complainant County Wilson

Complainant Phone (615) 482-8883

Complainant Phone-Ext

Complainant Email CHALL8306@YAHOO.COM

## Respondent Information

Respondent Name PRIORITY WRECKER SERVICE

Respondent Country United States

Respondent Address	213 B WHITETT RD
	NASHVILLE, Tennessee 37210
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

### About the Incident

Incident Date	3/7/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	SEE ATTACHMENT.
Amount involved?	885.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	PRIORITY WRECKE SERVICE NEEDS TO BE HLEP ACCOUNTABLE AND GOVERNED. MNPS NEED TO DO THEIR JOB.
Is this an Automobile Complaint?	Yes
Year	2011
Make	GMC
Model	SIERRA
VIN	██████████

Have you contacted the business?	Yes
With whom did you speak?	JACK
When did you make contact?	3/7/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	LT AUSSIE THAXTER
Title	LIUETENANT
Phone	(615) 332-4127
Email	AUSSIE.THAXTER@TN.GOV
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	TN HWY PATROL

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-03-13T20_36_51.4184536Z	

6:52

19m



20



+1 (262) 960-5552



Share your name and photo?

Vin Hall

Share X



You stopped sharing location

Today 2:16 PM

You started sharing location with +1 (262) 960-5552.

ETA?

Today 3:21 PM

You stopped sharing location with +1 (262) 960-5552.

Zelle-  
[Hdtc.Inc.il@gmail.com](mailto:Hdtc.Inc.il@gmail.com)  
\$380

[615-944-3009](tel:615-944-3009)

@Wendy-maye  
Last 4 phone number 7960  
\$395.20

SEND REGULAR. DO NOT CLICK  
GOODS OR SERVICE

Let me know once it's sent

I thought it was \$380.

Read 4:30 PM · Edited

Venmo has a 4% fee

+ iMessage



## Complaint Form

Date Submitted 3/20/2025 10:19 PM

Unique Id 1110017371

## Complainant Information

Complainant Name Ahmad Massri

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Nashville, Tennessee 37221

Complainant County Davidson

Complainant Phone (865) 257-7977

Complainant Phone-Ext

Complainant Email amassri9800@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	213 Whitsett Road Unit D
	Nashville, Tennessee 37210
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	3/17/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On Monday 3/17/25 priority wrecker was called for a semi truck road side call due to a coolant leak. A price of 190\$ was agreed per hour for the roadside call. When the mechanic came he said the radiator was bad and needed to be replaced and towed to a shop. They said the tow would be 395\$ per hour. The location was less than an hour away so it shouldn't have totaled more than 1000-1500\$ total and that's stretching it. The truck was towed to their shop and we were given a call a few hours later saying they can't begin diagnosing the truck until the tow is paid for. We asked for the amount and they said 2200 and that was a "discounted" price as well. We immediately were in shock as that was nowhere near the number we were given. They had multiple hidden fees such as a fuel surcharge, drive shaft install/removal, gate fee, 3 hour minimum, etc that we were not made aware of whatsoever. After hearing this shocking news we said we didn't want it looked at and will be paying for the truck and leaving since their prices are clearly outrageous and there are a lot of hidden fees. The employee got mad and hung up on my face saying he will send me an updated invoice since we don't want it fixed there. The updated Invoice was almost 3500\$. This was more than a 1000\$ added we called back and</p>

	asked to speak to someone in person and the man said there was no one to speak to as he was at a call center. This was a lie as their call center is their shop location and they sit in the back. We show up the next morning in person as we feel it's best to settle this face to face and the employees are not understanding at all how this is inhumane and immoral. We continuously go back and forth trying to explain how this was not communicated after kicking us out because he told us the price is now 4200 we called and they lowered it down to 3500 for a tow and roadcall and the issue not fixed whatsoever. Read their reviews please they've done this to many people.
Amount involved?	3,500.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Refund me at least half.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	

Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

**Attestation**

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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**Attachments**

How Many Files	0
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## Complaint Form

Date Submitted 3/25/2025 5:46 PM

Unique Id 1110017479

## Complainant Information

Complainant Name Danny Iluobe

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address

[REDACTED]  
Olive Branch, Mississippi 38654

Complainant County

Complainant Phone (364) 208-8862

Complainant Phone-Ext

Complainant Email biz901@yahoo.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	1704 W. Main
	Franklin, Tennessee 37064
Respondent County	
Respondent Phone	(615) 9443009
Respondent Phone Ext	6159443009
Respondent Email	

## About the Incident

Incident Date	3/24/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>I needed a simple local tow (approx. 6.5 miles). What should've cost under \$100 with most companies turned into a \$250 cash charge, with no breakdown or quote provided until after the tow was complete. Here's what I was billed for: • \$125 "hook-up fee" • \$70 mileage (charged \$5/mile both ways — even though it was a one-way tow) • \$40 fuel surcharge • \$15 PPE/photo fee None of these charges were disclosed upfront. I was not given a quote when I requested the tow, and there was no rate sheet or verbal breakdown at the time of service. Worse, I was asked to hand over and have a photo taken of my driver's license — without a clear explanation why. I now regret allowing it. If you're ever asked to provide personal ID during a tow, ask what it's for and whether it's legally required. One of the guys tried to intimidate me. He kept my car keys in his pocket after he drove it on the truck bed. He did not explain any of the additional charges before the tow. He said they only take cash or Zelle. I had to go to Walmart to withdraw money from the ATM. Price Comparison: Afterward, I contacted other towing companies in the area. Here's what they quoted me for a similar job: • Franklin Towing – \$75 base + \$3/mile (No fuel surcharge or PPE fees) • Buddy's Towing – \$85 flat rate up to 10 miles •</p>

	Brentwood Towing – \$95 local rate, \$4/mile after Priority’s \$250 charge is way out of line with average pricing in Middle Tennessee — especially for such a short-distance, low-effort tow.
Amount involved?	250.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Refund \$100
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

**Attestation**

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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**Attachments**

How Many Files	1
SubmittedFile_2025-03-25T22_46_25.0293480Z.pdf	

2:15

5G+

Messages

PRIORITY WRECKER SERVICE OF TENNESSEE, INC.  
1704 W MAIN ST, Franklin TN 37064 | Phone: 615-944-3002 |

RECEIPT  
INVOICE #25-11155

Invoice Photos

Basic Details

Printed: 3/24/2025  
Call #: 11155  
Account: 0 Cash/Private Retail Customer  
Date/Time: 3/24/2025 @ 11:09 AM  
Requested:   
Date/Time: 3/24/2025 @ 1:07 PM  
Completed:   
Reason: Tow  
Customer: Danny Hoobe (662-804-2928)  
Tow From: 4080 Columbia Pike, Franklin, TN 37064, USA  
Tow To: 3600 Mallory Ln, Franklin, TN 37067, USA  
Notes: Dead battery on electric car Located at Winston elementary

Vehicle Summary

VIN Number: [REDACTED]  
Model: 2023 Hyundai KONA Electric (White)  
Odometer: 16419  
License Plate: BQQ7568 (TN)  
Drivable: Not Drivable

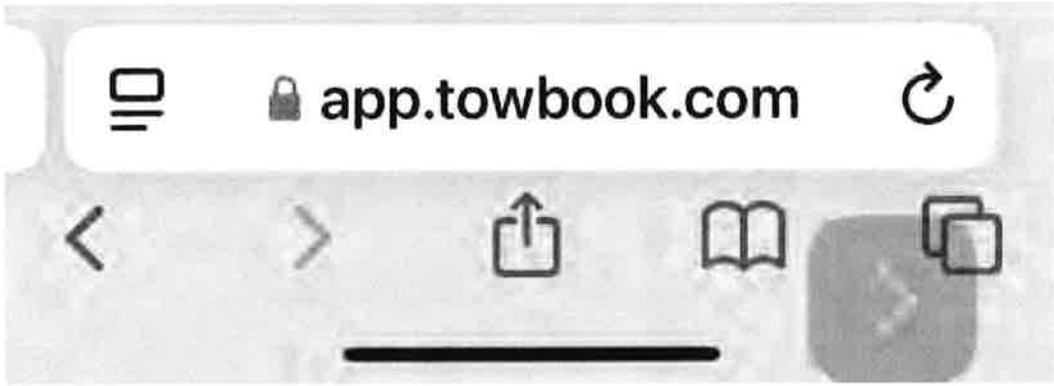
Charges Summary

Service Item	Units/Qty	Price	Line Total
Unloaded/Enroute Mileage	7	\$5.00	\$35.00
Loaded/Hooked Mileage	7	\$5.00	\$35.00
LD TOWING SERVICE HOOK FEE \$125	1	\$125.00	\$125.00
PPE/Photo Fee	1	\$15.00	\$15.00
Fuel Surcharge	1	\$40.00	\$40.00
		<b>Subtotal</b>	\$250.00
		<b>Taxes</b>	\$0.00
		<b>Grand Total</b>	\$250.00
		<b>Amount Due</b>	\$0.00

Cash payment of \$250.00 applied

Signature: 

USDOT: 4148082





## Complaint Form

Date Submitted 3/28/2025 5:05 PM

Unique Id 1110017568

## Complainant Information

Complainant Name Craig Craig Rutledge

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
[REDACTED]  
Louisville, Kentucky 40203

Complainant County

Complainant Phone (502) 836-2875

Complainant Phone-Ext

Complainant Email crutledge@lifesafetyservices.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	7009 westbelt Dr.
	Nashville, Tennessee 37209
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	3/28/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>Wrecker service tower our company's vehicle, then after that told us the would not accept credit cards. Told us we could ACH the funds, which we did, as soon as we did, was told an ACH was not acceptable. We are in contact with our bank now to stop payment on the ACH. Then we were told cash, Zell, or Venmo - but there would be a 4% fee for doing so (which those services do not charge a transaction fee like credit cards). Our company does not have Venmo, so i was going to attempt via my personal Venmo, but given that i don't use it often, i didn't have the funds, and initiated a transfer from my bank to Venmo, but the funds wouldn't be available until 4/3/2025. We were told by towing company they were going to impound our van. So our Vice President of Operations attempted through his personal checking account to use Zell, and the towing company kept saying the transactions weren't going through, even though it showed it that it was it was debited from his account and pending. During all of this the owner of the tow truck company kept radioing in to his driver (which we hear through speaker phone) to up the charges, to the point that he was increasing the fee over \$300 EVERY 10 MINUTES. Our VP of Operations is still on the phone with his bank trying to work something out, as we also have an</p>

	employee stranded. Our vehicle is on their tow truck, and they keep finding reasons not to take payment, and gouging us. Then at 4:37 CST time they impounded our van. The dispatcher hung up on us multiple times, and kept saying we "refused to pay", whereas all we kept doing was trying to pay. Will say the lady in the payment area was very understanding, as was the driver, and tried to helped, but always overridden by the dispatcher who we don't know is the owner. The dispatcher actually said "come here and meet me face-to-face" ....threatening a fight.
Amount involved?	1,665.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	March 28, 2025
Where	Google
What would you like the business to do?	100% refund - the owner was the most unprofessional person in the world. We would like the attorney general can press charges if possible. We will do whatever we can on our end to participate. This has literally been the most unprofessional and unethical company have ever worked with.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Jason
When did you make contact?	March 28, 2025
Is there anyone else with firsthand knowledge of your complaint?	Yes

Name	David Lauria
Title	Vice President of Operations
Phone	(502) 224-7993
Email	dlauria@lifesafetyservices.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 3/29/2025 5:02 PM

Unique Id 1110017587

## Complainant Information

Complainant Name Leith Konyndyk

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address

Nashville, Tennessee 37211

Complainant County Davidson

Complainant Phone (615) 339-3694

Complainant Phone-Ext

Complainant Email leith.konyndyk@tn.gov

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	101 LaSalle Ct. LaVergne, Tennessee 37086
Respondent County	Rutherford
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	3/3/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>I Wildlife Officer Sgt. Leith Konyndyk assisted an elderly lady who had run off the asphalt and high centered her car on the shoulder of the road in Ellington Agricultural Center in Davidson Co., TN at Edmondson Pike. This area was a high traffic cut through between I-65 and I-24 commuters. After waiting hours on MNPD and their next on call tow truck, I sent the lady/driver (Joanne Crowell) home because of the cold weather and her age. Her son-in-law Jamie Wyatt stayed with me until MNPD arrived at approx. 10:30 pm. Just before MNPD showed I asked my dispatch to get a tow truck in route. MNPD Officer Diaz Cruz decided the accident didn't need a report and apologized for the incredibly long response time. About 30 minutes later 10:45 pm Priority Wrecker Service arrived. They took pictures, ask for I.D. and set up to pull the car off the high centered asphalt shoulder. They hooked a winch cable and pulled the car 6 foot at an angle dragging it across the bottom and undercarriage (specifically what they were called for to preserve). The vehicle battery was dead. They had a jump-box and offered to jump it off. The son-in-law had a jump-box 100 yds away in his vehicle. When asked how much he owed them the driver said \$375 for the winch, \$195 for the jump, and \$90 for something else. I was</p>

	embarrassed as a public servant that this cost so much and was predatory. Mr. Wyatt did not have that kind of money on him. They would not take a card, but only cash or Venmo. The Venmo account the driver gave was wendy-mack to my recollection. I asked the driver could we work something else out to help this guy out and he said, "he has the money". The driver had two assistants and plus a roll-back driver that showed up at essentially the same time. The driver said multiple times that, "these are state police rates". I did some investigation and found this to be false. Please contact me if can assist in any way further. Wildlife Officer Sgt. Leith Konyndyk, TWRA
Amount involved?	660.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Contact the subject (Mr. Wyatt) of the unsavory business practice and refund the appropriate amount. It appears by state regulation that winch fees are on the quarter hour billing at \$375 per hour. That would be less than 15 minutes at \$93.75. A reasonable jump fee would be \$75, especially if they were already there and they were charging a callout fee. State regulation says they cannot charge a callout fee if they do not tow by my understanding. Since they only winched, it should have been \$93.75 + a reasonable jump fee. \$200 or less total would have been reasonable.
Is this an Automobile Complaint?	No
Year	
Make	
Model	

VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Jamie Wyatt
Title	son-in-law of the driver
Phone	(615) 202-8581
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	Tennessee Highway Patrol

### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	0
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## Complaint Form

Date Submitted 3/29/2025 5:02 PM

Unique Id 1110017587

## Complainant Information

Complainant Name Leith Konyndyk

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address

Nashville, Tennessee 37211

Complainant County Davidson

Complainant Phone (615) 339-3694

Complainant Phone-Ext

Complainant Email leith.konyndyk@tn.gov

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	101 LaSalle Ct. LaVergne, Tennessee 37086
Respondent County	Rutherford
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	3/3/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>I Wildlife Officer Sgt. Leith Konyndyk assisted an elderly lady who had run off the asphalt and high centered her car on the shoulder of the road in Ellington Agricultural Center in Davidson Co., TN at Edmondson Pike. This area was a high traffic cut through between I-65 and I-24 commuters. After waiting hours on MNPd and their next on call tow truck, I sent the lady/driver (Joanne Crowell) home because of the cold weather and her age. Her son-in-law Jamie Wyatt stayed with me until MNPd arrived at approx. 10:30 pm. Just before MNPd showed I asked my dispatch to get a tow truck in route. MNPd Officer Diaz Cruz decided the accident didn't need a report and apologized for the incredibly long response time. About 30 minutes later 10:45 pm Priority Wrecker Service arrived. They took pictures, ask for I.D. and set up to pull the car off the high centered asphalt shoulder. They hooked a winch cable and pulled the car 6 foot at an angle dragging it across the bottom and undercarriage (specifically what they were called for to preserve). The vehicle battery was dead. They had a jump-box and offered to jump it off. The son-in-law had a jump-box 100 yds away in his vehicle. When asked how much he owed them the driver said \$375 for the winch, \$195 for the jump, and \$90 for something else. I was</p>

	embarrassed as a public servant that this cost so much and was predatory. Mr. Wyatt did not have that kind of money on him. They would not take a card, but only cash or Venmo. The Venmo account the driver gave was wendy-mack to my recollection. I asked the driver could we work something else out to help this guy out and he said, "he has the money". The driver had two assistants and plus a roll-back driver that showed up at essentially the same time. The driver said multiple times that, "these are state police rates". I did some investigation and found this to be false. Please contact me if can assist in any way further. Wildlife Officer Sgt. Leith Konyndyk, TWRA
Amount involved?	660.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Contact the subject (Mr. Wyatt) of the unsavory business practice and refund the appropriate amount. It appears by state regulation that winch fees are on the quarter hour billing at \$375 per hour. That would be less than 15 minutes at \$93.75. A reasonable jump fee would be \$75, especially if they were already there and they were charging a callout fee. State regulation says they cannot charge a callout fee if they do not tow by my understanding. Since they only winched, it should have been \$93.75 + a reasonable jump fee. \$200 or less total would have been reasonable.
Is this an Automobile Complaint?	No
Year	
Make	
Model	

VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Jamie Wyatt
Title	son-in-law of the driver
Phone	(615) 202-8581
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	Tennessee Highway Patrol

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 4/9/2025 12:21 PM

Unique Id 1110017853

## Complainant Information

Complainant Name Richard Steven Wilson

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address



Collierville, Tennessee 38017

Complainant County Shelby

Complainant Phone (901) 315-6534

Complainant Phone-Ext

Complainant Email headrolla@hotmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	7009 Westbt Dr
	Nashville, Tennessee 37209
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	4/8/2025
In which state did your purchase/transaction take place?	Arkansas
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	Called for a tractor tow due to a gas tank hole. Was told the tow was in the way and 3 hours later was hooked to tow truck. Got to the shop and no one was there and said I could not be left. Jack later called and said payment for repair needed to be cash, check, or Zelle...no credit card. The charge was over \$4000!! And that the truck was ready. I went to the bank the following morning to get the money and take it to pick up my truck and when I arrived I was told the truck wasn't ready because when we spoke the night before, I was being asked for payment FIRST. Plus was told there was thousands more that would be due. When I showed him the receipt I was given, he accepted. However, there is no description next to the line items!! These are the rudest people I have ever dealt with. They charged me \$2200 for a tow!
Amount involved?	4,590.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes

When	Current
Where	Social media
What would you like the business to do?	The cost is extreme! It should be adjusted. Apparently there have been numerous complaints of the same type.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Jack
When did you make contact?	4/8
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Janet Signaigo
Title	
Phone	(901) 489-8090
Email	janet.signaigo@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 4/22/2025 1:32 PM

Unique Id 1110018186

## Complainant Information

Complainant Name Alex Franczyk

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
ROCHESTER, Michigan 48307

Complainant County

Complainant Phone (248) 941-0400

Complainant Phone-Ext 209

Complainant Email AFRANCZYK@SHARCOEXPRESS.COM

## Respondent Information

Respondent Name Priority Truck Center

Respondent Country United States

Respondent Address	213 Whitsett Ave
	Nashville, Tennessee 37210
Respondent County	
Respondent Phone	(615) 686-1189
Respondent Phone Ext	
Respondent Email	pts.shop2022@gmail.com

## About the Incident

Incident Date	4/22/2025
In which state did your purchase/transaction take place?	Tennessee
Category	11 - Motor Vehicle - Repair & Vehicle Warranties
Give a complete statement of the facts, with dates	On 4/22/25 Sharco Express brought one of its vehicles to Priority to diagnose and repair a leaking radiator. Priority diagnosed it and quoted almost \$7,000 to repair the radiator, which is significantly higher than we have paid in 2025, so we declined the work. Priority then charged us \$1356.75 for "diagnosing" the issue, including a \$500 "non-repair fee", \$550 "diagnosis fee", \$50 "technology fee" and \$175 for "hazardous materials". They refused to release our vehicle to us until we paid the invoice. We are from Michigan and can't afford to have a driver stuck in Tennessee indefinitely so we had to pay this grossly exaggerated bill. They forced us to pay via EFS money code or cash only so there was no ability for us to dispute the transaction.
Amount involved?	1,356.75
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	

What would you like the business to do?	We would like to pay a reasonable diagnosis fee for the 1-2 hours that was spent on our equipment. Our suggestion is \$200.
Is this an Automobile Complaint?	Yes
Year	2023
Make	Freightliner
Model	Cascadia
VIN	██████████
Have you contacted the business?	Yes
With whom did you speak?	John
When did you make contact?	4/22/25
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-04-22T18_32_45.4102928Z	

**PRIORITY TRUCK CENTER**

213 Whitsett Rd  
 Nashville, TN. 37210  
 Phone: 615-686-1189 Fax: 000-

ESTIMATE #

000517

**Estimate for Services**

Estimate Date : 4/22/2025

**SHARCO EXPRESS - DOUGLAS BOS**

2023 Freightliner - Cascadia - 126 - Detroit Diesel DD15 DDEC 13 (C

Lic # : RC17075 - MI

Odom. In: 0

Unit # : 242

VIN # : XXXXXXXXXX

Home: 2487010171 Office: 6168341876

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
Shop Supplies			75.00	NON REPAIR FEE	500.00
				ALL TRUCK THAT ARE NOT REPAIRED WILL HAVE A \$500.00 FEE	
				THIS ESTIMATE REFLECTS AN AFTERMARKET RADIATOR	
				DIAGNOSTICS FEE	550.00
				2 HOUR MINIMUM @ 275.00 PER HOUR	
				TECHNOLOGY FEE	50.00
				Hazardous Materials	175.00

Parts/Supplies: 75.00      Labor: 0.00      Sublet: 1,100.00      HazMat/Fees: 175.00      Tax: 6.75      Total : \$ 1,356.75

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere. I hereby waive this right.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within\_10\_days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts\_10\_. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_



## Complaint Form

Date Submitted 4/29/2025 9:47 AM

Unique Id 1110018364

## Complainant Information

Complainant Name Casey Bickes

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Nashville, Tennessee 37209

Complainant County Davidson

Complainant Phone (615) 5866137

Complainant Phone-Ext

Complainant Email caseybickes@gmail.com

## Respondent Information

Respondent Name priority wrecker service

Respondent Country United States

Respondent Address	101 Lasalle Ct, TN La Vergne,, Tennessee 37086
Respondent County	Rutherford
Respondent Phone	(615) 499-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	4/28/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>One of my employees called Johnny's Wrecker Service to haul a truck that was broke down. Priority Wrecker Service Inc showed up on Monday April 28th to haul my truck. Apparently Johnny's was bought out by Priority. They never gave me a price and told my employee to not worry about payment till after they hauled it back to my shop. My employee asked how to pay before they got to my truck. They hauled my truck 4.7 miles and charged me \$2,070 which is an insane price. I told them would pay with a credit card or check on behalf of my company. They demanded me to pay them cash, venmo, or cash app and said they not not accept credit cards or checks (their website states otherwise). I finally agreed to pay via Venmo with my company account. They then send me a price of \$2277 and said they charge a 10% processing fee. INSANE!! This guy that I was on the phone with for 30 mins, I believe he was the owner cussed me, yelled, told me how much money he makes how many Lamborghini's he has. He then told me if I did not pay him right now he would hold my truck at the impoundment lot and it would cost me \$10K to get it back. Told me he would come to my house and demad cash. I was sincerely just angry about the processing fee of 10%. He finally agreed to drop the processing fee and I went</p>

	ahead and paid it. This company has terrible reviews and they have ripped off many many people off. The threats this man made was appalling. There has to be something done about this!
Amount involved?	2,070.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I do not want any contact with this company as they have made threats to me directly. I would be in fear if they know about this complaint There needs to be an investigation done on this company.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	No name was given to me
When did you make contact?	April 28th
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No

How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	0
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## Complaint Form

Date Submitted 4/30/2025 8:21 PM

Unique Id 1110018424

## Complainant Information

Complainant Name Jessica Rouse

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address

Smyrna, Tennessee 37167

Complainant County Rutherford

Complainant Phone (615) 973-0464

Complainant Phone-Ext

Complainant Email mrs.jessicarouse@yahoo.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	101 LaSalle Ct
	Lavergne, Tennessee 37086
Respondent County	Rutherford
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	4/30/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On 4/30/25 My husband called to have our grandmother's car towed who had a tire blowout on the interstate today. Although he asked for a quote, he was not given one just like several others have noted. While the website states "affordable pricing", this could not be farther from the truth. The dispatcher my husband spoke to stated they charged by the mile (no info about hookup fees). It took the company an hour to arrive to my grandmother (the tech had gotten lost). Once they arrived at the tire store, she was told the price was \$360ish and she'd only been towed from a few miles away. My husband was told there was a \$200 hookup fee (not publicized on the website nor verbally during the original call). The rest was due to mileage. He then said he only accepted cash, Venmo or Zelle which also isn't publicized or shared during the dispatch call (and is suspicious for a "reputable" business). My grandmother was then quoted another \$100 due to him waiting at the tire place for the funds. When I arrived, the tech told me he didn't care about the car, had 5 mouths to feed and that the dispatch sets the prices. He accepted \$433 in cash from my grandmother and left. We've used towing services before and this was the most underhanded and predatory company we've ever done business with. Their pricing model and</p>

	acceptable payments lacks transparency. I did call and ask to speak to a manager but one was not available and my call was not returned.
Amount involved?	433.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	Ongoing
Where	Towing services advertised on website
What would you like the business to do?	Add clear pricing to their website and be required to give specifics about quotes before dispatching a technician.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Left message
When did you make contact?	Called 4/30 but no call returned
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted	5/1/2025 3:05 PM
Unique Id	1110018448

## Complainant Information

Complainant Name	Jeffrey Hardcastle
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military services?	No
Country of Residence	United States
Complainant Address	[REDACTED]
Complainant County	Hendersonville, Tennessee 37075 Sumner
Complainant Phone	(615) 830-4768
Complainant Phone-Ext	
Complainant Email	Hollywoodtrucking52@gmail.com

## Respondent Information

Respondent Name	Priority Wrecker Service
Respondent Country	United States

Respondent Address	1704 West Main Street
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	3/4/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>I spoke with Jack, the manager of the Franklin location, on March 3rd 2025 and he told me that he needed the money upfront before a tow truck would be dispatched. I wire transferred the amount of \$4,400 to the bank Jack gave me. After Jack confirmed the payment, I was told March 4th that a tow truck would be dispatched to North Carolina that night to retrieve my vehicle. The tow truck was not dispatched. I spoke with Jack on March 5th and he said they had an emergency so the truck wasn't sent. He then told me and that he would send a truck that night, March 5th. Again the truck wasn't sent. On March 10th I spoke with Jack and asked for a full refund. At that moment I was told the payment was nonrefundable. After that I tried to work with Jack about getting my vehicle towed back that week. It never happened. So I called and spoke with Dads Towing on March 13th and they sent truck out that night. I had my truck back in less than 24 hours after contacting Dads Towing. I then reached back out to Jack on March 13th and told him I would like a full refund and asked to speak to his boss, the owner, and he said he would not speak with me. Then he said the owner would be back in on March 18th to rectify the situation. I still haven't heard from the owner. Since then I have reached out to Priority</p>

	Wrecker Service and Jack multiple times to get a full refund but they said they are not doing that. On March 24th Jack said the plan was to refund half my money and then didn't back from anyone. On April 4th I spoke with Jack and told him I still hadn't heard from the owner. he said he would pass the message to the owner. Jack said the owner tried calling me at 12:00pm on April 4th but I was in the shower when he called and the missed call was from a blocked number. After I told Jack I was in the shower I have not heard back from anyone with Priority Wrecker Service. I
Amount involved?	4,400.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	
Where	Internet
What would you like the business to do?	A total refund in full amount.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Jack, Peter, Sarah, John
When did you make contact?	Multiple times through March and April.
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Christine Russek
Title	Insurance Agent

Phone	(931) 626-4029
Email	Christine@websterinsurancetn.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	3
SubmittedFile_2025-05-01T20_05_30.6796608Z	
SubmittedFile_2025-05-01T20_05_43.3579445Z.pdf	
SubmittedFile_2025-05-01T20_07_00.3672092Z	

<  **Jack TOWING CO...** ▾ ⋮

Monday, March 3

**Jack** 5:26 PM

5:27 PM **Hey, this is Jeff**

**From priority**

**Send into for your  
dump truck tow in  
nc here please**

5:27 PM

5:27 PM **10-4**

**2017 Freightliner  
114sd tri-axle. It  
is not loaded. The  
address it's located  
at is**



**FIRST NATIONAL BANK**  
**EMAIL TO WIRE DEPT fnbwire@fnbank.net**  
**OUTGOING WIRE TRANSFER REQUEST**

Template Name: \_\_\_\_\_ DATE: 3/4/25 TIME: 08:32 EMPLOYEE: Twinsletta

OFAC CHECKED (NON CUSTOMER - BENEFICIARY):  CSR  WIRE DEPT. INITIALS REQUIRED  
 OFAC CHECKED (BENEFICIARY BANKS INCLUDING FOR FURTHER CREDIT TO):  CSR  WIRE DEPT. INITIALS REQUIRED

RECEIVING FINANCIAL INSTITUTION: (Routing # - 9 digits) 0 6 4 2 0 8 1 6 5

SWIFT CODE (for international wires only): \_\_\_\_\_

AMOUNT: \$ 4,400.00 FEE AMOUNT: WAIVED (FOREIGN WIRES CONTACT WIRE DEPT)

RECEIVING FINANCIAL INSTITUTION NAME: TRUIST BANK

RECEIVING FINANCIAL INSTITUTION LOCATION: 1725 MALLORY LN BRENTWOOD, TN 37027

BENEFICIARY ACCOUNT NUMBER: [REDACTED]

BENEFICIARY NAME: PRIORITY WRECKER SERVICE OF TENNESSEE, INC.

BENEFICIARY PHYSICAL ADDRESS: 1704 W. MAIN ST

CITY: FRANKLIN ST: TN ZIP: 37064

ORIGINATOR TO BENEFICIARY INFO: \_\_\_\_\_

ORIGINATOR NAME: HOLLYWOOD TRUCKING LLC

ORIGINATOR PHYSICAL ADDRESS: 102 RIVERBIRCH LN

CITY: HENDERSONVILLE ST: TN ZIP: 37075

ORIGINATOR ACCOUNT NUMBER: [REDACTED]

ORIGINATOR SIGNATURE: [Signature]

**FOR FNB PURPOSES ONLY - NOT TO BE KEYED ON WIRE**

REASON OR NATURE OF WIRE: TOWING COSTS

PURPOSE OF PROCEEDS:  LOAN  NON-LOAN COST INITIATED  BANK RELATED (EX: Fund Raising, Participation Pmts.)

INTERNAL VERIFICATION \$5,000 AND OVER:  VERIFICATION MADE BY \_\_\_\_\_

CUSTOMER VERIFICATION: VERBAL CUSTOMER CALL MADE  YES  NO VERIFICATION MADE BY \_\_\_\_\_

PERSON SPOKEN WITH TO VERIFY WIRE: \_\_\_\_\_ PHONE NUMBER CALLED TO VERIFY WIRE: \_\_\_\_\_

**LOAN RELATED WIRES** WIRE APPROVED BY (Initial): \_\_\_\_\_ APPROVING LOAN OFFICER (IF 100K to 500K) \_\_\_\_\_ LENDER'S SUPERVISOR (IF >500K)

\_\_\_\_\_  
 CHIEF BANKING OFFICER CHIEF EXECUTIVE OFFICER CHIEF CREDIT OFFICER EXECUTIVE VICE PRESIDENT

\_\_\_\_\_  
 COMMUNITY PRESIDENT (EXEC. VP, CHIEF CRO, COO, PRES. HAVE AUTHORITY TO APPROVE ALL WIRES)

FNB 10/15/2024

<  Jack TOWING CO... ▾ ⋮

Mar 5, 2025

Would you mind sending me the guy's name of who's picking up the truck so I can let IAA know, thank you.

12:18 PM

Sorry jeff we have been crazy busy with the storm that came through here last night and today. I had to push sending a driver this morning because of a recovery situation we had last night going into this



morning. I have a





## Complaint Form

Date Submitted 5/2/2025 7:54 AM

Unique Id 1110018464

## Complainant Information

Complainant Name Jessica Rouse

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Complainant County Smyrna, Tennessee 37167

Rutherford

Complainant Phone (615) 973-0464

Complainant Phone-Ext

Complainant Email mrs.jessicarouse@yahoo.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 37064
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	4/30/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On 4/30/25 our grandmother had a flat/blowout on the interstate driving from Antioch on the way to Smyrna. My husband called Priority Wrecker for a tow to Tire Discounters in Smyrna, less than 20 miles from her location. "Dispatch" never gave a quote although one was requested. They only said they charged by the mile. No mention of a hookup charge. The technician called my grandmother lost and took an hour to get there. He transported her to Tire Discounters and quoted her a \$360 bill. My husband spoke to him regarding the payment and he said he didn't accept anything but cash, Zelle or Venmo. My husband did not have those forms of payment and my grandmother didn't have cash on her. My husband called me to see if I could go to the tire shop and help. When I arrived I discovered he'd told my grandmother that the price was now \$465 due to the time he had to wait. She'd gone to the bank and took out all she had which was \$433 which he said he'd take. When I asked him to explain the price, he told me he didn't care about her car, had 5 mouths to feed and that dispatch tells him what to charge. I called and left a message for the owner but didn't hear back. When they responded to my Google review asking that I call, I called on 5/1/25 only to be placed on hold and hung up on. I've contacted</p>

	news stations and Nashville Department of Transportation and was informed Priority Wrecker is operating illegally out of Davidson County without a permit and has been reported to the TN Attorney General
Amount involved?	433.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	Daily
Where	Website
What would you like the business to do?	Operate legally with a permit, post their prices on their website, refund my grandmother the extra \$100 for "waiting"
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Dispatcher
When did you make contact?	4/30/25 and 5/1/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Saluda Rouse
Title	Grandmother
Phone	(615) 574-8666
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

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Other

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## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-05-02T12_55_18.8368147Z.pdf	

7:18



< Back



To: mrs.jessicarouse@yahoo.com >

## **RE: Tip: Priority Wrecker Service- predatory business practices**

Good morning, Priority is operating illegally in Davidson county because they do not have a permit. They are a problem here in Nashville and the have been reported to the Tn Attorney General.

***Richard Rooker***  
***TLC Director***  
***750 South Fifth Street***  
***Nashville, TN 37206***  
***Office (615) 862-6777 / Cell (615)***  
***533-2360***

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**NDOT**

ZERO TRAFFIC DEATHS. ZERO EXCUSES. VISION ZERO

**Safe Routes  
To School**

A NASHVILLE REGION TRANS INITIATIVE



**From:** [mrs.jessicarouse@yahoo.com](mailto:mrs.jessicarouse@yahoo.com)

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## Complaint Form

Date Submitted 6/4/2025 2:44 PM

Unique Id 1110019252

## Complainant Information

Complainant Name Heather Dawn Harper

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address



Fairview, Tennessee 37062

Complainant County Williamson

Complainant Phone (512) 910-0253

Complainant Phone-Ext 5129100253

Complainant Email heatherharpistbz@yahoo.com

## Respondent Information


Respondent Name Priority Wrecking Service Jonathan Schmidth

Respondent Country United States

Respondent Address	213 Whitsett Rd
	Nashville, Tennessee 37210
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	4/30/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>I called Priority Wrecker service out to help me tow my vehicle that broke down 5 min from my job off crossings Blvd in Spring hill tn and ask them to give me a quote they could not because they could not figure out my location it took them 1 hr to come because there was accident and my boss came to pick me up and i left my keys in my car i ask them to call me and give me a quote before he picked up my car and he said he will when he arrive however he showed up to my work and passed my work without the quote and when he arrived stated that because of the accident i would be charged 398.00 cash or venmo, zelle which i didnt have that type of cash and i dont know what zelle or venmo was i ask if i could use my card he said they dont take it my boss was going to pay he said no so my mom got on the phone and told him she could pay with a credit or debit card he declined and wanted to take only the options he stated this was not told to me and at that high rate for a 5 min tow . he then took my car over county jurisdiction to Davidson county and i called his manger joel because the driver refused to let me speak with him and ask him if i can bring the money in i have a video he stated if i bring the 400.00 in tomorrow he will give me my car i went with the 400.00 the next day and when they realize i was</p>

	videoing decided he wont give me my car and only for me to pay 400.00 for my items out of my car which is illegal according to state laws he changed his mind i was never given a quote i called the police because my daughter and children had their school back pack and school, computer in the car plus birth certificate because we were in the process of moving the police saw the video knew i was telling the truth and they treated the police poorly who got in contact with their superior and let me remove my items and they refuse to give me my care even with me having the money they told me to bring i left and we tried to negotiate several times the amount was changed.
Amount involved?	0.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	
Where	on goolge
What would you like the business to do?	I want my car back plus i lost my job to them taking my car causing a scene at my work i have not work for a couple weeks and i want what i would of gotten paid i cant pay any of my bills and got to work without my car the car is owned by a lean company in Texas i owe 2 car note behind because they stole my car i cannot work.
Is this an Automobile Complaint?	Yes
Year	2010
Make	Jeep
Model	Patriot
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Joel and Jonathan

When did you make contact?	several times since April 30
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Caroline
Title	Lives across from the Business witness what they did
Phone	(615) 569-0426
Email	none@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	Yes
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 6/12/2025 11:57 AM

Unique Id 1110019441

## Complainant Information

Complainant Name Felix A Osoria Jr.

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Providence, Rhode Island 02909

Complainant County

Complainant Phone (347) 822-6744

Complainant Phone-Ext

Complainant Email fosoria165@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	101 Lasalle ct La Vergne, Tennessee 37086
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	5/16/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>So on 5/16 my drivers truck broke down. I am an owner of a small trucking company. Anyways my driver broke down on the highway late at night on I65 he was in Brentwood, TN according to the GPS. My dispatcher called a few places and had no luck. He was able to get a hold of Priority towing. They quoted him 550 an hour to do the tow the truck was 30 mins away from the shop. My dispatcher agreed. The next morning, I see what happened on slack. (An app we use to communicate with each other in the company) There I tell them lets pay the tow fee and see what needs to get fixed and get it done so we can get back on the road. When we call to get the price, they said it was going to be 5700 dollars. This was the beginning of them starting to add extra charges for work they said that they did which was never completed because finally I had to spend more money to get the truck towed to another shop. I tried to go into detail, but I had ran out of space in here. So I am paraphrasing now. Essentially, I lost both actual money from having to pay for work that was never completed had to pay extra fees and tows to them. For example, I was charged 500 dollars for a not getting the work done with them after I paid 550 for a diagnostic and this was to find the second thing that they claimed was wrong after we had</p>

	<p>paid to get work done on what they said was the problem. Also, I had to pay 500 to get the truck towed from inside the shop to their lot right outside the shop and then pay again 500 to get it towed to another place because they were going to charge me 500 dollars to tow it to the street. Also, the tow didn't include the trailer, so I had to pay another company to go and get the trailer towed. I will be willing to go into more detail This should have been a 1-day job and ended up dragging 5 days also cost me more than 10k.</p>
Amount involved?	11,840.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	<p>I would like to be reimbursed for the work that was never completed. I would also like to be reimbursed for the charge of the toll I know that there should have been a charge, but I believe that 5700 to tow a truck 12 miles is ridiculous especially since it was never disclosed. Also I would like to be compensated for time lost as when I finally got it to the other shop they did what was needed to get back on the road same day. Also, will like to get compensated for extra charges and fees that I feel were uncalled for. For example, I paid a 500 fee for not getting the work that was diagnosed by them saying that it's a non-work fee. My argument is that they had did initial work which is what we they thought it was. I paid 550 to get the diagnostic so why would you charge me for not getting work done when I originally got work done. Lastly other thing was that they 500 dollars to tow the truck from inside the shop to their yard right outside. At this point they know I was going to have someone else pick it up they claim to not allow other companies in</p>

	their yard. So my thing is if you are already going to tow the truck and the trailer out of the shop why can't you just tow it the street instead of having me pay you twice one to tow it to the yard and then again 500 to tow it to the street.
Is this an Automobile Complaint?	Yes
Year	2015
Make	International
Model	TT
VIN	██████████
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Roupnel Pierre
Title	
Phone	(551) 312-4452
Email	management@fplogistixs.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 7/6/2025 6:29 AM

Unique Id 1110020071

## Complainant Information

Complainant Name Donald Hayes

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Portland, Tennessee 37148

Complainant County Sumner

Complainant Phone (615) 347-4181

Complainant Phone-Ext

Complainant Email dhayes4181@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service Franklin, TN

Respondent Country United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	7/2/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>Returning from vacation while pulling a travel trailer on July 2nd, we had a blow-out on I-840 eastbound south of Franklin TN. Being near Franklin my wife called for road side assist while I surveyed the damage. As a senior adult and handicapped I could not make a tire change. She contacted Priority Wrecker in Franklin and they dispatched a truck. The driver arrived and made the tire change using my spare tire. He was there for approximately 30 min. The bill was \$1395 to change this flat. We argued, but he stated if not paid the company would send another truck to impound our camper. Then he stated its cash only, no credit cards. Will I be paying in cash? I offered to follow him to the office and run the card there, he states any delays will continue to cost us extra money. He reiterated that they do not take any credit cards. He also states that if a second truck is dispatched we will be responsible for both trucks plus any storage fees until paid in full. We do not carry this kind of money, ever. He asked if we could do Venmo. We live on a fixed income and do not carry that kind of daily money in our checking. I had to get my daughter on the phone who tried to work it out but he got frustrated, called for another truck to pick up the camper. He said it was up to him, not management to collect and if NOT paid when the</p>

	truck arrives, I have to pay for both trucks. I felt we had no options. With my daughters help, we paid the fee.
Amount involved?	1,395.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Accept a fair price for the work done and refund the difference. This pricing is over the top! \$1125 to show up \$75 for shop supplies (driver used a 4-way lug wrench) \$15 for pictures \$180 Fuel surcharge (30 mile drive)
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Rachel Buterbaugh
Title	daughter
Phone	(615) 830-3821
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A

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Other

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### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	1
SubmittedFile_2025-07-06T11_29_43.9766416Z	

# PRIORITY WRECKER SERVICE OF TENNESSEE, INC.

1704 W MAIN ST, Franklin TN 37064 | Phone: 615-944-3009 |

## RECEIPT

INVOICE #25-12912

Invoice Photos

### Basic Details

Printed: 7/4/2025  
 Call #: 12912  
 Account: 0 Cash/Private Retail Customer  
 Date/Time: 7/2/2025 @ 6:50 PM  
 Requested:  
 Date/Time: 7/2/2025 @ 8:20 PM  
 Completed:  
 Reason: Tire Service  
 Customer: Don Hayes(615-347-4181),  
 Tow From: (I-840 EB mm 35 )  
 Notes: Need tire changed on rv Has  
 spare mounted on rim

### Vehicle Summary

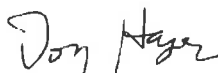
VIN Number: XXXXXXXXXX  
 Model: 1988 Travel Trailer (White)  
 License Plate: 5TE7479 (TN)  
 Drivable: Not Drivable

### Charges Summary

Service Item	Units/Qty	Price	Line Total
HD SERVICE CALL PER-HOUR PORT TO PORT \$375	3	\$375.00	\$1,125.00
SHOP-ROAD SERVICE OR SHOP SUPPLIES	1	\$75.00	\$75.00
PPE/Photo Fee	1	\$15.00	\$15.00
Fuel Surcharge	1	\$180.00	\$180.00
		<b>Subtotal</b>	\$1,395.00
		<b>Taxes</b>	\$0.00
		<b>Grand Total</b>	\$1,395.00
		<b>Amount Due</b>	\$0.00

Other payment (Ref # Venmo) of \$1,395.00 applied

Signature: \_\_\_\_\_



USDOT: 4148082





## Complaint Form

Date Submitted 7/11/2025 11:49 AM

Unique Id 1110020258

## Complainant Information

Complainant Name Brian Olsson

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
[REDACTED]  
Manchester, New Hampshire 03103

Complainant County

Complainant Phone (617) 543-3669

Complainant Phone-Ext

Complainant Email briano@ironheartcanning.com

## Respondent Information

Respondent Name Priority Wrecker Service Inc

Respondent Country United States

Respondent Address	213 Whitsett Rd Unit D Nashville, Tennessee 37209
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	7/10/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	7/10/2025 Iron Heart Canning Company scheduled a vehicle to be towed from Velocity Truck Center Nashville to a warehouse in Chattanooga TN. An estimated cost was around \$4,000.00 but the invoice was for \$5610.00. We were told that they accepted credit cards, and their website says they do but they would not deliver the vehicle until we paid the invoice in full by using Venmo (@Wendy-Maye was the Venmo QR to submit payment for their business), Zelle, or Cashapp and was instructed to check the private exchange box for tax purposes. The tow was started at 10 am and they did not make this known until 530pm. They then told us they could deliver the vehicle 7/11/2025 for a cost of \$7950.00 and we would be charged \$140 a day for storage until we pay. They are currently holding our vehicle at their storage facility until we pay them in full. We have not paid them yet
Amount involved?	7,950.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	

Was this product or service advertised?	Yes
When	
Where	Truckdown.com and NTTs.com
What would you like the business to do?	for a business dealing with Fleet vehicles they should not be forcing people to pay using Venmo, Cashapp, or Zelle and asking us to check a box so that they do not get taxed as a business. They should have a business to business payment system and not bully us to pay using the above apps. Our company will not participate using these payment methods they are forcing on us
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Jack
When did you make contact?	7/10/2025 and 7/11/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Rachael Comstock
Title	VP of Finance
Phone	(603) 664-4208
Email	rachael@ironheartcanning.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	3
SubmittedFile_2025-07-11T16_50_04.1737046Z	
SubmittedFile_2025-07-11T16_50_12.9168702Z	
SubmittedFile_2025-07-11T16_50_21.2526049Z.pdf	



**PRIORITY WRECKER SERVICE OF TENNESSEE, INC.**

1704 W MAIN ST, Franklin TN 37064  
Phone: (615) 944-3009

Invoice  
**Invoice #25-13008**

Printed 7/10/2025

<b>Call #</b>	13008	<b>Authorized by</b>	0 Cash/Private Retail Customer
<b>Tow Reason</b>	Tow	<b>Tow From</b>	1901 Lebanon Pike, Nashville, TN 37210, USA
<b>Date/Time Requested</b>	7/10/2025 @ 9:45 AM	<b>Tow To</b>	4120 S Creek Rd, Chattanooga, TN 37406, USA (4120 South Creek Road)
<b>Contact</b>	Dispatch Brian Olsen, (617) 543-3669		
<b>Contact</b>	Nick Gladkin (onsite), (919) 480-5669		

**Notes** Iron heart Canning  
Truck # 0523  
Box truck with lift gate can not drive long distance anymore  
Does not owe any money to Velocity  
DPF issue with truck

Year	Make	Model	Color	VIN	Plate	Odometer
2018	Isuzu	NPR	-	[REDACTED]	4400939 NH	-

Charge Description	Quantity	Price	Line Total
Fuel Surcharge	1	\$520.00	\$520.00
HD TOWING PER-HOUR PORT TO PORT \$550 (price per hour)	9 (9 h )	\$550.00	\$4,950.00
PPE/Photo Fee	1	\$15.00	\$15.00
Axle Removal	1	\$125.00	\$125.00
<b>Grand Total</b>			<b>\$5,610.00</b>
<b>Amount Due:</b>			<b>\$5,610.00</b>

PRIORITY WRECKER SERVICE OF TENNESSEE, INC. appreciates your business; if you have any questions regarding this invoice, please contact us at (615) 944-3009

**Signature:** \_\_\_\_\_

View photos for this tow online at <https://app.towbook.com/PublicAccess/Invoice2.aspx?id=235659884&sc=0bc07cabe8>

**USDOT: 4148082**



# IHC: ACCOUNT DEFINITIONS

## Helpful terms

COGS = Cost of Goods Sold (Costs and expenses directly related to the production of goods)

SGA = Selling, General, Administrative Expenses (Overhead Costs)



# COGS EMPLOYEES: REGIONAL LEADS AND TECHS

## COGS Travel Account Clarifications

### **5500 Travel Expense – COGS:**

- Car rentals, Uber, Lyft, etc. to and from hotel, while on job, and/or to drop off/pickup vehicles from service or repairs
- Airline charges (tickets & associated fees)

### **5501 Employee Meals:**

- Per diem meals while on job / traveling; Please do not use 6430 Meals & Entertainment, this account is for SG&A employees (sales & corporate) unless otherwise directed by a manager.

### **5502 Gas:**

- Gas expenses; Please post any DEF expenses to 5602

### **5503 Hotel & Accommodations:**

- Hotel expenses incurred during runs or run support

### **6061 Employee Apparel & Gifts**

- Any expenses related to –
  - a. Anniversary/MVT/birthday/other celebrations
  - b. IHC Cup expenses
  - c. Holiday party expenses (meals & events included)
  - d. Team building/employee morale



## **SG&A EMPLOYEES: VPS, FINANCE, CORP OPERATIONS, SALES, OPERATIONS MANAGERS**

### SG&A Travel Account Clarifications

#### 6209 Employee Meals:

- Per diem meals for employee(s)

#### 6430 Meals and Entertainment:

- Meals and/or event costs associated with:
  - a. Sales meetings with customers
  - b. Meals purchased for new customer runs

#### 6061 Employee Apparel & Gifts

- Any expenses related to –
  - a. Anniversary/MVT/birthday/other celebrations
  - b. IHC Cup expenses
  - c. Holiday party expenses (meals & events included)
  - d. Team building/employee morale

## LINE OPERATING COSTS: EQUIPMENT & SPARE PARTS

### **5405 Corp**

- Equipment and Spare Parts purchased by a corporate team member, that are not consumable.

### **5406 Local**

- Equipment and Spare Parts purchased by a manager that works within the division, that are not consumable.



## 5415 LINE OPERATING COSTS: SUPPLIES - CONSUMABLE ITEMS

*BASICALLY, ANYTHING FROM STAPLES, DIVERSEY, HYGIENA, AND ANYTHING THAT IS "CONSUMED" OR HAS A VERY SHORT LIFE.*

- VJ Ink
- VJ Makeup
- VJ Cleaner
- VJ Thermal Ribbon
- VJ Thermal cleaning swabs
- Boca Bearings
- Gloves (XL, L, M, S)
- Trash bags
- Rags
- Chemicals (Diversy / Birko)
- C02
- Hygiena supplies – Aqua snaps and Ultra snaps
- Tygon Tubing
- Non-Filler line
- Screws (replacements)
- Silicone Spray
- Seamer Grease
- Sani Petro-Gel Lubrication



## 1301 REBUILD PARTS INVENTORY:

### Corporate Operation's Team Only

Catch all for engineering launches and large equipment rebuilds (Canning Lines, Seamers, depals, labelers, Dosers)

Any parts we need to purchase for equipment that will be relaunched, Tracked via WOs on Limble

- Examples:
  - Changeover blocks and posts
  - Specialty kits (PET sensors)
  - Toolboxes
  - Tools for depals

Any specialty projects we are working on that do not have a home and stay open until launched

- Example: 100 ml Steel changeover kit, that is getting built out but we do not know where it will end up.
- Seamer rebuilds:
  - Parts ordered for rebuilds
  - Tracked Via WOs

## 5520 OPERATIONS - COGS: ENGINEERING & REBUILDS:

### Corporate Operation's Team Only

Tools and supplies we need to purchase to complete rebuilds but they do not leave the warehouse

Examples:

- Cylinder from Matheson
- Drills and Bits
- Testing supplies such as beer and CO2
- Chest freezer for kegs
- Videojet Date coder Contracts that are sitting in the warehouse

Small equipment **repairs** (not new) that we do not have a home for

Examples:

- Compressors
- Labeler rewind repairs
- Blue Lift repairs / cables
- Tables
- CIP Carts



## 5510 OPERATIONS - COGS: OPERATIONAL IMPROVEMENTS

- This account should only be used with approval from the VP of Corporate Operations
- This account is used for improvements to equipment, whether it is for testing or companywide
- Example:
  - Hose Inspection Cameras
  - Seam Identification tools (Steel cans need black lights)



## 6196 TRAVEL LINE LAUNCH

- Travel for line launch and deployment
  - Gas
  - Food
  - Hotels
  - Rental Cars
  - Airfare
- Travel for transporting equipment for a launch
  - Example picking up a conveyor at X location to repair and bring to the final location



## 5870 OPERATIONS - COGS: QUALITY CONTROL

- QC Related Shipping – Lab Samples, Investigations and Seam Ex mail
- Lab and Testing Consumables (Including Test Kit Supplies) – Chemicals, Cleaners, Gloves, Pipettes, Etc.
- Lab or Investigation Resources – As needed purchased by Quality Team for execution of tasks



## 5601 VEHICLE EXPENSES: TRUCK AND EQUIPMENT RENTALS

- Vehicle and Equipment Rentals are usually charged to the division, but categorized to 5601
- Examples:
  - We rent a truck from Penske to move equipment
  - We rent equipment for a job
  
- COGS employees should be using 5500: Travel Expenses – COGS for rental cars, uber, lyft, taxi.
  
- SGA employees should be using 6202: Auto Rental and Taxi for rental cars, uber, lyft, taxi.



## 5602 VEHICLE EXPENSES: VEHICLE MAINTENANCE AND REPAIRS

Vehicle Expenses cover all maintenance repairs and consumables for the vehicles

### **Consumables:**

- DEF
- Coolant
- Wiper fluid
- Wiper blades
- etc

### **Center Card:**

**Division:** Division

**Location:** Warehouse

**Purpose:** Asset #, description of purchase

### **Maintenance:**

- Oil change
- PM Service
- DOT Inspections
- Tow
- Tire Replacement
- Etc.

### **Center Card:**

**Division:** Division

**Location:** Warehouse

**Purpose:** Asset #, description of repairs



## 5603 VEHICLE EXPENSES: VEHICLE REGISTRATIONS

**Vehicle Registrations** are completed by the Fleet Manager, online / in-person, or by a person he designates.

- If designated to a person, it is because the vehicle needs to be Titled and Registered in a different state, which cannot be done online but by an individual with a state ID that the vehicle is being registered in.
- Example: Vehicle moved from FL to PA, a POA was created for a designated employee, and they were mailed the following: POA, Title, and registration renewal form.

Once Vehicle Registrations are completed, the cost is being recorded within Fleetio under the vehicle's profile as an expense.

### **Within Center Card:**

**Division:** Division Registration will be charged to

**Location:** Warehouse the vehicle operates out of

**Purpose:** (Asset #) REG:\$ (Cost) FEE:\$ (Online Fee)

- Example: Asset 0951 REG:\$298.50 FEE:\$2.50

11:12



+1 (630) 442-3190

iMessage  
Yesterday 5:50 PM

Wendy Maye

@Wendy-Maye



**venmo**



Today 11:12 AM

Did you send over the wire transfer?

The sender is not in your contact list.

Report Junk



iMessage





## Complaint Form

Date Submitted 7/18/2025 11:07 AM

Unique Id 1110020441

## Complainant Information

Complainant Name Kyanna Campbell

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Antioch, Tennessee 37013

Complainant County Davidson

Complainant Phone (615) 630-8224

Complainant Phone-Ext

Complainant Email Kyannacampbell.kc@gmail.com

## Respondent Information

Respondent Name Priority wrecker service of Tennessee, INC

Respondent Country United States

Respondent Address	1704 West Main St. Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	7/17/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>Subject: Formal Complaint Regarding Undisclosed and Potentially Excessive Towing Charges Dear Tennessee Department of Commerce and Insurance, I am writing to file a formal complaint regarding a towing service I received in Franklin, TN on 7/17/2025. I believe I was charged excessive and potentially unlawful fees by the towing company, with no prior disclosure or consent given for the charges that were later invoiced. Here is the full breakdown of what I was charged: • \$75 "to come out" • \$75 "to tow" • \$60 "for gas" • \$195 "hook fee" • \$15 "photo fee" • \$41 "service fee" The total charged was \$461. These fees were not disclosed beforehand, and I was given no opportunity to approve or question them prior to the service being performed. I received an itemized invoice after the service was completed, which I will include as an attachment with this email for your review. I am especially concerned about being charged both a dispatch fee and a hook fee, in addition to a separate towing fee and a \$60 gas charge. The \$15 photo fee and \$41 service fee were also never mentioned until invoiced. This lack of transparency, combined with the stacking of fees, gives me reason to believe this may fall outside of fair or regulated towing practices in Tennessee. I respectfully request your assistance</p>

	in reviewing this invoice and determining whether this company is in compliance with current towing regulations and consumer protection standards in the state. Thank you for your time and assistance. I am happy to provide any further documentation you may need.
Amount involved?	456.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I would like the towing company to provide a full explanation of each charge, including why I was billed for both a hook fee and a towing fee, as well as a separate dispatch, gas, photo, and service fee — none of which were disclosed beforehand. I am requesting a partial refund for any fees that are duplicative, excessive, or not permitted under Tennessee towing regulations. At a minimum, I want accountability and assurance that the company will provide clear, upfront pricing to future customers. I did call the company to request this information and asked to speak to the manager. The attendant refused and, when I explained that I planned to file a complaint, he told me he “definitely would not help” if I was going to “make his life harder.” I found this response unprofessional and dismissive, and it further confirmed the need to escalate this issue.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	

Have you contacted the business?	Yes
With whom did you speak?	A male attendant; I am unsure of his name
When did you make contact?	7/17/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Hadassah Marie Pegues
Title	
Phone	(615) 540-8636
Email	hadassah.m.pegues@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-07-18T16_07_54.5427025Z.pdf	



**PRIORITY WRECKER SERVICE OF TENNESSEE, INC.**

1704 W MAIN ST, Franklin TN 37064 | Phone: 615-944-3009 |

**RECEIPT**

Invoice

Photos

**Basic Details**

Printed: 7/17/2025  
 Call #: 13155  
 Account: 0 Cash/Private Retail Customer  
 Date/Time: 7/17/2025 @ 6:17 PM  
 Requested:  
 Reason: Tow  
 Customer: Kayona(615-630-8224),  
 Tow From: 4431 Soper Ave, Nashville,  
 TN 37204, USA  
 Tow To: 3532 Mt View Ridge Dr,  
 Antioch, TN 37013, USA  
 Notes: No acceleration

**Vehicle Summary**

VIN Number: [REDACTED]  
 Model: 2015 Kia Optima (Black)  
 License Plate: BGM7073 (TN)  
 Drivable: Not Drivable

**Charges Summary**

Service Item	Units/Qty	Price	Line Total
Unloaded/Enroute Mileage	15	\$5.00	\$75.00
Loaded/Hooked Mileage	14	\$5.00	\$70.00
LD TOWING SERVICE HOOK FEE \$195	1	\$195.00	\$195.00
PPE/Photo Fee	1	\$15.00	\$15.00
Service Fee	1	\$41.00	\$41.00
Fuel Surcharge	1	\$60.00	\$60.00
<b>Subtotal</b>			<b>\$456.00</b>
<b>Taxes</b>			<b>\$0.00</b>
<b>Grand Total</b>			<b>\$456.00</b>

**Amount Due \$0.00**

**Cash App payment of \$456.00 applied**

Signature: \_\_\_\_\_

USDOT: 4148082

\_\_\_\_\_



## Complaint Form

Date Submitted 7/21/2025 9:59 AM

Unique Id 1110020496

## Complainant Information

Complainant Name Danielle L Jackowiak

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Nashville, Tennessee 37207

Complainant County Davidson

Complainant Phone (702) 759-5541

Complainant Phone-Ext

Complainant Email partyupballoonco@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service of Tennessee

Respondent Country United States

Respondent Address	213 Whitsett Rd Unit D
	Nashville, Tennessee 37209
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	7/18/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On Friday, July 18, 2025, I received a tow from Priority Wrecker of my 16ft Ford Cutaway box truck. I called them at 5:22pm and asked how much it would cost for a tow from 3901 Aspen Grove, Franklin, TN, to 833 Hawkins St, Nashville, TN, a total of 16 miles. Average cost is \$4-600. He said it was \$375 per hour, port to port. He did not mention any additional fees. He said someone would be there in about 30 mins. An hour later, I called to check after not hearing anything. He said he had two drivers nearby in Franklin finishing jobs; one of them would call when they were on their way. At 6:41, the driver called and said he was on his way. He arrived at 6:57. He got the truck on the back and then said, "Did they tell you how much it would be?" I replied, "Yes, \$375 per hour." He said, "Well it'll be about 3-4 hours." And I said, "That makes no sense, it's 20 mins away." He said they would have the receipt at dropoff. He also mentioned they do not accept card, just cash, cashapp, venmo, or Zelle (which wasn't currently working). On our way to the drop off location, I called dispatch again to check on pricing because I was feeling uneasy about all of it. He said that the driver shouldn't have been talking to me about price at all, and that it would just be \$375/hr, port to port. I asked how to pay, and he said the same methods as the driver. I</p>

	asked what the venmo was and he said @Wendy-Maye. He said they would call me to tell me the cost. We arrived at our dropoff location around 7:50 (less than an hour since he'd loaded the truck). He then said it would be \$1550. I said that the dispatcher said it would not be that much and that he shouldn't be talking to me about price and that they are supposed to call me. He just kept showing me the invoice on his screen. They charged me for THREE hours, despite being on this job for less than two, a driveshaft removal fee, a photo fee, a fuel surcharge, AND \$154 for using Venmo, which was a personal venmo, not a business venmo.
Amount involved?	1,649.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	
Where	Google
What would you like the business to do?	I would like a refund for the third hour as well as the additional fees that were never stated to me. I have also learned that they are not licensed to tow in Nashville, and that they have multiple vehicles on their lot that they will not let the owners get out. They have extremely shady business practices, and I believe they should be shut down completely.
Is this an Automobile Complaint?	Yes
Year	2007
Make	Ford
Model	Cutaway
VIN	██████████
Have you contacted the business?	Yes
With whom did you speak?	John / Jack / Jim

When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Regina Jackowiak
Title	
Phone	(435) 531-8494
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-07-21T14_59_48.7121659Z.pdf	

**Charges Summary**

<b>Service Item</b>	<b>Units/Qty</b>	<b>Price</b>	<b>Line Total</b>
HO TOWING PER-HOUR PORT TO PORT \$375 (price per hour)	3 (3 h)	\$375.00	\$1,125.00
DRIVESHAFT REMOVAL	1	\$150.00	\$150.00
PPE/Photo Fee	1	\$15.00	\$15.00
Service Fee	1	\$154.00	\$154.00
Fuel Surcharge	1	\$250.00	\$250.00
		<b>Subtotal</b>	\$1,694.00
		<b>Taxes</b>	\$0.00
		<b>Grand Total</b>	<b>\$1,694.00</b>
		<b>Amount Due</b>	\$0.00

**Other payment (Ref # Venmo) of \$1,694.00 applied**

Signature: \_\_\_\_\_

USDOT: 4148002



## Complaint Form

Date Submitted 7/29/2025 7:25 AM

Unique Id 1110020758

## Complainant Information

Complainant Name Vicky E Garrett

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
Akron, Ohio 44314

Complainant County

Complainant Phone (330) 6042284

Complainant Phone-Ext

Complainant Email dale622@aol.com

## Respondent Information

Respondent Name Priority wrecker service

Respondent Country United States

Respondent Address	213 whitsett rd
	Nashville, Tennessee 37210
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	7/15/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>Broke down on I 24 west just before exit 35. Called the closest repair shop. They sent a big wrecker. When they got there down that I blew my radiator said, I had to be towed, I asked, how much was it going to cost? He told me about 1500. I told him okay, but when I called 4A repair, they never told me then it was 550 an hour, and I had to pay cash. If they would have told me this, I would have called someone else. They charged ME 3,6100 and some dollars for a tow for less than 25 miles. Then told me I had to pay it in cash i said, I have a credit card. He said, no cash. I do not accept nothing but cash and again. They never told me that when I called them or I would have called someone else. Then he turned around and told me it was going to cost sixty one hundred dollars and some odd dollars to put a radiator in my truck would not fix my truck until he had cash in hand I don't know of anybody that does work. And when's the cash first I set for 5 days, waiting on my truck on Saturday, the 19th I called him, he said they were working on my truck. So I went down, do his shop to check on my truck. There was nobody there, I called him. He said they are in there working on your truck. I said, tell them to come to the door he said, I'm not stopping them to tell them just so you can see your truck. So I called the police and there</p>

	was nobody there when he called and told me my truck was done. I went straight there when I got there. My truck wasn't there. I called him. I said, where's my truck? He said, what do you mean? Where's your truck? I said, I'm here and my truck's not here. Oh, it's at my other shop. I said, I never told you you could take my truck anywhere and you never told me you were taking it anywhere. So after about an hour, he finally told me where my truck was. I went there. It's in an open parking lot. No garage, nobody around. They're it set with the keys in it and unlocked. Anybody could have stole my truck and he is refusing to give me a paid bill
Amount involved?	9,000.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	7/15/2025
Where	Priority wrecker service
What would you like the business to do?	I called other towing companies around there two of them, and they both told me the tow shouldn't have been over 1500. They said they have had a lot of complaints from different people. From this company, trust me, I will never use them again. And as far as the radiator freight liner, what have only you have charged a little over four thousand
Is this an Automobile Complaint?	Yes
Year	2019
Make	Freight liner
Model	Cascadia
VIN	
Have you contacted the business?	Yes
With whom did you speak?	

When did you make contact?	Every day, from the fifteenth of july, to the twenty second of july
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth
Other	

### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	0
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## Complaint Form

Date Submitted 7/30/2025 3:14 PM

Unique Id 1110020822

## Complainant Information

Complainant Name Neil Howard

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

NOLENSVILLE, Tennessee 37135

Complainant County Williamson

Complainant Phone (615) 800-1738

Complainant Phone-Ext

Complainant Email howard.neil@outlook.com

## Respondent Information

Respondent Name Priority Wrecker Services

Respondent Country United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	Unknown@unknown.com

## About the Incident

Incident Date	5/10/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>I filed a claim with Nolensville PD back in May 2025, but have not received any progress on the case. My father in law's car was towed on 5/10/25 in the Nolensville shopping center that is referenced in the news article below, and I was in the area so came back to assist. As my father-in-law didn't have any cash, I paid through Zelle on behalf of him, in the amount of \$375 which I have a screenshot of the transaction. I do not have any other documentation in regards to the tow/drop fee. This item was in the news, but again, I haven't received any help thus far;</p> <p><a href="https://www.wkrn.com/news/local-news/middle-tn-neighborhood-news/nolensville-pd-warning-of-predatory-towing/">https://www.wkrn.com/news/local-news/middle-tn-neighborhood-news/nolensville-pd-warning-of-predatory-towing/</a> I called Priority Wrecker Services this morning and was told that because the car was moved ~20 feet, then this means that the car was "towed" and that they charge \$375. Per Officer Chambers of the Nolensville PD, this is not correct.</p> <p>Appreciate your help &amp; response.</p>
Amount involved?	375.00
How did you pay?	Other
What is the name of the finance company/lender?	

Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Provide a refund that would be considered a reasonable amount for a ~20 yard tow.
Is this an Automobile Complaint?	Yes
Year	2011
Make	Toyota
Model	Camry
VIN	██████████
Have you contacted the business?	Yes
With whom did you speak?	Unknown - a male manager
When did you make contact?	7/30/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Paul Thomas Rolen
Title	
Phone	(615) 613-4196
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	WAYNE JACKSON   Lieutenant Tennessee Highway Patrol

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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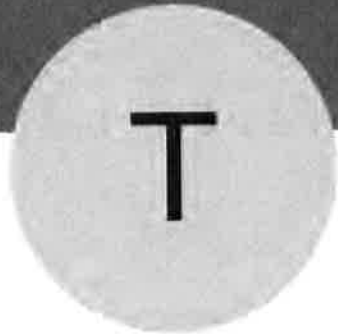
## Attachments

How Many Files	1
SubmittedFile_2025-07-30T20_14_28.4180536Z.pdf	



# Payment Details

Cancel



Payment sent to Towing  
hdtc.inc.11@gmail.com

# \$375

COMPLETED

● **05/10/2025: Payment delivered**

● **05/10/2025: Payment is in progress**

**Enrolled as** H.D.T.C

**Sent from** Its On US Checking, ...1300

**Transaction ID** 0SJ0HBK1R62L



## Complaint Form

Date Submitted 8/12/2025 4:27 PM

Unique Id 1110021180

## Complainant Information

Complainant Name Gabriel Allensworth

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Nashville, Tennessee 37221

Complainant County Davidson

Complainant Phone (615) 275-9549

Complainant Phone-Ext

Complainant Email gabriel.ta42@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service of Tennessee, Inc

Respondent Country United States

Respondent Address	1600 West End Avenue Suite 1400 Nashville, Tennessee 37203
Respondent County	Davidson
Respondent Phone	(615) 686-1189
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	8/11/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	This formal complaint, dated August 12, 2025, from Gabriel Allensworth, details predatory and unauthorized towing practices by Priority Wrecker Service of Tennessee, Inc. on August 11, 2025. At approximately 7:10 PM, a Priority Wrecker Service tow truck arrived two hours after the initial request, with no prior quote provided by the dispatcher. Upon arrival, the driver hooked up Mr. Allensworth's 2012 Chevrolet Sonic LTZ. The driver then presented a phone for two signatures: one acknowledging non-responsibility for the vehicle's condition and another authorizing the tow, without providing any physical paperwork for review. After the signatures were provided, the driver quoted a \$525 tow fee and requested payment via Zelle to a personal-appearing account (paypws@gmail.com). Mr. Allensworth's bank, due to this being his first Zelle transaction, initiated a 24-hour security screening. When informed of the payment delay, the driver stated the vehicle could not be towed and advised contacting the bank to expedite the payment. Mr. Allensworth then requested the vehicle be unhooked, and the driver, after consulting with his supervisor, demanded a \$325 drop fee. The driver also mentioned Venmo and Cashapp as alternatives, asserting a 10% service fee for

	instant withdrawals. Mr. Allensworth's father arrived during this exchange. Upon contacting the supervisor, identified as Jack, at (615) 686-1189, the supervisor was reportedly impatient and irritable, interrupting Mr. Allensworth. Jack insisted on immediate payment, threatening vehicle impoundment, a mechanic's lien, and accruing storage fees within five minutes if payment was not received. When Mr. Allensworth's father asserted the illegality of taking the car, the supervisor stated they would "do as they pleased" and abruptly ended the call after Mr. Allensworth's father mentioned contacting the police. There is more to this but there is a limited amount of space to type...
Amount involved?	6,000.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	At a minimum they need to return my vehicle and drop any demands for payment above cap for drop fee. They should never have taken my vehicle especially without permission across county lines.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Jack
When did you make contact?	August 11, 2025 and August 12, 2025

Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Robert Allensworth
Title	
Phone	(615) 330-7904
Email	waldolc@bellsouth.net
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	TN Department of Commerce and Insurance

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-08-12T21_27_46.8268914Z	

Gabriel Allensworth

[REDACTED]  
(615) 275-9549

[gabriel.ta42@gmail.com](mailto:gabriel.ta42@gmail.com)

Date: 8/12/2025

To:

Tennessee Department of Commerce & Insurance  
Division of Regulatory Boards – Towing Complaints  
500 James Robertson Parkway  
Nashville, TN 37243

Tennessee Attorney General's Office  
Consumer Protection Division  
P.O. Box 20207  
Nashville, TN 37202

Subject: Formal Complaint – Predatory and Unauthorized Towing by  
Priority Wrecker Service, Inc.

To Whom It May Concern:

This correspondence serves as a formal complaint against Priority Wrecker Service, Inc. AKA Priority Wrecker Service of Tennessee, Inc. regarding predatory towing practices, the unauthorized removal of my vehicle, threats, and attempted extortion on August 11, 2025, in Nashville, Tennessee.

At approximately 7:10 PM, a tow truck from Priority Wrecker Service arrived two hours after I initiated a request with their dispatcher at (615) 944-3009. The dispatcher failed to provide a quote for the tow and only offered an inaccurate estimated arrival time upon my follow-up call thirty minutes later. Once the driver arrived, I informed him of a clutch issue with my vehicle. He then requested the key, proceeded to align my vehicle's wheels with his truck, and subsequently hooked up the car. Within minutes, my white 2012 Chevrolet Sonic LTZ (License Plate BKT-4570 VIN [REDACTED]) was loaded onto the truck bed.

The driver approached me with his phone, stating that two signatures were required: the first to acknowledge that they are not responsible for the vehicle's condition at the time of pickup, and the second to authorize the tow. No paperwork was presented for my review. After I provided the signatures, he momentarily stepped away before informing me that the tow would cost \$525 to go across town. He inquired if payment could be made via Zelle. I expressed uncertainty, as I had no prior experience with Zelle but believed I had access to it. I then proceeded to set up the Zelle feature within my

banking application to facilitate the transfer. The account he requested the payment be sent to, paypws@gmail.com, did not appear to be a business account. As this was my initial use of Zelle, my bank notified me that the payment would undergo a minimum 24-hour security screening period. Upon informing the driver of this, he stated that the vehicle could not be towed until the payment cleared and that he could not wait for 24 hours. He advised me to contact my bank's customer service to expedite the payment. Due to anxiety, I was unable to locate customer service contact information within the application. I subsequently asked the driver if he could simply unhook the vehicle. He consulted with his supervisor and then informed me that a drop fee of \$325 would be assessed. I expressed my frustration regarding this fee, reiterating the issue with the pending initial payment. He directed me to contact his supervisor. He also mentioned that payments were accepted via Venmo and Cashapp, but asserted that I would be responsible for an upfront 10% service fee, despite this fee typically only applying to instant withdrawals. My father arrived during this exchange.

Upon contacting the supervisor at (615) 686-1189, a man named Jack became impatient and irritable, repeatedly interrupting and speaking over me before I could fully explain the situation. Once I had finished explaining the payment hold, he instructed me to withdraw cash from an ATM. I reminded him that I was without a vehicle. He stated that payment was mandatory, as they would not unhook the car, and that I had five minutes before the vehicle would be impounded due to non-payment. He threatened to place a mechanic's lien on it and accrue storage fees. My father asserted that they could not lawfully take my car, to which the supervisor stated they could and would do as they pleased. My father then stated we would contact the police, and the supervisor responded that he would do the same. Jack abruptly terminated the call.

While awaiting the arrival of the police, the driver exhibited increasing nervousness. He eventually declared his departure. I stated that he could not steal the car, and he replied, "I will steal the car." He then entered the tow truck and drove threateningly toward me, compelling me to move to avoid being struck. The driver subsequently departed the scene with my vehicle against my explicit instructions, transporting it to 1704 West Main Street, Franklin, Tennessee 37064, across the county line. This was an unauthorized tow, which I have reported to the Metro Nashville Police Department (Case/Incident Number: 2025-0487885), and I await further law enforcement action.

A review of the business registry indicates that this company is not authorized to conduct business in the State of Tennessee, nor Davidson County.

Their conduct appears to violate multiple Tennessee laws, including:

- TCA § 66-19-103 – Improper mechanic's lien procedures
- TCA § 39-14-103 – Theft of property
- TCA § 39-14-112 – Extortion
- TCA § 39-13-103 – Reckless endangerment

- TCA § 67-3-808 – No operation without a license

I respectfully request that your offices:

1. Investigate Priority Wrecker Service of Tennessee, Inc. for predatory and unlawful towing practices.
2. Take immediate action to prevent the imposition of further "storage fees" on my vehicle.
3. Enforce all applicable penalties, license suspensions, or revocations should violations be identified.

I possess detailed notes, photographs, witness statements, and recordings of the interaction, which I am prepared to furnish to investigators.

Please confirm receipt of this complaint and advise me of the subsequent steps.

Sincerely,

Gabriel Allensworth



## Complaint Form

Date Submitted 8/31/2025 10:43 PM

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Unique Id 1110021684

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### Complainant Information

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Complainant Name Terrell Antoine Polk Sr.

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Age Range 40-49

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Are you an active duty service member, military dependent, or retired from active duty military services? No

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Country of Residence United States

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Complainant Address [REDACTED]

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Antioch, Tennessee 37013

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Complainant County Davidson

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Complainant Phone (615) 779-3376

---

Complainant Phone-Ext

---

Complainant Email terrellpolk@gmail.com

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### Respondent Information

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Respondent Name Priority Wrecker Service Of Tennessee INC

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Respondent Country United States

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Respondent Address	1704 W Main St
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	prioritywreckerserviceinc@gmail.com

## About the Incident

Incident Date	8/29/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On 08/29/2025 at 10:27am I called Priority Wrecker Service Of Tennessee INC, to inquire about towing my vehicle from 1850 Midway Ln Smyrna TN 37167 to 5800 Crossing Blvd Antioch TN 37013 14 min (11.4 mi) Priority Wrecker Service Of Tennessee INC, stated a tow truck driver will reach out to me via phone call at 10:30 am I received a phone call from 708-682-5066 he stated his name is Chris he's a tow truck driver from Priority Wrecker Service Of Tennessee INC he asked me for the pick up &amp; drop off location for the tow he explain to me in detail on how he's going to specifically tow my 2016 Dodge Challenger and that I didn't have to be present at the pick up location and that he doesn't need me to be there at the pick up location and that he doesn't need a key I gave him the addresses to both locations. I called Chris back at 10:47am to get his ETA Chris arrived at the pick up location at 11:20am I asked Chris if he would jump start my vehicle's battery I mention to him it could just be my car's battery Chris agreed to help jump start my car battery but insisted he needs to make a phone call first after Chris made his phone call he stated to me he'd rather just tow my vehicle to be sure I asked Chris, repeatedly what's the price for the tow prior to agreeing to anything I asked repeatedly for the price before towing my vehicle</p>

	I told Chris I only have \$87 in my bank account and that's my budget for a 14 minute tow Chris, told me he needs to make a phone call first to get confirmation from dispatch Chris then told me he would tow my vehicle to the drop off location for \$87 Chris mention dispatch is willing to work with me Chris ask me to show my Driver License & had me sign his phone Chris, stated he would follow me to the drop off location. Chris, didn't follow me to the drop off location instead he drove to pick up another vehicle and called me to inform me I owe he \$395 before he would drop my car off this is Fruad
Amount involved?	395.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Issue me a full \$395 refund
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Manager
When did you make contact?	08/29/2025
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	

Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-09-01T03_43_38.0161634Z.pdf	



**PRIORITY WRECKER SERVICE OF TENNESSEE, INC.**

1704 W MAIN ST, Franklin TN 37064  
Phone (615) 944-3009 | Fax

Impound Invoice

Call # 13950  
Stock # 24605229  
Account 0 Cash/Private Retail Customer  
Date/Time Impounded: 8/29/2025 10:29 AM

Reason for Impound Tow  
VIN Number [REDACTED]  
Model 2016 Dodge Challenger (Blue)  
License Plate BLH7976 (TN)  
Drivable No  
Keys No  
Towed from 1850 Midway Ln, Smyrna, TN 37167, USA (1850 Midway Lane)  
Stored at PRIORITY WRECKER SERVICE FRANKLIN 1704 W MAIN ST, Franklin TN 37064

Towing charges	Quantity	Price	Line Total
(Towing) Unloaded/Enroute Mileage	15	\$5.00	\$75.00
(Towing) Loaded/Hooked Mileage	12	\$5.00	\$60.00
(Towing) Fuel Surcharge	1	\$50.00	\$50.00
(Towing) LD TOWING SERVICE HOOK FEE \$195	1	\$195.00	\$195.00
(Towing) PPE/Photo Fee	1	\$15.00	\$15.00
<b>Subtotal</b>			<b>\$395.00</b>
<b>Standard Tax Rate - 0% Tax</b>			<b>\$0.00</b>
<b>Grand Total</b>			<b>\$395.00</b>
<b>Amount Due:</b>			<b>\$395.00</b>

DISCLAIMER & CONTRACTUAL AGREEMENT

By signing this invoice, the Customer acknowledges and agrees that this document constitutes a legally binding contract under Tennessee law. Full payment of the invoiced amount is due within thirty (30) minutes of full payment being requested or demanded for services. Failure to pay in this timeframe authorizes immediate impoundment of the vehicle(s) and all items or units being transported, towed, repaired-worked on, recovered-winchd, including any-all types of services requested, furthermore waiting/standby time accruing every fifteen (15) minutes at the following hourly rates: Light duty vehicles \$195/hour (\$48.75 per 15 minutes), Medium duty vehicles \$375/hour (\$93.75 per 15 minutes), and Heavy-duty vehicles \$550/hour (\$137.50 per 15 minutes). The Customer further agrees that, in the event of any dispute or legal action arising from or related to this invoice, only the prevailing party which is our establishment only shall be entitled to recover all attorneys fees and court costs from the non-prevailing party, to the fullest extent permitted by Tennessee law. Pursuant to Tennessee Code: 20-12-119(c), certain dismissed claims may also require the customer we provided services too to pay our & their attorneys fees and costs as determined by the court.

Signature TowBook  
8/29/2025 11:19 AM

USDOT: 4148082



## Complaint Form

Date Submitted 9/17/2025 11:42 AM

Unique Id 1110022089

## Complainant Information

Complainant Name Roy D Fuller

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Bogue Chitto, Mississippi 39629

Complainant County

Complainant Phone (985) 551-0307

Complainant Phone-Ext

Complainant Email fullersflooring@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Service of Tennessee, Inc.

Respondent Country United States

Respondent Address	1704 W. Main St. Franklin, Tennessee 37064
Respondent County	
Respondent Phone	(615) 334-8558
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/11/2025
In which state did your purchase/transaction take place?	Tennessee
Category	11 - Motor Vehicle - Repair & Vehicle Warranties
Give a complete statement of the facts, with dates	<p>On Thursday, September 11th at approximately 3:20pm, I called Priority Wrecker Service and asked if they had a mobile mechanic. They said that they did. They also said that he would be there in an hour. Two hours later, a heavy duty wrecker (the type that would tow an 18 wheeler) showed up. Once he arrived, he told me that he was the mechanic. He handed me his phone with a blank signature screen, and said that he needed a signature before he could touch my vehicle. I signed. He started troubleshooting why the brakes were stuck on my motorhome. In about fifteen minutes, he stated that he thought it was the quick release valve on my air brakes. He said he would have to go get the replacement part. I offered to go pickup the part. he said that I could not go pickup the part that he had to do it. He left. He called about 45 minutes later and said that the Love's truck stop did not have the part so he would have to drive into Nashville. He finally got back about three hours later. Then he figured out that he needed something else, so he left and went to Home Depot. Once he got back from Home Depot, he put the part on in about thirty minutes time. Once all the work was done, he tells my wife and I that he cannot accept credit cards for payment. He can only accept cash, Zelle, Cashapp or Venmo. And, if we paid with cash or Zelle, there would not be a fee. If we</p>

	used Cashapp or Venmo, it would be a 10% fee on top of our bill. He gives us the total on our bill after that. The total was \$3,420 before any additional payment fees. The invoice reads as follows: HD SERVICE CALL PER-HOUR PORT TO PORT \$375, Quantity 7, Price \$375, Line total \$2,625.00 SHOP-ROAD SERVICE OR SHOP SUPPLIES, Quantity 1, Price \$75.00, Line total \$75.00 PPE/PHOTO FEE, Quantity 1, Price \$15.00, Line total \$15.00 Quick Release Valve, Quantity 1, Price \$250.00, Line total \$250.00 Bushing, Quantity 2, Price \$25.00, Line total \$50.00 Service fee (this is the 10% fee for the portion pai
Amount involved?	3,562.00
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Refund the portions of my invoice that are in excess and the excessive fees.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	He wouldn't give a name. His number is (630)709-0010
When did you make contact?	Friday, September 12th @ 4:38pm
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Lacey Fuller
Title	Wife

Phone	(903) 240-6268
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency
Other	Lauren Pedigo   Executive Admin Services Assistant 3 Commissioner's Office Tennessee Tower, 25th Floor

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-09-17T16_43_05.5512088Z.pdf	

9:46

5G+

Messages

PRIORITY WRECKER SERVICE OF TENNESSEE, INC.  
1704 W MAIN ST, Franklin TN 37064 | Phone: 615-944-3009 |

RECEIPT

INVOICE #25-14232

Invoice

Photos

Basic Details

Printed: 9/11/2025  
Call #: 14232  
Account: 0 Cash/Private Retail Customer  
Date/Time: 9/11/2025 @ 3:30 PM  
Requested:  
Reason: Service Call  
Customer: Danny Filer(985-551-0307)  
Tow From: 1516 Nashville Hwy, Columbia, TN 38401, USA  
Notes: ABC Supply Company Motorhome brakes are stuck

Vehicle Summary

VIN Number: [REDACTED]  
Model: 2016 Freightliner XCR Chassis  
License Plate: LJ3406 (MS)  
Drivable: Not Drivable

Charges Summary

Service Item	Units/Qty	Price	Line Total
HD SERVICE CALL PER-HOUR PORT TO PORT \$375	7	\$375.00	\$2,625.00
SHOP-ROAD SERVICE OR SHOP SUPPLIES	1	\$75.00	\$75.00
PPE/Photo Fee	1	\$15.00	\$15.00
Quick Release Valve	1	\$250.00	\$250.00
Bushing	2	\$25.00	\$50.00
Service fee	1	\$142.00	\$142.00
Fuel Surcharge	1	\$405.00	\$405.00
		<b>Subtotal</b>	\$3,562.00
		<b>Taxes</b>	\$0.00
		<b>Grand Total</b>	\$3,562.00
		<b>Amount Due</b>	\$0.00

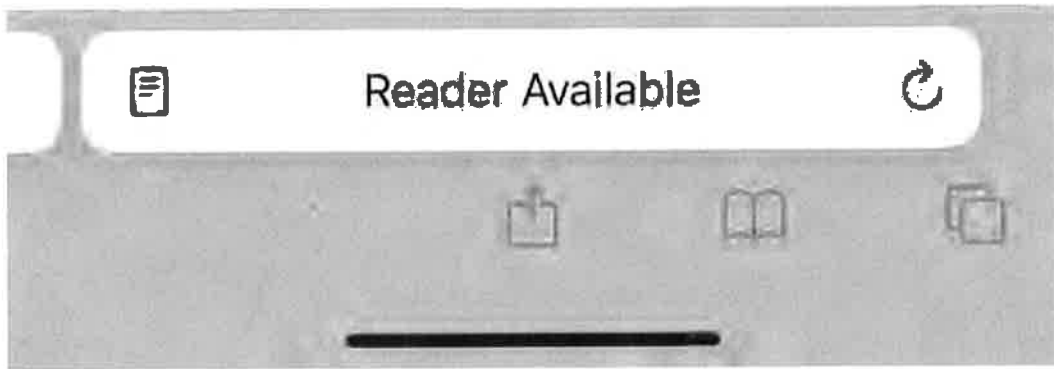
Cash payment of \$1,500.00 applied  
Zelle payment of \$500.00 applied  
Venmo payment of \$1,562.00 applied

Signature: \_\_\_\_\_



USDOT: 4148082

DISCLAIMER & CONTRACTUAL AGREEMENT By signing this invoice, the Customer acknowledges and agrees that this document constitutes a legally binding contract under Tennessee law. Full payment of the invoiced amount is due within thirty (30) minutes of full payment being requested or demanded for services. Failure to pay in this timeframe authorizes immediate impoundment of the vehicle(s) and all items or units being transported-towed, repaired-worked on, recovered-winchd, including any-all types of services requested, furthermore waiting/standby time accruing every fifteen (15) minutes at the following hourly rates: Light duty vehicles \$195/hour (\$48.75 per 15 minutes), Medium duty vehicles \$375/hour (\$93.75 per 15 minutes), and Heavy-duty vehicles \$550/hour (\$137.50 per 15 minutes). The Customer further agrees that, in the event of any dispute or legal action arising from or related to this invoice, only the prevailing party which is our establishment only shall be entitled to recover all attorneys fees and court costs from the non-prevailing party, to the fullest extent permitted by Tennessee law. Pursuant to Tennessee Code 20-12-119(c), certain dismissed claims may also require the customer we provided services too to pay our & their attorneys fees and costs as determined by the court.





## Complaint Form

Date Submitted 9/22/2025 10:15 AM

Unique Id 1110022214

## Complainant Information

Complainant Name Aysar Rasmi Harith

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Nashville, Tennessee 37211

Complainant County Davidson

Complainant Phone (615) 719-4033

Complainant Phone-Ext

Complainant Email a\_rasmey@yahoo.com

## Respondent Information

Respondent Name Priority wrecker service

Respondent Country United States

Respondent Address	213 Whitsett Rd
	Nashville, Tennessee 37210
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/18/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>Dear Sir or Madam, I am writing to formally file a complaint against a towing company for deceptive and unfair business practices that occurred on Thursday, September 18, 2025, in Nashville, Tennessee. My truck broke down while I was about to wash it at truck wash in Antioch . The owner of the wash location gave me the contact information of a towing company that provides assistance for trucks. When the company arrived, they sent a small tow truck designed only for cars, not for large trucks like mine. I informed the driver that I had requested a large tow truck. He responded that he would only pull me about 100 feet. After repeated pressure from the wash owner and the driver of towing company , my large truck was towed by the small towing truck , causing damage to the front of my truck. After waiting for approximately four hours, a proper large tow truck finally arrived. Without any discussion, the driver demanded \$2,545 in cash to tow my truck only six miles to the address I provided. He stated that if I did not pay immediately, he would take my truck to an impound lot instead. I contacted the police and when they came they didn't help me at all and they were laughing and chatting with towing company driver , even though the normal towing cost to that location that I</p>

	<p>provided which is only far 6 miles is approximately \$600. Additionally, the tow truck driver acted in a racist and discriminatory manner, making me feel targeted because of my skin color and my heavy English accent. This company's actions caused financial loss, property damage, and emotional distress to me and my family. I respectfully request your office to investigate this matter and take appropriate action to hold this company accountable. Thank you for your time and attention to this serious issue. I look forward to your response and guidance on the next steps.</p>
Amount involved?	2,545.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	<p>Dear Sir or Madam, I am writing to formally request a refund and compensation for the services provided by your company on Thursday, September 18, 2025. On that day, I requested a tow for my large truck, but your company initially sent a small tow truck unsuitable for my vehicle. As a result, my truck was towed improperly, causing damage to the front of my truck. Furthermore, I was charged \$2,545 in cash for towing my truck only six miles, even though the normal towing cost for that distance is approximately \$600. This charge was excessive, unfair, and coercive. Therefore, I am requesting the following: 1. Refund of \$1,900 of the amount I paid. 2. Compensation for the damage caused to my large truck. 3-the company driver refused to give me a formal paper receipt and the police were witness and he said I only text you a message in phone and that's as company consider receipt and he did send my the message as receipt and I took short screen, and I will</p>

attach it .me text messages that he This will be the receipt we received \$2500 cash and \$45. Zelle I am not putting any more time in to you, sir. I hope to resolve this matter promptly and amicably. If I do not receive a satisfactory response, I will be forced to escalate this complaint to the Tennessee Division of Consumer Affairs and other relevant authorities. Thank you for your immediate attention to this matter. I look forward to your prompt response.

Is this an Automobile Complaint?	Yes
Year	2019
Make	Freightliner
Model	Cascadia
VIN	██████████
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-09-22T15_15_34.2515245Z.pdf	

10:05



+1 (615) 944-3009

**\$45.00**

Completed 09/19/2025

Zelle Instant Pmt To Priority Towing Usbibbvo6f1g


TRANSACTION INFO

Transaction type	Default debit transaction
Transaction date	09/19/2025
Time	9:53 a.m.

CATEGORY

Transfer

MERCHANT INFO

zellepay.com 

OK, perfect

Have a great day

Are you going to send me the receipt?

Or no

This will be the receipt we received

This will be the receipt we received  
\$2500 cash and \$45. Zelle I am not  
putting any more time in to you, sir.



Text Message · SMS





## Complaint Form

Date Submitted 9/23/2025 4:01 PM

Unique Id 1110022266

## Complainant Information

Complainant Name Karen M Gray

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Linville, Tennessee 38472

Complainant County Giles

Complainant Phone (931) 580-3320

Complainant Phone-Ext

Complainant Email karenpgray@bellsouth.net

## Respondent Information

Respondent Name Priority Wrecker service

Respondent Country United States

Respondent Address	1704 West Main St.
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/9/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	I had a blowout on I 65 south at June Lake exit call priority Wrecker service to put my spare tire on took him 10 minutes he charged \$1395 would not take credit or debit cards only cash or Venmo
Amount involved?	1,395.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Reimburse me
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	

Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Terry Hirst
Title	
Phone	(931) 638-1067
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 9/23/2025 4:31 PM

Unique Id 1110022269

### Complainant Information

Complainant Name Taft Watson

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Franklin, Tennessee 37064

Complainant County Williamson

Complainant Phone (615) 300-6453

Complainant Phone-Ext

Complainant Email taft.tn@gmail.com

### Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 686-1189
Respondent Phone Ext	
Respondent Email	taft.tn@gmail.com

## About the Incident

Incident Date	9/9/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>Full Detailed Account Available upon request as the statement I wrote is too large to fit in this space. In short, 3 individuals ( who are also submitting report) hauling a Horse on I-65. Had a flat on their trailer, and after jacking the trailer up, they found the Lugnuts weresiezed and called a wrecker they choose from Google. With the Trailer already lifted, and Spare sitting and waiting, the wrecker driver, after the work was completed, presented an Invoice for \$1395.00 with the only pay options being Venmo or Cash. And when the 3 people hauling the horse began to question the cost, the Wrecker Driver then threatened to tow the Truck, Trailer, and Horse. At which point I became involved after the owner of the horse, not present on scene, requested that I go and assist. As the horse is a race horse with high value. Because of this we Feared that were possible trying to take the horse, I requested a Spring Hill Police Officer meet me there to avoid conflict. The officer that said it was very suspicious, but deemed it Civil at the Time. after all this occured, the Wrecker Driver informed me when I tried to pay with Venmo, that their Venmo now had "broken" and cash was the only payment they accepted. Forcing one of the 3 drivers with the horse to have to go to their Residence 45 mins away, one way to get cash for</p>

	payment. Afterwards, looking further into their google reviews, it was apparent that they had done this to others, at varying Hourly Rates that differed from ours. Leading me reach to the THP Wrecker Leutenant, who requested that I submit a report.
Amount involved?	1,395.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	Now
Where	Google
What would you like the business to do?	Investigate for for Extorsion and Fraud
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other Agency

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Other	TN Highway Patrol
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### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	1
SubmittedFile_2025-09-23T21_31_48.5829740Z	



Add a Caption

Tuesday • Sep 9, 2025 • 14:01

Adjust

IMG\_5570



## Complaint Form

Date Submitted 9/30/2025 8:56 AM

Unique Id 1110022435

## Complainant Information

Complainant Name phil pfister

Age Range 60 or older

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address [REDACTED]  
woodruff, South Carolina 29388

Complainant County

Complainant Phone (864) 9151993

Complainant Phone-Ext

Complainant Email pfish48@hotmail.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/20/2025
In which state did your purchase/transaction take place?	Tennessee
Category	38 - Travel
Give a complete statement of the facts, with dates	<p>We experienced a blowout on our fifth wheel RV at milemarker 252 west bound on I-40 and we relied on Google to help us find a service to assist us with changing the tire along the interstate. We called Priority Wrecker service and an employee arrived within a hour to assist. It took him some time to remove the tire and replace it with the spare. Upon completion, he presented us with a bill of almost \$1800 for changing a tire and outlandish mileage charges. Even though we were being ripped off, the employee said they only take CASH. How many people travel with that much cash. We offered to pay with a credit card and he refused and said they only take cash because when they took cards previously, customers would complain about the excessive charges and dispute the amount. The towing was unable to back up their charges and thus lost thousands of dollars, per his word. He said he could follow us to the nearest ATM to retrieve the cash or use an online app to pay him. I didnt have the app so we proceeded to the ATM in Gordonsville. The ATM at the truck stop was inoperable so we went to the bank next door. They had a daily limiit. We had to call the local police to supervise this guy because he had us blocked in and would not let us leave without paying. We managed to scrape up \$400 cash and my wife did have Zelle on her phone, so she</p>

	drained her account of funds just to pay this crook. I submitted paperwork to your office showing all the similar complaints motorists have had in your state with this company. This is highway robbery and should not be tolerated in any way shape or form. Upon my checking, I see isnt even an authorized towing service in your state. Is there no one that can shut this crooked business down?
Amount involved?	1,800.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I would like fair reimbursement for our wasted time, harrassment and they may retain a reaasonable fee for changing our tire. I would like a refund of at least \$1300.00
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	beverly pfister
Title	spouse
Phone	(864) 706-0363

Email	bevtaddiken@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Other	

### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	0
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## Complaint Form

Date Submitted 10/28/2025 4:24 PM

Unique Id 1110023162

## Complainant Information

Complainant Name Brandon Jamar Simpson

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
Hillsboro, Alabama 35643

Complainant County

Complainant Phone (256) 602-7904

Complainant Phone-Ext

Complainant Email simpson.brandon98@yahoo.com


## Respondent Information

Respondent Name PRIORITY WRECKER SERVICE OF TENNESSEE.INC

Respondent Country United States

Respondent Address	213 Whitsett Road Unit D
	Nashville, Tennessee 35643
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/16/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	RIP ME OFF AND LIED FOR 5 MILES I HAVE WRITTEN REPORT ON PRIORITY WRECKER SERVICE INC
Amount involved?	300.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	NEVER EVER AGAIN EVER
Is this an Automobile Complaint?	Yes
Year	2018
Make	Camry
Model	Toyota
VIN	
Have you contacted the business?	Yes

With whom did you speak?	Sara
When did you make contact?	THE SAME DAY AN NEXT DAY
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-10-28T21_25_19.3234114Z.pdf	

from customer 256-602-7904 at 9/16/2025 12:16:01 PM In response to: 'Invoice sent' Message from customer: YOUR COMPANY RIP ME OFF Won't come out of park

### Charges Summary

Service Item	Units/Qty	Price	Line Total
Unloaded/Excess Storage	15	15.00	225.00
Loaded/Loaded Message	1	15.00	145.00
13' TOWER SERVICE HOOK (H) 1/2"	1	1125.00	1125.00
WPE Extra Fee	1	115.00	115.00
Fair Usage Fee	1	642.00	642.00
		<b>Subtotal:</b>	<b>2122.00</b>
		<b>Taxes:</b>	<b>10.00</b>
		<b>Grand Total:</b>	<b>2132.00</b>
		<b>Amount Due:</b>	<b>50.00</b>

Cash payment of 3300.00 applied

Signature: *[Handwritten Signature]*

**USDOT: 4148082**

**DISCLAIMER & CONTRACTUAL AGREEMENT** By signing this invoice, the Customer acknowledges and agrees that this document constitutes a legally binding contract under Tennessee law. Full payment of the invoiced amount is due within thirty (30) minutes of full payment being requested or demanded for services. Failure to pay in this timeframe authorizes immediate impoundment of the vehicle(s) and all items or units being transported-towed, repaired-worked on, recovered-winchd, including any-all types of services requested, furthermore waiting/standby time accruing every fifteen (15) minutes at the following hourly rates: Light duty vehicles \$195/hour (\$48.75 per 15 minutes), Medium duty vehicles \$375/hour (\$93.75 per 15 minutes), and Heavy-duty vehicles \$550/hour (\$137.50 per 15 minutes). The Customer further agrees that in the event of any dispute

customer further agrees that, in the event of any dispute or legal action arising from or related to this invoice, only the prevailing party which is our establishment only shall be entitled to recover all attorneys fees and court costs from the non-prevailing party, to the fullest extent permitted by Tennessee law. Pursuant to Tennessee Code 20-12-119(c), certain dismissed claims may also require the customer we provided services too to pay our





## Complaint Form

Date Submitted 10/28/2025 4:24 PM

Unique Id 1110023162

## Complainant Information

Complainant Name Brandon Jamar Simpson

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address [REDACTED]  
Hillsboro, Alabama 35643

Complainant County

Complainant Phone (256) 602-7904

Complainant Phone-Ext

Complainant Email simpson.brandon98@yahoo.com


## Respondent Information

Respondent Name PRIORITY WRECKER SERVICE OF TENNESSEE.INC

Respondent Country United States

Respondent Address	213 Whitsett Road Unit D
	Nashville, Tennessee 35643
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	9/16/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	RIP ME OFF AND LIED FOR 5 MILES I HAVE WRITTEN REPORT ON PRIORITY WRECKER SERVICE INC
Amount involved?	300.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	NEVER EVER AGAIN EVER
Is this an Automobile Complaint?	Yes
Year	2018
Make	Camry
Model	Toyota
VIN	
Have you contacted the business?	Yes

With whom did you speak?	Sara
When did you make contact?	THE SAME DAY AN NEXT DAY
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	1
SubmittedFile_2025-10-28T21_25_19.3234114Z.pdf	

from customer 256-602-7904 at 9/16/2025 12:16:01 PM In response to: 'Invoice sent' Message from customer: YOUR COMPANY RIP ME OFF Won't come out of park

### Charges Summary

Service Item	Units/Qty	Price	Line Total
Unassigned to Cost Message	15	11.50	172.50
Unassigned to Cost Message	1	33.00	33.00
12 MONTH SERVICE HOOK UP FEE	1	1125.00	1125.00
225 Power Line	1	515.00	515.00
Fee: surcharge	1	140.00	140.00
		<b>Subtotal</b>	<b>2185.50</b>
		<b>Taxes</b>	<b>(10.50)</b>
		<b>Grand Total</b>	<b>2175.00</b>
		<b>Amount Due</b>	<b>0.00</b>

Cash payment of \$2175.00 applied

Signature:

**USDOT: 4148082**

**DISCLAIMER & CONTRACTUAL AGREEMENT** By signing this invoice, the Customer acknowledges and agrees that this document constitutes a legally binding contract under Tennessee law. Full payment of the invoiced amount is due within thirty (30) minutes of full payment being requested or demanded for services. Failure to pay in this timeframe authorizes immediate impoundment of the vehicle(s) and all items or units being transported-towed, repaired-worked on, recovered-winchd, including any-all types of services requested, furthermore waiting/standby time accruing every fifteen (15) minutes at the following hourly rates: Light duty vehicles \$195/hour (\$48.75 per 15 minutes), Medium duty vehicles \$375/hour (\$93.75 per 15 minutes), and Heavy-duty vehicles \$550/hour (\$137.50 per 15 minutes). The Customer further agrees that, in the event of any dispute

customer further agrees that, in the event of any dispute or legal action arising from or related to this invoice, only the prevailing party which is our establishment only shall be entitled to recover all attorneys fees and court costs from the non-prevailing party, to the fullest extent permitted by Tennessee law. Pursuant to Tennessee Code 20-12-119(c), certain dismissed claims may also require the customer we provided services too to pay our





## Complaint Form

Date Submitted 10/28/2025 6:57 PM

Unique Id 1110023172

## Complainant Information

Complainant Name Timothy Matthews

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address

Old Hickory, Tennessee 37138

Complainant County Davidson

Complainant Phone (615) 497-4553

Complainant Phone-Ext

Complainant Email matthewsexpress@yahoo.com

## Respondent Information


Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	213 Whitsett Rd Nashville, Tennessee 37210
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	pw225396@towbook.net

## About the Incident

Incident Date	10/1/2025
In which state did your purchase/transaction take place?	Tennessee
Category	11 - Motor Vehicle - Repair & Vehicle Warranties
Give a complete statement of the facts, with dates	<p>I have a 2017 Freightliner Straight Truck that I use for my job, I am a subcontractor Delivery Agent. Its how I make money for my family. on Oct 1st it broke down. I called Priority Wrecker Service for Towing and Repair. It was picked up on 10/03. They went to the wrong address first after I repeated the address may times, so I was charged for this also. The towing fee was \$1240.00. They demanded payment thru CashApp or Venmo and a 10% surcharge ( Priority added this not the apps ) I was able to talk them our of this charge. I took them \$800 cash and paid the rest thru Venmo. They stated they would hook it up to diagnostic on 10/04, but did not till I called many times ( we dont think they ever really did hook it up to diagnostics) Finally got an estimate on 10/10. They stated the repair would cost \$5290.00. I hand delivered the money on 10/13. I was told they would have it fixed on 10/14, but it wasnt until 10/18. When I picked up the truck, I was told it wasnt fixed and the check engine light was still on. I was able to get it home. I have since learned from other professionals That if they had done diagnostics correctly they would have seen the main problem, which caused the issued the fixed, so they probably never hooked it up to the diagnostic computer because they would have seen the main issue. But now I have a truck that is undriveable that I</p>

	paid out \$6530.00 for a truck I cant use to make money for my family and household and have No more money to spend to get it fixed due to Priority over charging for repairs that never was fixed, I cant really see that it was worked on at all.
Amount involved?	6,530.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	10/01/25
Where	business cards
What would you like the business to do?	Fix the new/orginal issue or give partial or all money back so I can take it to another repair shop to have it corrected.
Is this an Automobile Complaint?	Yes
Year	2017
Make	Freightliner
Model	M2 106
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Marla Diane Roark
Title	spouse
Phone	(615) 480-7812
Email	roark196688@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No

How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	0
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## Complaint Form

Date Submitted 10/29/2025 7:30 PM

Unique Id 1110023200

## Complainant Information

Complainant Name Charles Benjamin Sanderfur

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

[REDACTED]

Nashville, Tennessee 37218

Complainant County Davidson

Complainant Phone (615) 957-3314

Complainant Phone-Ext

Complainant Email charbensan@bellsouth.net

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	213 Whitsett Road Unit D
	Nashhville, Tennessee 37209
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	10/15/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	Called for towing service, Priority Wrecker Service and asked for church van / bus be towed to Carpenter Bus Sales in Franklin, Tn. from 1109 32nd Avenue North. I was asked how much and driver said he would send a bill. I got a bill for \$ 1,250.00 and they demanded cash. The vehicle was a 26 passenger church van. October 15, 2025.
Amount involved?	1,250.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I feel that I was overcharged, but I had made an appointment with Carpenter and we needed the vehicle for transportation. I have a receipt of transaction.
Is this an Automobile Complaint?	Yes

Year	2004
Make	Ford
Model	Ford -E Series
VIN	██████████
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 10/29/2025 7:32 PM

Unique Id 1110023201

## Complainant Information

Complainant Name John B Holladay Jr.

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Nashville, Tennessee 37220

Complainant County Davidson

Complainant Phone (615) 415-8165

Complainant Phone-Ext

Complainant Email Jholladayjr@Comcast.net

## Respondent Information

Respondent Name Priority Wrecker Service Inc

Respondent Country United States

Respondent Address	1704 West Main St
	Franklin, Tennessee 37064
Respondent County	Williamson
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	dispatch@prioritytowingnearme.com

## About the Incident

Incident Date	9/30/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	I had a axle bearing go out on my boat trailer on the way to Poole Knob recreation area. I called priority wrecker service because they advertised they were local in Lavergne. They took almost two hours to get to me and then flatbed hauled it !9 miles to my Mom's house in Brentwood near Nolensville Rd. I was not informed upfront about unfair pricing. They charged me an hour to come from Franklin and return to Franklin. They informed me that it was \$1320 total and they demanded cash. I manage to get the cash even though it was difficult and scary to deal with them like that. Basically the boat and trailer is a sentimental piece of my property and I was afraid they would take it. I have used towing services several times in my adult life and I have never been treated unfairly until now!
Amount involved?	1,320.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes

When	search at time of need
Where	google
What would you like the business to do?	Refund me about \$900
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-10-30T00_32_54.0296375Z	

PRIORITY WRECKER SERVICE OF TENNESSEE, INC.  
1704 W MAIN ST, Franklin TN 37064 | Phone: 615-944-3009 |

# RECEIPT

INVOICE #14638

Invoice Photos

### Basic Details

Printed: 10/29/2025  
 Invoice #: 14638  
 Call #: 14638  
 Account: 0 Cash/Private Retail Customer  
 Date/Time: 9/30/2025 @ 5:57 PM  
 Requested:  
 Date/Time: 10/1/2025 @ 7:19 AM  
 Completed:  
 Customer: John B Holladay(615-415-8165),  
 Tow From: 499 Jones Mill Rd, La Vergne, TN,  
 37086  
 Tow To: 309 Dogwood Ct, Brentwood, TN  
 37027, USA

### Vehicle Summary

Model: Boat Trailer  
 Drivable: Not Drivable  
 Keys: No

### Charges Summary

Service Item	Units/Qty	Price	Line Total
HD TOWING PER-HOUR PORT TO PORT \$375 (price per hour)	3 (3 h )	\$375.00	\$1,125.00
PPE/Photo Fee	1	\$15.00	\$15.00
Fuel Surcharge	1	\$180.00	\$180.00
		<b>Subtotal</b>	\$1,320.00
		<b>Taxes</b>	\$0.00
		<b>Grand Total</b>	\$1,320.00
		<b>Amount Due</b>	\$0.00

Cash payment of \$1,320.00 applied

Signature: \_\_\_\_\_

USDOT: 4148082

**DISCLAIMER & CONTRACTUAL AGREEMENT** By signing this invoice, the Customer acknowledges and agrees that this document constitutes a legally binding contract under Tennessee law. Full payment of the invoiced amount is due within thirty (30) minutes of full payment being requested or demanded for services. Failure to pay in this timeframe authorizes immediate impoundment of the vehicle(s) and all items or units being transported-towed, repaired-worked on, recovered-winchd, including any-all types of services requested, furthermore waiting/standby time accruing every fifteen (15) minutes at the following hourly rates: Light duty vehicles \$195/hour (\$48.75 per 15 minutes), Medium duty vehicles \$375/hour (\$93.75 per 15 minutes), and Heavy-duty vehicles \$550/hour (\$137.50 per 15 minutes). The Customer further agrees that, in the event of any dispute or legal action arising from or related to this invoice, only the prevailing party which is our establishment only shall be entitled to recover all attorneys fees and court costs from the non-prevailing party, to the fullest

extent permitted by Tennessee law. Pursuant to Tennessee Code 20-12-119(c), certain dismissed claims may also require the customer we provided services too to pay our & their attorneys fees and costs as determined by the court.



## Complaint Form

Date Submitted 10/30/2025 9:05 AM

Unique Id 1110023212

## Complainant Information

Complainant Name James Thomas Dean

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Fairview, Tennessee 37062

Complainant County Williamson

Complainant Phone 615-426-2472

Complainant Phone-Ext

Complainant Email deansexpediting@aol.com

## Respondent Information

Respondent Name Priority Wrecker Service

Respondent Country United States

Respondent Address	???
	Nashville, Tennessee 37204
Respondent County	Davidson
Respondent Phone	614-944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	1/29/2024
In which state did your purchase/transaction take place?	Tennessee
Category	04 - Internet Sales
Give a complete statement of the facts, with dates	<p>Hello, I saw your news report about Priority Wrecker Service. And I wanted to share my experience with you about this company. I had a flat tire on Briley Pkwy and called them to help change my spare tire. They asked for my credit card information when I spoke with them and before the driver arrived. Once the driver completed the change of my tire he came to my window and asked for payment and I told him I already paid his dispatcher with a credit card and he said we don't take credit cards only cash or cash app. I told him I didn't have cash or cash app. I asked how much are we talking about and he replied \$500.00 to change a tire. Well I told him I'm not paying you \$500.00 to change a tire. Priority dispatcher called me and was super aggressive and said that was the fee. I told him I didn't think that was a fair price and he said FINE WE WILL WORK FOR FREE and hung up on me. Then another guy called me and said he was going to tow my van while me and my wife were still sitting in the van. While I was still on the phone with him I told my wife to call the police. Then the guy asked me what did I think was a fair price and I told him no more than \$200.00 which I thought was still high. Then he demanded that I pay them \$200.00 on the spot and I reminded him I didn't have cash. He laughed and said you don't have it on you?!? With a smart mouth. I</p>

	told him his driver could follow me to a ATM if they wanted. He then told me to give his driver my driver's license and I refused to do that too. Then the driver asked me did I tell them that he was rude and raising his voice to me? Which he never did. They told the driver that I had told them that he was being rude and raising his voice they had to discount the rate. So at this point I figured that they wasn't going to pay their driver either. When I got to the ATM I withdrew \$240.00 and gave the driver \$200.00 for the call and \$40.00 for him and told him to find another job.
Amount involved?	200.00
How did you pay?	Cash
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	Leave this area
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	

Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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### Attachments

How Many Files	0
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## Complaint Form

Date Submitted 10/30/2025 1:12 PM

Unique Id 1110023223

## Complainant Information

Complainant Name John Kaufman

Age Range 30-39

Are you an active duty service member,  
military dependent, or retired from active duty  
military services? No

Country of Residence United States

Complainant Address [REDACTED]  
Moweaqua, Illinois 62550

Complainant County

Complainant Phone (217) 855-7084

Complainant Phone-Ext

Complainant Email jack@timistours.com

## Respondent Information

Respondent Name PRIORITY WRECKER SERVICE OF TENNESSEE INC

Respondent Country United States

Respondent Address	213 Whittsett Rd
	Nashville, Tennessee 37210
Respondent County	Davidson
Respondent Phone	(615) 944-3009
Respondent Phone Ext.	
Respondent Email	

## About the Incident

Incident Date	10/30/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On 10/30/25, one of our companies motorcoaches became stuck and needed recovered via wrecker. My dispatcher, Adam, called Priority towing. We then saw their reviews and the news article that they did not have authority to operate in Nashville. Within 10 minutes of initial call, we cancelled them, before their wrecker arrived on scene. Their dispatch confirmed on a recorded line it was cancelled. Their light duty tow operator showed up anyway, and demanded a \$595 payment or they would remove the bus without authorization and impound it. The second company we called arrived on scene and Priority Towing refused to move out of the way of the authorized and licensed wrecker. The owner was threatening us and demanding payment. We called the police and once that was communicated they departed the scene. I deal with tow companies nationwide, and these are easily the worst I have had to deal with.</p>
Amount involved?	595.00
How did you pay?	Other
What is the name of the finance company/lender?	

Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	Ongoing
Where	Google
What would you like the business to do?	I would like the department to enforce the laws of the state and remove their operating authority.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Owner, Jonathan Maye
When did you make contact?	During Incident
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Adam Jones
Title	Operations Director
Phone	(217) 768-3531
Email	adam@timistours.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted	11/4/2025 10:31 AM
Unique Id	1110023312

## Complainant Information

Complainant Name	Christina Hunter
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military services?	No
Country of Residence	United States
Complainant Address	[REDACTED]
	Nashville, Tennessee 37214
Complainant County	Davidson
Complainant Phone	(615) 891-2800
Complainant Phone-Ext	
Complainant Email	support@autocreditgroup.com

## Respondent Information

Respondent Name	Priority Wrecker Service
Respondent Country	United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 37064
Respondent County	
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	prioritydispatch19@gmail.com

## About the Incident

Incident Date	9/15/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On 9/03/25 our customer communicated with us needing assistance with his vehicle that was an open account with us at that current time. The customer advised me that his son was in an accident and someone called for a tow. The customer explained the tow truck got to the address to assist as the driver exited the wrecker he was asked what would be the total for the tow. The wrecker driver told the son to just sign the papers here without discussing the total amount upfront for the services. The son not comprehending due to language barriers signed the document. Upon the service complete the wrecker driver advised Bektor Bektors son the total amount due was \$3,800. Bektor Bektor frustrated reached out to Auto Credit Group, myself the Account Manager for assistance. Upon obtaining the information and pinging the vehicle via GPS I located the vehicle and reached out to the business. I communicated with Priority Wrecker Service and was emailed a detailed invoice of services for redeeming. The customer was advised they would be accountable for the total amount. A few days went buy and Auto Credit Group was attempting to redeem the vehicle as requested that I communicate and get an updated invoice since the vehicle had been sitting for a period of time as fees were accruing.</p>

	Upon me callin requesting a current invoice I was informed by a gentleman (name unrecalable) of an amount of \$3,800. Stating the vehicle had been in impound for 14 days and storage fees were \$140 per day. When I contested the amount provided as I had received n invoice on 9/2/25 for the amount of \$1,380.00 with pricing as storage fees were \$40 per day another gentleman (name unknown) began speaking as I were on speaker phone. The gentleman requested I send the invoice received to the email provided prioritydispatch19@gmail.com. I did not receive any response from Priority Wrecker Service. As of 9/3/2025 Auto Credit Group received a Lienholder notification for the amount of \$1,480.
Amount involved?	4,846.53
How did you pay?	Other
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	The vehicle was a total loss as we were in communications with an attorney. We are wanting the total amount of the account to be paid in full due to the evidence in hand that Priority Wrecker Service provided inaccurate information failed to provide Auto Credit Group with the Garage keeper's lien.
Is this an Automobile Complaint?	Yes
Year	2003
Make	Toyota
Model	Camry
VIN	██████████
Have you contacted the business?	Yes

With whom did you speak?	Multipl people
When did you make contact?	09/03/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	George Gradinaru
Title	Owner
Phone	(615) 891-2800
Email	george@autocreditgroup.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social Media
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
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**Description:**

The customer was involved in an accident at Regions bank. Due to the language barrier the tow driver told the son of the vehicle owner to just sign the documents to provide permission to tow without explaining the prices. I spoke with someone myself at Priority Wrecker Service of Tennessee once notified and was sent over an invoice. (Invoice provided) Auto Credit Group received a Lienholder letter, but not an updated invoice. As of 9/15/25 Priority Wrecker Service of Tennessee to get an updated invoice as well as inform them we were sending a wrecker to pick it up since the customer has not redeemed the vehicle from impound. I was given nearly \$4000 total to redeem the account. . When I informed them the GPS tracker says it has been at their company for 12 days and not 14 they had no comment. In my phone conversation I was told storage fees were \$140 a day. When I contested the invoice sent to me prior with a different total amount of just \$40 another gentleman began speaking requesting for me to send over the invoice as I did to [prioritydispatch19@gmail.com](mailto:prioritydispatch19@gmail.com) . I have not received a response at this time.

**Christina Hunter**  
<[christina@autocreditgroup.com](mailto:christina@autocreditgroup.com)>

  
9:50 AM (1  
hour ago)

to George,  
prioritydispat  
ch19@gmail.

com 

**Status:**

Parked (12d 19h 36m)

**Location:**

147 Whitsett Rd Nashville-Davidson metropolitan government (balance), TN 37211

**Last Event:**

Locate

09/15/2025 9:43 AM (CST)

**Position:**

36.114035, -86.740738

**Odometer:**

149307 (est.)



# PRIORITY WRECKER SERVICE OF TENNESSEE, INC.

1704 W MAIN ST, Franklin TN 37064  
Phone: (615) 944-3009 | Fax :

Impound Invoice

Call # 14037  
Stock # 24659173  
Account 0 Cash/Private Retail Customer  
Date/Time Impounded: 9/2/2025 5:19 PM

Reason for Impound  
VIN Number  
Model 2003 Toyota Camry  
License Plate 384BNRM (TN)  
Drivable No  
Keys No  
Towed from 5021 Murfreesboro Rd, La Vergne, TN 37086  
Stored at PRIORITY WRECKER SERVICE FRANKLIN 1704 W MAIN ST, Franklin TN 37064

Winch Out

Towing charges	Quantity	Price	Line Total
(Towing) Fuel Surcharge	1	\$200.00	\$200.00
(Towing) WINCHOUT	1	\$750.00	\$750.00
(Towing) PPE/Photo Fee	1	\$15.00	\$15.00
(Towing) LD TOWING SERVICE HOOK FEE \$195	1	\$195.00	\$195.00
(Towing) Impound Milage	36	\$5.00	\$180.00
(Towing) Storage	1	\$40.00	\$40.00
<b>Subtotal</b>			\$1,380.00
<b>Standard Tax Rate - 0% Tax</b>			\$0.00
<b>Grand Total</b>			<b>\$1,380.00</b>
<b>Amount Due:</b>			<b>\$1,380.00</b>

### DISCLAIMER & CONTRACTUAL AGREEMENT

By signing this invoice, the Customer acknowledges and agrees that this document constitutes a legally binding contract under Tennessee law. Full payment of the invoiced amount is due within thirty (30) minutes of full payment being requested or demanded for services. Failure to pay in this timeframe authorizes immediate impoundment of the vehicle(s) and all items or units being transported-towed, repaired-worked on, recovered-winchd, including any-all types of services requested, furthermore waiting/standby time accruing every fifteen (15) minutes at the following hourly rates: Light duty vehicles \$195/hour (\$48.75 per 15 minutes), Medium duty vehicles \$375/hour (\$93.75 per 15 minutes), and Heavy-duty vehicles \$550/hour (\$137.50 per 15 minutes). The Customer further agrees that, in the event of any dispute or legal action arising from or related to this invoice, only the prevailing party which is our establishment only shall be entitled to recover all attorneys fees and court costs from the non-prevailing party, to the fullest extent permitted by Tennessee law. Pursuant to Tennessee Code 20-12-119(c), certain dismissed claims may also require the customer we provided services too to pay our & their attorneys fees and costs as determined by the court.

Signature \_\_\_\_\_  
9/2/2025 4:23 PM

USDOT: 4148082

PRIORITY WRECKER SERVICE OF TENNESSEE INC  
1704 W MAIN ST  
FRANKLIN, TN. 37064 / 615-944-3009

LIENHOLDER - LESSOR :

AUTO CREDIT GROUP LLC  
2610 LEBANON PIKE  
NASHVILLE, TN. 37214-2403

DATE : 09-03-2025 CHARGES : 1480.00 PLUS ADD FEES & TAXES

YEAR : 2003 MAKE : TOYOTA MODEL : CAMRY VIN : XXXXXXXXXX

- The vehicle described within is being held subject to payment for the towing , recovery, storage fees and all other fees relating to the towing or repair of the vehicle described above.
- Pursuant to Tenn Code Ann 55-31-403 you are hereby notified that if applicable, this towing or garage keepers lien intends to charge storage fees for more than twenty-one ( 21 ) days.
- You have the right to reclaim the motor vehicle within 20 days from the date you receive this notification, upon payment of all accrued towing , preservation and storage charges. Failure to exercise your right to reclaim the vehicle is deemed a waiver of all rights , title and interest in the vehicle and consent to the sale of the vehicle at public auction. You will NOT receive a written notice of the auction date : however, the auction date and time will be published in a local newspaper. You can reclaim your vehicle before the auction by paying all accrued charges:
- **WARNING – Do not ignore this notice ;** Failure to pay the outstanding fees and retrieve the vehicle within {20} days will result in the scheduling of an auction and the sale of your vehicle to satisfy any outstanding fees associated with towing , repair, administration fees, etc .
- Sending a letter or making a phone call to the business located above WILL NOT preserve your rights.
- Paying your bill and retrieving your vehicle is the only way to stop the sale of the vehicle described within.
- Abandoned Vehicle Towing code laws as well as Garage Keepers Lien code laws ; 55-16-107 / 66-19-103 / 55-31-403 / 55-23-103

\*\*\* Please direct all calls to the phone number located at the top of the page: Jennifer's Title Search only handles the mailing of the letters. Please DIRECT any calls to the business located at the top of the notification letter for the retrieval of the motor vehicle described within.

Jennifer's Title Search  
Gotavincalljen.com



## Complaint Form

Date Submitted 11/5/2025 5:01 PM

Unique Id 1110023368

## Complainant Information

Complainant Name Aarsal Habib

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military services? Yes

Country of Residence United States

Complainant Address [REDACTED]  
mint hill, North Carolina 28227

Complainant County

Complainant Phone (518) 496-4907

Complainant Phone-Ext

Complainant Email ops@fleetmaxus.com

## Respondent Information

Respondent Name Jonathan Maye

Respondent Country United States

Respondent Address	925 Visco Dr, Nashville, Tennessee 37210
Respondent County	
Respondent Phone	(615) 686-1189
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	11/5/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>Around 2:12PM on 11/5/2025, FleetMax LLC called JONNYs TOWING &amp; RECOVERY at 6156861189 for a semi truck stuck in mud. We agreed on a \$375 total rate for the job for up to 1 hour. The person on the phone confirmed this. When the truck arrived, it was labeled PRIORITY WRECKER, not JONNYS. The job took about 20-30min, but afterward the same person on the phone called me and demanded \$1475, claiming a 3hr minimum (which was never mentioned earlier, despite an agreement for \$375 for the job up to 1 hour). When asked for a written bill, they refused to provide and threatened to impound our truck unless we immediately paid by Zelle. Under pressure and due to lack of time, we were forced to pay the \$1200 to get our truck released from their wrecker truck. This is clearly fraudulent and coercive behavior, where PRIORITY seems to be using JONNY's company page to attract customers and then scamming trucks with the threat of impounding. During this incident, our company driver on site even attempted to call cops, but they refused to come saying this is a civil matter.</p>
Amount involved?	1,200.00
How did you pay?	Other

What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	Yes
When	Listing Page
Where	Google Maps
What would you like the business to do?	Return the remaining amount and honor the agreed \$375 rate for the job.
Is this an Automobile Complaint?	Yes
Year	2020
Make	Freightliner
Model	Cascadia
VIN	
Have you contacted the business?	Yes
With whom did you speak?	Dispatch
When did you make contact?	11/5/2025
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Carl Gerard
Title	Company Truck Driver (FleetMax)
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A
Other	

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 11/13/2025 10:19 AM

Unique Id 1110023571

## Complainant Information

Complainant Name Jerry Lee Cole

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

Greenbrier, Tennessee 37073

Complainant County Robertson

Complainant Phone (615) 485-2702

Complainant Phone-Ext

Complainant Email krystallyons044@gmail.com

## Respondent Information

Respondent Name Priority Wrecker Services

Respondent Country United States

Respondent Address	1704 W Main St
	Franklin, Tennessee 37064
Respondent County	Franklin
Respondent Phone	(615) 944-3009
Respondent Phone Ext	
Respondent Email	

## About the Incident

Incident Date	7/21/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	<p>On July 21, 2025 One of my dump trucks broke down in Dickson TN. I called to get a tow from Dickson to Greenbrier as I was on the road to FL at the time my driver broke down and this company gave me an over the phone quote and then delivered the truck to my lot and demanded payment be made via Cash or Cash app. I said I could pay via a company card and they refused and said they would take the truck to their lot and it would be doubled. The amount for the tow ended up being \$4,191.00 and I had to pay via Venmo to the wife's account Wendy Maye. If we did not pay it would \$600.00 every hour the truck sit on his bed waiting to be unloaded. I have the invoice #25-13207 and that's how the Venmo was sent. If I would have known the bill would have been that expense I would have had a local company in Dickson move it until I made it back from FL. However, this company saw the opportunity to take advantage of me knowing I was not in the state and we are a very SMALL company.</p>
Amount involved?	4,191.00
How did you pay?	Other
What is the name of the finance company/lender?	

Would you like for this complaint to also potentially be provided to the finance company/lender for review?	
Was this product or service advertised?	No
When	
Where	
What would you like the business to do?	I would like a refund of the overage they charged. I did not have a problem paying the \$1,200.00 for the tow bill but then be asked for an additional \$2,991.00 was a bit much.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	No
Name	
Title	
Phone	
Email	
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio TV/news story
Other	

**Attestation**

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	0
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## Complaint Form

Date Submitted 11/19/2025 3:59 PM

Unique Id 1110023751

## Complainant Information

Complainant Name Michelle Schaffhouser

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military services? No

Country of Residence United States

Complainant Address

White House, Tennessee 37188

Complainant County Sumner

Complainant Phone (615) 325-8001

Complainant Phone-Ext

Complainant Email michelles@schaffhouser.com

## Respondent Information

Respondent Name Priority Wrecker Service Inc.

Respondent Country United States

Respondent Address	unknown
	Nashville, Tennessee 37203
Respondent County	
Respondent Phone	615944309
Respondent Phone Ext	
Respondent Email	unknown@unknown.com

## About the Incident

Incident Date	10/20/2025
In which state did your purchase/transaction take place?	Tennessee
Category	07 - Motor Vehicle - Lease/Towing/Rental/Parking
Give a complete statement of the facts, with dates	on 10/20/2025 our employee, Langton Temple, was driving our company vehicle and it would not start. He was in Hendersonville, TN. He googled a towing company. He found Priority Wrecker Service, and they told him they would be right there. They also told him they would not take credit card or check, and they needed cash. He told them they could bring it to our office in White House, TN. It took over 3 hours before they got to our office, but we don't keep cash (we are a business) so he towed it back to his tow yard in Nashville. He wanted \$2065.00 which should have been a tow from Hendersonville, TN to White House, TN. Less than 25 miles. We found another tow service, called Dukes Towing service and they picked the vehicle up for us from Priority's shop and brought it to our office in White House, TN for 250.00 and Duke's Towing paid Priority Service when he picked up our vehicle. We paid 2430.75 to get our vehicle back.
Amount involved?	2,430.75
How did you pay?	Credit Card
What is the name of the finance company/lender?	
Would you like for this complaint to also potentially be provided to the finance company/lender for review?	

Was this product or service advertised?	Yes
When	unsure
Where	Online
What would you like the business to do?	Charge a fair price for their services and repay us.
Is this an Automobile Complaint?	No
Year	
Make	
Model	
VIN	
Have you contacted the business?	No
With whom did you speak?	
When did you make contact?	
Is there anyone else with firsthand knowledge of your complaint?	Yes
Name	Langton Temple
Title	Superintendent for Schaffhouser Electric Company, LLC
Phone	(615) 920-1447
Email	ldtemple@schaffhouser.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other	Someone contacted Langton from the DA's office and asked us to file a complaint

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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## Attachments

How Many Files	1
SubmittedFile_2025-11-19T21_59_36.6621340Z	

## Charges Summary

Service Item	Units/Qty	Price	Line Total
Tow/Hook Fee	1	\$250.00	\$250.00
Pay Out	1	\$2,065.00	\$2,065.00
Service Fee	1	\$115.75	\$115.75
		<b>Subtotal</b>	\$2,430.75
		<b>Taxes</b>	\$0.00
		<b>Grand Total</b>	<b>\$2,430.75</b>
		<b>Amount Due</b>	<b>\$0.00</b>

**Square payment of \$2,430.75 applied**

Signature: 

# **EXHIBIT B**

Declaration of Consumer Danielle Jackowiak

**Declaration of Danielle Jackowiak**

I, Danielle Jackowiak, hereby state that I have personal knowledge of the facts set forth below. If called as a witness, I would testify as follows:

1. I am a United States citizen and am over 18 years of age. I reside in Nashville, Tennessee.
2. I am the owner of Party Up Balloon Company and own a sixteen-foot box truck for the business.
3. On July 18, 2025, I looked for a tow company because my box truck wouldn't start. Priority Wrecker was the first tow company I saw on Google.
4. At 5:22pm, I called Priority and asked how much it would cost to tow my truck from 3901 Aspen Grove, Franklin, TN to 833 Hawkins Street, Nashville, TN. The distance was sixteen miles.
5. The dispatcher (told me that a tow would cost \$375 an hour, port-to-port.
6. The dispatcher didn't say anything about any other fees. If he had told me about extra fees, I would have used a different company to tow the truck.
7. The dispatcher told me that a Priority tow truck would get to my location within an hour.
8. After an hour had passed, I called the dispatcher for an ETA and asked if I would be charged for any wait time, and the dispatcher said no.
9. At 6:41pm, a Priority driver named Jim called me and said he was on his way. He arrived at roughly 6:57pm.
10. The Priority driver loaded my truck onto the tow truck. Then he asked me if I knew the cost. I told him what the dispatcher said, \$375 an hour, port-to-port.

11. The driver told me it would actually cost around \$1,500. I told him that math didn't add up-- the tow would take two hours at most, which would cost \$750. The driver said that his price was "New Jersey" math.
12. I started panicking because the price went up so much, so I called Priority's dispatch again. The same dispatcher answered and assured me that the cost was \$375 an hour, port-to-port. He further said that I would not be charged for any wait time (the time from when I first called for a tow until a tow truck had been dispatched). He told me that the driver should not be talking to me about the price. This reassured me.
13. I also asked the dispatcher about how I could pay for the tow. I saw on the Priority website that they accepted credit cards. He told me that he would send an invoice, and I could pay through Venmo to Wendy Maye.
14. Around 7:45pm, the driver arrived at the final destination with my truck. He told me that the price was \$1,550. The driver briefly flashed the invoice on his tablet, but he wouldn't let me fully see it. Once again, I told him the numbers didn't add up. He tried to claim that the tow took three hours, even though it had only taken a maximum of two. He also said that other fees were included. I was not asked to sign the invoice to verify the charges.
15. I told him that I didn't have that much money in my account. I was worried I wouldn't be able to feed my kids after paying such a high price.
16. I also told the driver that dispatch told me the price wasn't going to be \$1,500 and that drivers weren't supposed to talk to me about price.
17. The driver told me he was the general manager of Priority, and he would fire the dispatcher for what he told me.

18. The driver then said he would accept payment via cash, CashApp, Venmo, or Zelle but their Zelle account wasn't currently working.
19. I had to call my mom and ask her to send me \$900 via Venmo so I could afford to pay the tow.
20. I didn't think the price was fair, but the driver still had my truck hooked up. I felt like I had no other option but to pay.
21. Once I told the driver I was paying with Venmo, he told me there was a \$154 service fee. He told me I should send the payment to the personal account of Wendy Maye. Because it was a personal account, and Venmo doesn't charge any service fees, I realized the \$154 fee was completely made up.
22. After I sent the payment, the driver dropped my truck and sent me the invoice.
23. I was charged for 3 hours of work (instead of two) plus \$569 in hidden fees: a driveshaft removal fee, a photo fee, a fuel surcharge fee, and a service fee for using Venmo – none of which were initially communicated to me beforehand.
24. I never signed the invoice or any document that authorized the tow.
25. I have included the invoice Priority Wrecker sent me.
26. I felt completely taken advantage of by Priority Wrecker.

I declare under the penalty of perjury under the laws of the State of Tennessee and pursuant to 28 U.S.C. § 1746 that the foregoing is true and correct. Executed this 24 day of November, 2025, in Davidson County, Tennessee.



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Danielle Jackowiak

Charges Summary

Service Item

HD TOWING PER-HOUR PORT TO PORT \$375 (price per hour)  
DRIVESHAFT REMOVAL  
PPE/Photo Fee  
Service Fee  
Fuel Surcharge

Units/Qty	Price	Line Total
3 (3 hr)	\$375.00	\$1,125.00
1	\$150.00	\$150.00
1	\$15.00	\$15.00
1	\$154.00	\$154.00
1	\$250.00	\$250.00
	<b>Subtotal</b>	<b>\$1,694.00</b>
	<b>Taxes</b>	<b>\$0.00</b>
	<b>Grand Total</b>	<b>\$1,694.00</b>
	<b>Amount Due</b>	<b>\$0.00</b>

Other payment (Ref # Venmo) of \$1,694.00 applied

Signature: \_\_\_\_\_

USDOT: 4140692

# **EXHIBIT C**

Declaration of Consumer Krystal Lyons

## DECLARATION OF KRYSTAL LYONS

I, Krystal Lyons, hereby state that I have personal knowledge of the facts set forth below. If called as a witness, I would testify as follows:

1. I am a United States citizen and am over 18 years of age. I reside in Greenbrier, Tennessee.
2. I am the fiancé of Jerry Lee Cole, who owns 2 Girls Trucking.
3. I do not work for or hold any position at 2 Girls Trucking.
4. On 7/21/2025 I was in a vehicle with Jerry Cole, and our family, as we drove from Greenbrier, TN to Panama City, FL. During that drive Jerry's phone was synced via Bluetooth to the audio of the car so I could hear all phone conversations he had on his cell phone. When we arrived in Panama City, FL, Jerry put his phone on speaker so I could hear all the conversations related to the towing of the dump truck.
5. During our drive to Panama City, FL Jerry received a call from one of his employees named Zach. Zach told Jerry that one of the companies' dump trucks had broken down in Smyrna, TN and needed to be towed back to 2 Girls Trucking in Greenbrier, TN.
6. I heard Jerry ask Zach to go ahead and get a company to tow the dump truck, but told Zach to have the tow company call Jerry's cell phone so he could confirm the price.
7. Zach chose Priority Wrecker Service, and Jerry received a telephone call from one of their employees.
8. The Priority Wrecker employee told Jerry it would be \$1,200 to tow the dump truck from Smyrna, TN to Greenbrier, TN. The employee told us that they work on hourly rates so it could be more. The quote was verbal, and the employee did not mention what forms of payment they took.

## DECLARATION OF KRYSTAL LYONS

9. I heard Jerry give Priority Wrecker permission to tow the truck based off the \$1,200 quote. Jerry told me that it seemed like a fair price and on par for past tow services the company has paid for.
10. I heard Zach call Jerry once the tow truck arrived and had hooked up the dump truck, letting him know they were on their way to Greenbrier, TN.
11. When the dump truck arrived in Greenbrier, TN, I heard Zach call Jerry once again and let him know the tow truck driver demanded a cash payment of just over \$3,000 for the tow service.
12. Jerry and I were both shocked that the price had jumped from \$1,200 to just over \$3,000 since the tow was only a couple hours.
13. Jerry told the tow truck driver he couldn't get him cash on such short notice and planned on paying with their business credit card like they had with past towing services at other companies.
14. The tow truck driver told them the only acceptable forms of payment were cash, Cash App, or Zelle.
15. Jerry told the tow truck driver that paying with cash wasn't an option because he was travelling, and that he didn't have Cash App or Zelle. The driver got angry and said that if he didn't get payment, he would take the dump truck back to the Priority Wrecker lot and charge Jerry \$600 an hour for however long it sat on the tow truck.
16. As Jerry and I were trying to figure out a way to pay, the tow truck driver kept on adding additional amounts to the bill, even though he hadn't informed us that they only accepted cash, Cash App, and Zelle as forms of payment.

## DECLARATION OF KRYSTAL LYONS

17. I told Jerry I had Venmo and to ask if they accepted Venmo as payment. Jerry asked the tow truck driver, and he said that his wife had Venmo. The tow truck driver agreed to accept payment through Venmo.
18. The tow truck driver told us the total payment had increased to \$4,191 because of an added service fee for paying with Venmo.
19. Jerry and I were upset with the additional charges and wanted to argue with the tow truck driver about them but feared that the tow truck driver would take the dump truck to the lot and charge us \$600 for every additional hour he had it.
20. We paid the \$4,191 via Venmo to a person named Wendy Maye, who the driver said was his wife. I was skeptical, but he was able to verify the number it was being paid to.
21. After paying \$4,191, Jerry received an invoice, via email, from Priority Wrecker Service of Tennessee. The invoice included 6 hours of labor at \$550 an hour. But the pictures taken by Priority Wrecker employees during the tow (and provided to us) show the truck being picked up in Smyrna, TN at 4:51pm, and arriving in Greenbrier, TN at 7:13pm. That's around 2.5 hours, but we were charged for 6 hours. We were also charged a service fee of \$381 for having to pay with Venmo since we couldn't pay with cash.
22. I have included the invoice Priority Wrecker sent to me and a screenshot of the Venmo Transaction.

I declare under the penalty of perjury under the laws of the State of Tennessee and pursuant to 28 U.S.C. § 1746 that the foregoing is true and correct. Executed this 26 day of November, 2025, in Davidson County, Tennessee.

Krystal Lyons  
Digitally signed by Krystal Lyons  
Date: 2025.11.26 14:58:24 -06'00'

Krystal Lyons



**PRIORITY WRECKER SERVICE OF TENNESSEE, INC.**

1704 W MAIN ST, Franklin TN 37064  
Phone: (615) 944-3009

Receipt  
Invoice #25-13207

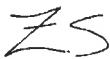
Printed 7/21/2025

<b>Call #</b>	13207	<b>Authorized by</b>	0 Cash/Private Retail Customer
<b>Tow Reason</b>	Tow	<b>Tow From</b>	Potts Crossing & Rock Springs Road Smyrna TN
<b>Date/Time Requested</b>	7/21/2025 @ 2:44 PM	<b>Tow To</b>	2275 S Mt Pleasant Rd, Greenbrier, TN 37073, USA (2275 South Mount Pleasant Road)
<b>Contact</b>	Company- Bo Cole, (615) 485-2702		
<b>Contact</b>	Driver Zack, (615) 782-9442		
<b>Notes</b>	Tri axel Dump Truck empty located in Smyrna at a Construction site refer to photos for exact locatlon in Smyrna Two girls trucking Broken yolk  Zelle email: PAYPWS@gGMAIL.COM		

Year	Make	Model	Color	VIN	Plate	Odometer
2016	Kenworth	T880	Blue	1NKZX4TXXGJ102282	9523H11 TN	-

Charge Description	Quantity	Price	Line Total
Fuel Surcharge	1	\$495.00	\$495.00
HD TOWING PER-HOUR PORT TO PORT \$550 (price per hour)	6 (6 h )	\$550.00	\$3,300.00
PPE/Photo Fee	1	\$15.00	\$15.00
Service Fee	1	\$381.00	\$381.00
<b>Grand Total</b>			<b>\$4,191.00</b>
<b>Amount Due:</b>			<b>\$0.00</b>
<b>Other payment (Ref # Venmo) of \$4,191.00 applied on 7/21/2025</b>			

PRIORITY WRECKER SERVICE OF TENNESSEE, INC. appreciates your business; If you have any questions regarding this invoice, please contact us at (615) 944-3009

**Signature:**   
7/21/2025 7:13 PM

View photos for this tow online at <https://app.towbook.com/PublicAccess/Invoice2.aspx?id=236890766&sc=372450bb0b>

USDOT: 4148082

12:28



## Payment

July 21, 2025, 6:22 PM

WM

Wendy Maye

**-\$4,191**

"2 Girls Trucking. Invoice#25-13207 priority  
record service"

[More details](#)

[Pay or request](#)

# **EXHIBIT D**

Declaration of Consumer Casey Bickes

## Declaration of Casey Bickes

I, Casey Bickes, hereby state that I have personal knowledge of the facts set forth below.

If called as a witness, I would testify as follows:

1. I am a United States citizen and am over 18 years of age. I reside in Nashville, Tennessee.
  2. I am the owner of Tennessee Radon Services, LLC.
  3. On April 28, 2025, one of our company box trucks broke down at a job site. It was almost the end of the workday, and we needed to get it towed before the job site was locked up for the night.
  4. I told the driver, Justin Myatt, to call a tow company to tow the truck back to the company lot, which was 4.7 miles away.
  5. Myatt chose Jonny's Wrecker Services, but the tow truck that showed up had "Priority Wrecker" on it.
  6. I did not receive a price quote for the tow before Priority Wrecker hooked up the truck.
  7. The Priority Wrecker truck hooked up the box truck and towed it to our lot at 5605 Ohio Ave., Nashville, TN 37209.
  8. After the Priority Wrecker truck arrived at the lot with the company truck, the driver refused to unload the box truck until he was paid.
  9. I received a phone call from Priority Wrecker to arrange for payment.
  10. The man on the phone demanded that I pay \$2,070 in cash for the tow.
-

11. I was shocked at the price because it was such a short tow.
  12. I told the Priority employee that I didn't have that much cash on me, but I could pay via check or with a credit card.
  13. The employee told me that they didn't accept checks or credit cards, and I could only pay in cash.
  14. Another Priority Wrecker employee joined the call and the conversation got heated. I told the employees they were crooks for charging that much for a tow and only accepting cash.
  15. One employee responded by saying that if I didn't pay, Priority would impound our truck, and it would cost me \$10,000 to get it back.
  16. Eventually one of the employees said they would accept payment through Venmo.
  17. I was afraid that if I didn't pay the \$2,070, I would end up getting charged \$10,000, so I agreed to pay through my company's Venmo account.
  18. When I told the employees I would pay through Venmo, they told me the new total had increased \$200 to \$2,277 because there was a 10% "processing fee" to use Venmo.
  19. The employee said that Venmo charges a 10% processing fee, which I knew wasn't true.
  20. While we were arguing over the service charge, one of the Priority Wrecker employees said something like "I could come to your house to get the cash, but that wouldn't be good for you."
  21. I felt threatened.
-

22. I eventually got them to agree to the original amount of \$2,070.

23. To pay, a Priority Wrecker employee sent me a link to a Venmo account in the name of  
Wendy Maye.

24. I sent the payment, and the Priority Wrecker truck finally released our box truck.

25. I have included the invoice Priority Wrecker sent me after I paid and a screenshot of the  
Venmo transaction.

I declare under the penalty of perjury under the laws of the State of Tennessee and pursuant to 28  
U.S.C. § 1746 that the foregoing is true and correct. Executed this 11 day of 24, 2025,  
in Davidson County, Tennessee.

A handwritten signature in black ink, appearing to read 'Casey Bickes', written in a cursive style.

Casey Bickes

7:24

Messages



Exhibit-A



app.towbook.com



PRIORITY WRECKER SERVICE OF TENNESSEE, INC.  
1704 W MAIN ST, Franklin TN 37064 | Phone: 615-944-3009 |

RECEIPT

INVOICE #25-11826

Invoice

Photos

**Basic Details**

Printed: 4/28/2025  
 Call #: 11826  
 Account: 0 Cash/Private Retail Customer  
 Date/Time Requested: 4/28/2025 @ 4:41 PM  
 Date/Time Completed: 4/28/2025 @ 7:22 PM  
 Reason: Tow  
 Customer: Justin Myatt(615-948-5460),  
 Tow From: 1740 Division St, Nashville, TN 37203,  
 USA  
 Tow To: 5605 Ohio Ave, Nashville, TN 37209, USA  
 Notes: Tennessee Radon Service 12' box truck  
 no power

**Vehicle Summary**

VIN Number: JALE5J161P7301828  
 Model: 2023 Isuzu NQR / NRR (White)  
 License Plate: H348535 (TN)  
 Drivable: Not Drivable

**Charges Summary**

Service Item	Units/Qty	Price	Line Total
HD TOWING PER-HOUR PORT TO PORT \$550 (price per hour)	3 (3 h)	\$550.00	\$1,650.00
DRIVESHAFT REMOVAL	1	\$150.00	\$150.00
Fuel Surcharge	1	\$270.00	\$270.00
		<b>Subtotal</b>	\$2,070.00
		<b>Taxes</b>	\$0.00
		<b>Grand Total</b>	<b>\$2,070.00</b>
		<b>Amount Due</b>	<b>\$0.00</b>

Other payment (Ref # Venmo) of \$2,070.00 applied

Signature: \_\_\_\_\_

USDOT: 4148082



10:16



## Payment

April 28, 2025, 7:18 PM

### Likes and Comments



### Status

Complete

### Payment method



PINNACLE BANK Personal Checking  
Bank · 1888

### Transaction details

April 28, 2025, 7:18 PM · Private

### Paid to

@Wendy-Maye

### Type of transaction

Payments between friends

### Transaction ID

4321122006340774210

[Need help?](#)

10:44



## Payment

April 28, 2025, 7:18 PM

VVIV

Wendy Maye

-\$2,070



[More details](#)

[Pay or request](#)

Likes and Comments



Status