

Item Number #  
125

**OFFICIAL USE ONLY ---- DO NOT WRITE IN THIS BOX**

Processing Date: 8.29.2025

I#: F. 2509.010

Assignment: A. Scott

Status: Closed

Company: Titan Towing

CPCN#: 7257

Notes:

## Case Notes

8/29/25 – Received email from Chief Del Padre to investigate.

8/29/25 – Emailed Thomas Elgas at [alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com) requesting information his phone number is 702.209.7236, Phone interview with Elgas.

9/2/25 – Received numerous emails from complainant. Received response from carrier.

9/3/25 – Auto Return

9/10/25 – Notifications made to carrier and complainant.

**Nevada Transportation Authority  
Complaint Report**

<b>Investigation Number:</b> I-2509-010 <b>Investigator(s):</b> Andrew Scott J049	<b>Date Assigned:</b> August 29, 2025
<b>Carrier CPCN/TNC # &amp; Legal Name:</b> CPCN 7257 XYZ Towing, Inc dba Titan Towing	<b>Complainant Name:</b> Thomas Elgas
<b>Type of Complaint: (Highlight One)</b>	
<input checked="" type="radio"/> <b>Tow Car</b>	<input type="radio"/> <b>Passenger Carrier</b>
<input type="radio"/> <b>Household Goods Mover/Storage</b>	<input type="radio"/> <b>TNC</b>
<b>Location(s):</b> 9270 Quarterhorse Ln	

**Scope of Investigation**

Area Reviewed	Date Received	Date Sent	Reviewed By Investigator (Yes/ No/ N/A)	Exhibit
Complaint	8/29/25	8/29/25	Yes	A
Fax/Email Confirmation/Receipt of Complaint				
Company Response	9/2/25	8/29/25		B
Additional Documents	9/3/25		Yes	C

Tow Cars	(Y/ N/ N/A)	Date
Verified Signature/Specific Request	N/A	
Verify Tow Signs	Y	9/10/25
Verify Tow Sticker/48 Hr Notice	N/A	
Verify Immediate Tow Circumstance	Y	9/10/25
Verify Contract	Y	9/10/25
Law Enforcement Tow	N/A	

All Carriers	(Y/ N/ N/A)	Date
Bills/Charter Orders Consistent w/ Tariff		
Customer Service Complaint		

**Additional Investigation Contacts (Name/Contact Info) (If Applicable):**

Thomas Elgas [alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com) , 702.209.7236. Interview 8/29/25

**Additional Details/Information (If Applicable):**

This complaint originated when the complainant contacted the Governor's office, and the complaint was forwarded to the NTA by Nikki Haag, Deputy Director, Office of Nevada Boards, Commissions, and Council Standards. Elgas believes the sun made the handicap placard fall from the mirror and that is why it was not displayed at the time of the tow. Elgas also believed he should have received a 30 percent hardship discount and Titan Towing did not give the discount to him. Copies of emails were provided by both Elgas and Titan Towing showing the hardship tariff was considered and discussed and Titan Towing offered a 3% discount if Elgas paid in cash. This property is Arioso Apartments, and it was a properly marked handicap parking spot. Titan Towing is in written agreement with the owner of the property to provide towing services. Photos of the violation were taken, the vehicle was towed, and notification of towing and storage was made. The only requirements for the hardship or lower rate is that the carrier must consider them under certain circumstances and a sign must be posted in the place of business stating such. The carrier is to determine if the lower rate is to be given and what that rate is. The carrier did not have a sign posted in their place of business stating they will consider a lower rate.

Party Notification	(Y/ N/ N/A)	Date
Complainant Notified of Disposition	Y	9/10/25
Carrier Notified of Disposition	Y	9/10/25

**Finding:**

After conducting a thorough review and investigation of this complaint, it has been determined that the above-mentioned carrier/company was in violation of NRS 706.4477 (10)(a) for not having a sign posted stating they will consider a lower rate and the telephone number to the Authority. Titan Towing was given a verbal warning.

Signature:  J049  
Investigator

8-12-25  
Date

Reviewed:  J051  
Supervisor

9.16.25  
Date



# Exhibit A

I don't need you to take care of this today (although if you can even better) but if you can find out if we are already working on it with access to a specific file off the share drive let me know and I might be able to get access to it.

**From:** Todd A. Park <[tapark@taxi.state.nv.us](mailto:tapark@taxi.state.nv.us)>  
**Sent:** Friday, August 29, 2025 8:52 AM  
**To:** Dominic Del Padre <[d.delpadre@nta.nv.gov](mailto:d.delpadre@nta.nv.gov)>  
**Subject:** Fw: Tom Elgas

Good morning.

Sorry to send you a pooppy thing first thing, but can you get someone to take care of this and get back to me so I can answer back to the Governors Office.

Get [Outlook for iOS](#)

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**From:** Nikki Haag <[Nikki.Haag@business.nv.gov](mailto:Nikki.Haag@business.nv.gov)>  
**Sent:** Friday, August 29, 2025 8:49:19 AM  
**To:** Todd A. Park <[tapark@taxi.state.nv.us](mailto:tapark@taxi.state.nv.us)>  
**Subject:** FW: Tom Elgas

Good morning, Todd:

Please see the message from the Governor's office and let me know the status so I can report back to them.

I appreciate it,  
 Nikki

**Nikki Haag**  
**Deputy Director**  
**Office of Nevada Boards, Commissions, and Council Standards**  
 Department of Business and Industry  
 1830 E. College Pkwy, Suite 100  
 Carson City, NV 89706  
 T: 775.684.2927 | E: [Nikki.Haag@business.nv.gov](mailto:Nikki.Haag@business.nv.gov)

**From:** Christy Guedry <[cguedry@gov.nv.gov](mailto:cguedry@gov.nv.gov)>  
**Sent:** Thursday, August 28, 2025 4:09 PM  
**To:** Nikki Haag <[Nikki.Haag@business.nv.gov](mailto:Nikki.Haag@business.nv.gov)>  
**Subject:** Tom Elgas

Hi Nikki,

I'm not sure if you can assist with Mr. Elgas – he called the office – his vehicle was illegally towed from an apartment complex – he is disabled and he said that according to NRS706.4477 section 7-10 the tow company can give a hardship reduction for the fee. The towing company didn't so he contacted the Nevada Transportation Authority because he said they had the authority to act immediately regarding the fee but they said no. His phone number is 702.209.7236 – his email address is [alavegasman@hotmail.com](mailto:alavegasman@hotmail.com)

Thank you,

**Christy Guedry**  
Constituent Services  
Office of Governor Joe Lombardo  
[cguedry@gov.nv.gov](mailto:cguedry@gov.nv.gov)  
Office: (702) 486-2500



#1

Thomas Elgas P#3114254

Receipt #35808

8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>

**Sent:** Saturday, August 23, 2025 3:54:35 AM

**To:** Arioso <[arioso@ovationco.com](mailto:arioso@ovationco.com)>; Lacie Polk <[laciep@ovationco.com](mailto:laciep@ovationco.com)>

**Subject:** Handicapped parking

Hello Arioso Management,

My car a 2011 Ford fusion Plate #NV 7938D0 was towed from the property on August 23, 2025, for not displaying my handicap placard. I hold a valid Nevada handicap placard, which gives me the legal right to use handicap spaces under NRS 484B.467 and protections under the Americans with Disabilities Act (ADA). The placard is in the car and should have been visible. As you know I have a serious heart condition and need that vehicle for Dr appts. and emergencies.

Since my right to handicap parking was valid, the tow was improper. Under NRS 487.0385, property owners who authorize tows can also order a vehicle's release. I am requesting that management immediately contact the towing company to have my car released without me being forced to pay. If charges are required.

Please confirm once you have contacted the tow company. Storage fees accumulate daily.

Thank you for your urgent attention.

Thomas Elgas

Apt#127

702 209 7236

#2

Thomas Elgas P#3114254

Receipt #35808

8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>

**Sent:** Saturday, August 23, 2025 10:12:44 AM

**To:** Lacie Polk <laciep@ovationco.com>

**Subject:** Illegal tow

Hey Laci,

I'm sorry to bother you and I hope things are a little easier on you. I'm asking for your help today if you can or if you're able but my car was towed from the property illegally last night there's no signs up talking about anything from where the company is who's supposed to have them my handicap sticker was and is in my car and it was on my mirror so I don't know they're saying they towed it because there was no handicap sticker which is b\*\*\*\*\* but I'm letting you know that I'm going to follow suit against them if this isn't fixed this is b\*\*\*\*\* I tried talking to the lady that's the manager here today and she caught an attitude with me she's really pissed off but I'm pissed off cuz I don't have my car and not only that but I'm getting amped up and I feel like I'm having a heart attack every time I think about this thing or try to talk to somebody so I'm just asking you please I need you or corporation to call up the tow company and have them release my car to me I'm going to send you a letter of what I sent to them. I do know the towing laws pretty good and I'm hoping we can get this fixed without any problems I don't want any problems I just want my car back today. I hope you're not an ugly mood and I hope things are not so bad for you. If they are I apologize for having to give you this. I believe this may have been a setup through Miss Caldwell she might have called them I can't see anybody else that would want to call and tow my car. Especially since the placard was on the mirror. Also I have witnesses that saw them drag my car approximately 30 ft there's big skid marks there I'll be looking to get that fixed too from them if I have to I just want to get my car back Laci I'm not mad at you and I don't want to make this ugly for anybody I'm so sorry and I appreciate your help. thanks.

Tom

127

#3

Thomas Elgas P#3114254

Receipt #35808

8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Lacie Polk <laciep@ovationco.com>

**Sent:** Saturday, August 23, 2025 10:29:55 AM

**To:** Thomas E <alavegasman@hotmail.com>

**Subject:** Re: My vehicle towed.

Ovation set up the tow company to come to every 40 apartment company. I know they have pictures usually to prove why it was towed. Im so sorry about this.

My time in Colorado has not good.

Lacie Polk  
Community Manager

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 11:23:22 AM  
**To:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Subject:** Re: My vehicle towed.

They do they said it was off.but I know it wasn't. Unless it fell but that is near impossible. I'm sorry to bother you I can see this is not going well. I was hoping that you would correct it. Arioso has the authority to have them release it. I can not afford \$600 to reclaim it. Thanks anyways.  
Tom

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Sent:** Saturday, August 23, 2025 10:20:12 AM  
**To:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Subject:** Re: My vehicle towed.

I have left a message with titan towing. They should have pictures of the car when the towed it.

Lacie Polk  
Community Manager

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 11:12:28 AM  
**To:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Subject:** Re: My vehicle towed.

I understand that Laci but my car placard was in the car they're saying it wasn't but it was it was hanging I never let it drop you guys know I'm a resident here and they should call you to get a signature to tow it. And now it's \$600 to get it out I don't want to sound like a dick but that's not cool and on top of that or he also has the right according to the law I'll send you the NRS right here NRS 487.0385. it allows the complex to call up the tow company and release the vehicle without me paying any fees. That's what I'm asking to be done you know I live here you know I have a handicap I always have my handicap sticker in the window and Paula and I both know it was there cuz we we just left the car a couple hours ago. So I'm asking for your help I don't want to make this into a big situation but I've always thought of you as somebody that would do the right thing and the right thing here is to get my car back

Laci this is not cool especially since I need it for all my medical appointments and stuff I'm asking you for your help please.

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 10:06:44 AM  
**To:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Subject:** Re: My vehicle towed.

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Sent:** Saturday, August 23, 2025 9:47:22 AM  
**To:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Subject:** Re: My vehicle towed.

Hi Tom,  
I'm sorry that it was towed usually they contact us first. But if you are in a red area or not have your handicap hanging to be seen they will tow without asking management.

Lacie Polk  
Community Manager

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 5:02:19 AM  
**To:** Arioso <[arioso@ovationco.com](mailto:arioso@ovationco.com)>; Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Subject:** My vehicle towed.

I also should mention that my car is licensed and registered with the office as being handicapped vehicle. I hope you guys can help me on this this is not cool. Thanks  
Tom

#4  
Thomas Elgas P#3114254  
Receipt #35808  
8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 2:43:58 PM



**To:** [Csr@titantowinglv.com](mailto:Csr@titantowinglv.com) <[Csr@titantowinglv.com](mailto:Csr@titantowinglv.com)>

**Subject:** Signage at Arioso

We talked at 1:39 today. And I just discussed with you about the signage that is required by law on the property here at arioso. There is no signage there are no remnants of where the signs were there never have been any signs of it I have the photos and the video showing all the places that it should be that it's not. I'm asking for a little help. I'm absolutely sure that my handicap sticker was on my front windshield. I've also explained to you guys that I believe there's NRS 706.4477 which allows for hardship request by the owner of the vehicle to the tow company. The tow truck company must apply that 30% discount once the burden of proof has been met. I receive social security that's it that's all I have the payment is \$970 a month that's all that I have to live off of. I'm requesting that you review this request and get back to me as soon as possible so that I can stop from incurring any further fees. I am fully contesting the legality of the tow I feel that it was done illegally and that you guys are not in compliance with the laws and regulations regarding that tow therefore the tow could not be completed and should not have been done. I realize you guys are in business to make a tow but \$600 is outrageous even if the handicap sticker wasn't there \$600? I only paid \$800 for the car. And I need this car for my medical appointments my medical appointments are all in town I have no way to get in town no way in case of an emergency to get to my test nothing I'm just asking you guys to have a little compassion and return the car to me. I am providing you the opportunity to just do the right thing before I file a complaint with the state transportation Authority I can assure you there were never any signs up here anywhere. I'm also absolutely 100% positive that my handicap placard was in my window cuz I parked right next to my apartment I also want to state that the fact that tow truck driver dragged my car approximately 100 ft and there's Big oil spill right where my car was parked at that has never been there. I believe my vehicle may have been damaged during this illegal tow. I have two witnesses that witnessed the tow truck driver dragging this car while it was making noise. Please do the right thing return the vehicle to me without fees or at the very least reduce them to an amount I can afford. I promise I'm not going to let this go without a fight and I'm hoping that you guys ready help me thanks.

Tom Elgas

#5

Thomas Elgas P#3114254

Receipt #35808

8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>

**Sent:** Saturday, August 23, 2025 3:15:55 PM

**To:** [Csr@titantowinglv.com](mailto:Csr@titantowinglv.com) <[Csr@titantowinglv.com](mailto:Csr@titantowinglv.com)>

**Subject:** Legal notice 2nd attempt

Hello Titan Towing

My vehicle 2011 Ford fusion #7938D0 was towed on August 23, 2025. Under NRS 706.4477, I am requesting the hardship tariff be applied to my towing and storage charges, as I am unable to afford the full fees due to financial hardship.

Please let me know TODAY what documentation you need so I can provide it and receive an updated invoice. If this request is denied, I will file a complaint with the Nevada Transportation Authority.

Thank you,  
Thomas Elgas

#6  
Thomas Elgas P#3114254  
Receipt #35808  
8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 3:28:58 PM  
**To:** [Csr@titantowinglv.com](mailto:Csr@titantowinglv.com) <[Csr@titantowinglv.com](mailto:Csr@titantowinglv.com)>  
**Subject:** Hardship tariif

I am requesting that you immediately release my car for improper impound procedures or apply the 30% hardship discount provided to me by Nevada revised statute 706.4477 so that I can get my car today. This is a legal notice and I'm also instructing the person reading this email that if you are not the person responsible or capable of completing either of these actions that you get this email immediately to the person or persons that can. This is for my 2011 Ford fusion tow ed this morning at about 1:00 in the morning from arioso apartments.  
Tom Elgas

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

#7

Thomas Elgas P#3114254  
Receipt #35808  
8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 7:29:49 PM  
**To:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Subject:** Re: Illegal tow from Arioso

They put these signs at the front entrance because it is required by law that there be signs like this from the towing company at the front entrance and then every 50 ft there after. There were NO signs on property until about 12:30 today when these signs were placed at the front entrance on both sides. There are still no signs in the complex. Which makes this tow improper. But no worries take care of mom. I will deal with this.

Tom

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Sent:** Saturday, August 23, 2025 6:38:09 PM  
**To:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Subject:** Re: Illegal tow from Arioso

What signs did they post? Mom isn't doing the best but I need to come back to work.

Lacie Polk  
Community Manager

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 7:26:17 PM  
**To:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Subject:** Re: Illegal tow from Arioso

Well they came out today about 12:30 and posted 2 signs on each of the light post at the entry of the complex. But so that you can do something. Upper management or you have the legal right to TELL them to release my car without fees. I can see that isn't happening. I will pursue my remedies showing that the tow was illegal and done without proper signage being posted thru out the complex. Thanks. I hope things work out for you with your mom.

Tom

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Sent:** Saturday, August 23, 2025 6:13:47 PM  
**To:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Subject:** Re: Illegal tow from Arioso

Tom

I never received a call back from anyone today. So, I have not received any pictures of the tow. Unfortunately, there is nothing I can do once they take the car into inbound, I really wish I could. I know you have health issue that are serious. Ovation has a contract with the tow company, and I know they automatically tow if your car is in red and if the proper forms are not visible for handicap parking. I wish there was more I can do but I can't. No one contacted the office for anything. I will try to call again to see why it was towed. I apologize for this inconvenience.

Lacie Polk  
Community Manager

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 4:01:46 PM  
**To:** [csr@titantowinglv.com](mailto:csr@titantowinglv.com) <[csr@titantowinglv.com](mailto:csr@titantowinglv.com)>  
**Cc:** Arioso <[arioso@ovationco.com](mailto:arioso@ovationco.com)>; Arioso <[arioso@ovationco.com](mailto:arioso@ovationco.com)>; Lacie Polk <[Laciep@ovationco.com](mailto:Laciep@ovationco.com)>  
**Subject:** Illegal tow from Arioso

The other thing I want to let you guys know is so I have a very fragile heart condition that causes me to sometimes get shocked by my pacemaker when I get anxiety up or upset. I can tell you that I am close to that happening now. I may have to go to the hospital and I can promise you if I get shocked over this stressful situation we will be locked in legal review. I'm just asking you please before we get that far to do the right thing I know the stove is illegal you know the toll was illegal you don't meet all the requirements for the towing of my vehicle I'm just asking you guys to return the vehicle. I'm going to be filing a complaint here shortly and I'm giving you guys a chance to not have to go through this. I just hope we can get it all together and put it into it today I need that vehicle and I have a medical condition that when I get stressed out such as the stress you're putting me under right now I end up in the hospital I'm begging you guys please don't do this. This applies to arioso apartments and the tow company. You cannot show me one single place that a signless placed at on this property because there was none and to tell me that they were torn off is a straight out lie. But most importantly even if they were tore off you still are required by law to have them up so it doesn't matter if you put them up and they were tore down or not you have the legal obligation to maintain that signs and I don't want to have to get nasty with you guys I'm asking you guys to please let's just resolve this but it appears that we're going to have to go down that line so I'm trying to stay cool under pressure but you guys stole my car and I want it back and this is my legal demand for such today not tomorrow not Monday today he's going to sit

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

**WARNING**

**AUTHORIZED  
PARKING ONLY**

**UNAUTHORIZED VEHICLES TOWED  
AWAY AT VEHICLE OWNER'S EXPENSE**



**TITAN TOWING**

**702.333.TOWS (8697)**

**MPD**

**702-828-3300**

**NLPD**

**702-633-9111**

**HPD**

**702-267-5000**

CPCN #7257

NRS 467.038

**ALSO CALL FOR... JUMP STARTS  
LOCKOUTS • FLAT TIRES**



**WARNING**  
**AUTHORIZED**  
**PARKING ONLY**  
UNAUTHORIZED VEHICLES TOWED  
AWAY AT VEHICLE OWNER'S EXPENSE

 **TITAN TOWING**  
**702.333.TOWS (8697)**

MPD	702-828-3300
NLPD	702-633-9111
HPD	702-267-5000

CPCN 47237      NRS 487.038

**ALSO CALL FOR... JUMP STARTS**  
**LOCKOUTS \* FLAT TIRES**





#8

Thomas Elgas P#3114254

Receipt #35808

8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>

**Sent:** Monday, August 25, 2025 10:51:55 AM

**To:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>

**Subject:** Re: Retrieve 2011 Ford Fusion Nv#7938D0

Like I said even now the signage is improper still two signs at the front entrance is not adequate you guys know the law it doesn't matter if the signs were tore down or not you are required by law to maintain these signs which means when you come trolling around for cars to tow you should check your signs there are no signs there have been no signs there were no signs done on the day of my toe and that's what I'm concerned about. Please make no mistake I am going to take this to the media and our Congress people I am going to bring out the fact that you guys are not following the rules therefore the total is improper. I'm not trying to be a dick but you guys cannot extort money from us like that we're senior citizens we can't afford that there needs to be something done and in order for you guys to do your business you have to properly document what and where and how you do it and it wasn't done therefore regardless of a sign was in our car or not the toll was improper and all we're asking you to do is return our car I am now speaking for the two other people whose car you also hijacked over the weekend. Please don't make the mistake in underestimate me I know you guys don't want no trouble and neither do we just want our cars back. I hope that I don't have to pay this money first cuz I can't afford it and I'm hoping that you guys will be kind enough to work with us but if not we'll go the hard way I don't want to and maybe you guys should have a little humanity inside of you and understand what this is causing us it's not about you guys making a profit it's about us living where we live at and not having to pay the extortion fee to get our car back appreciate your help thanks for your responses

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**From:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>

**Sent:** Monday, August 25, 2025 10:25:47 AM

**To:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>

**Subject:** Re: Retrieve 2011 Ford Fusion Nv#7938D0

Thank you for your response. Please note:

Signage has been posted and maintained at this property in accordance with NRS requirements. When signs have come down due to weather or other interference, they have been replaced promptly. The removal or absence of tow company signage by outside means does not negate the legality of a tow, especially with this being private property.



At the time of this tow, the **required handicap signage was clearly present and visible**. We also have photo documentation confirming this.

This was a valid tow, and **all fees are due** in order to retrieve your vehicle. Storage fees accrue **daily**, so we strongly encourage you to pick up your vehicle as soon as possible to avoid additional costs.

You are welcome to file a complaint if you wish. We have full supporting documentation, and we are 100% confident the tow will be upheld as legal.

As all necessary information has now been provided, further communication on this matter will not change the requirements for release. Please arrange payment and retrieval of your vehicle at your earliest convenience.

This will conclude our correspondence regarding this matter.

Thank you,

*Kareena Vestuto*

**Titan Towing Executive Assistant**

**250 W Warm Springs Rd. Henderson, Nevada 89011**

**Phone: 702-333-8697**

**Fax: 702-920-7699**

**Email: CSD@TitanTowingLV.com**

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---

**From:** Thomas E <[alavegasman@hotmail.com](mailto:alavegasman@hotmail.com)>

**Sent:** Monday, August 25, 2025 10:13 AM

**To:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>

**Subject:** Re: Retrieve 2011 Ford Fusion Nv#7938D0

I just want you to know that I have video and photographic proof there was never nor has there ever been any signage up in this place as required by law and the fact that you guys just yesterday at 12:30 put up signage on the left side and the right side at the entrance of this apartment complex does not constitute proper signage so I know we can battle this all day long I know that your company is going to try to squeeze every dime that we can but I am going to file a complaint I am going to go to the media I'm going to do everything I can to bring attention to the fact that you guys cheated me.

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

---

**From:** Kareena Vestuto <csd@titantowinglv.com>  
**Sent:** Monday, August 25, 2025 10:05:03 AM  
**To:** [alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com) <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Subject:** Re: Retrieve 2011 Ford Fusion Nv#7938D0

Hello Thomas,

We have reviewed your request regarding the retrieval of your 2011 Ford Fusion towed for a handicap violation. After confirming with property management and our records, please note the following:

- This was a **valid tow for a handicap violation**. While you may have a handicap placard, there was **no placard properly displayed** in your vehicle at the time it was towed. A placard must be **clearly visible** in order to avoid a violation.
- Proper signage is and has been posted at this property, and is constantly updated when removed or damaged, in accordance with NRS requirements. Additionally, the handicap stall where your vehicle was parked was **clearly and properly marked**.
- Your vehicle will not be released without payment of the towing and storage fees that are due. Please also be aware that storage fees accrue daily. To avoid a storage fee, please retrieve your vehicle **before 5pm on Tuesday, 8/26/2025**.
  - Our business hours are between 8am-5pm, and anything released outside of those hours are subject to an extra after-hours fee.

Regarding your mention of a 30% hardship discount:

- There is **no statute requiring** a 30% discount. However, as a courtesy, and in line with the most recent updates to NRS, we are able to extend a **3% discount if payment is made in cash** at the time of vehicle release.

You are welcome to file a complaint with the Nevada Transportation Authority if you wish, but please understand that this was a lawful tow under Nevada law. To minimize your costs and retrieve your vehicle quickly, we strongly recommend arranging payment as soon as possible.

Please let us know when you plan to come in so I can make our customer service team aware, and we can assist with the release process.

Thank you,

*Kareena Vestuto*

**Titan Towing Executive Assistant**  
250 W Warm Springs Rd. Henderson, Nevada 89011

**Phone: 702-333-8697**  
**Fax: 702-920-7699**  
**Email: [CSD@TitanTowingLV.com](mailto:CSD@TitanTowingLV.com)**

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**From:** Titan Customer Service <[csr@titantowinglv.com](mailto:csr@titantowinglv.com)>  
**Sent:** Saturday, August 23, 2025 5:48 AM  
**To:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>  
**Subject:** Fw: Retrieve 2011 Ford Fusion Nv#7938D0

Thank you,

**Titan Towing - Customer Service Dept.**  
250 West Warm Springs Rd. Henderson, NV 89011  
Phone: 702-333-8697  
Fax: 702-920-7699  
[csr@titantowinglv.com](mailto:csr@titantowinglv.com)

---

**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Saturday, August 23, 2025 5:46 AM  
**To:** Titan Customer Service <[csr@titantowinglv.com](mailto:csr@titantowinglv.com)>  
**Subject:** Retrieve 2011 Ford Fusion Nv#7938D0

I don't believe I have to pay any fees to retrieve my vehicle as I was legally parked in a handicap space and have a valid placard #A1673804 (See attached). I'm asking you to release the car back to me immediately.

I have the legal right to park in a handicap space under NRS 484B.467 and the Americans with Disabilities Act.

Please note that there is no visible or proper signage on property concerning how or from whom I can retrieve my vehicle from once towed. This is a violation of the towing laws under which the Nevada Transportation Authority regulates as well as NRS 487.038 and NAC 706.427.

I'm not trying to be disrespectful I just need my car back ASAP. I have a serious medical condition which requires me to go to doctors for tests and treatment on a regular basis.

I'm going to request the apartment management to have the car released without payment of any fees, as my car is listed as a resident owned vehicle with a known handicap. This is permissible under NRS 487.0385.

If this doesn't happen and I have to pay the fees up front I will be filing a complaint with the Nevada transportation Authority against your company concerning the legality of the tow.

Nevada Revised Statutes § 706.4477

allows me to request and be given a 30% reduction in any towing fees because of financial hardship.

Based on this, I am requesting that discount be applied to any fees I may have to pay in order to retrieve my vehicle.

When I called your dispatch this morning the lady said that your company doesn't give this discount. I think she was misinformed about how to apply it.

As you can see, I do have a working knowledge of the laws concerning tows. I don't want to have to file any complaints or ask for any type of review of your procedures concerning this incident. I just want my car back immediately.

I'm sure we can work thru this issue without further issues.

Please provided me with a response, via this email without further delay, informing me of what documentation you will need to grant this request or apply the discount so that I may regain possession of it ASAP.

Thank you,  
Thomas Elgas  
7022097236

#9  
Thomas Elgas P#3114254  
Receipt #35808  
8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Sent:** Monday, August 25, 2025 12:26:20 PM  
**To:** [csr@titantowinglv.com](mailto:csr@titantowinglv.com) <[csr@titantowinglv.com](mailto:csr@titantowinglv.com)>  
**Subject:** Tom Elgas 2011 Ford fusion

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.


#10 final  
Thomas Elgas P#3114254

Receipt #35808  
8-23-2025

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>  
**Sent:** Friday, August 29, 2025 12:44:33 PM  
**To:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>; Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Subject:** RE: Hardship fee reduction

 **Kareena Vestuto** reacted to your message:

Your 3% is offered to everyone and is not considered a hardship discount. Thanks for the attitude.

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

---

**From:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>  
**Sent:** Friday, August 29, 2025 10:55:27 AM  
**To:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>  
**Subject:** Re: Hardship fee reduction

Our conversation is done here. You were offered a discount, regardless of not providing your documentation. 3% discount is still a discount. We have had signaged placed at the entrance and exits since this property was under Titan Contract, regardless if you have noticed them or not. It has been replaced many times. You've been told multiple times about the signage as well as the 3% discount and many conversations have been had with you. Per the law, your placard needs to be **displayed** and visible, not just in the vehicle where it is **NOT** visible.

We have nothing more to add, as we have already answered you more than enough times, despite your threats to go to the media and other avenues, which you are now denying. All of our emails have been documented, and all of our calls and in-person conversations are recorded.

You can take up any other complaints with the NTA or the Governor, as you are bringing this up with anyone who will listen to you. I hope they can explain this to you in a clear way for you to comprehend.

This is our final communication, regardless of any other emails you decide to type up and send.

Have a better day and please make sure to display your placard, which is the legal requirement to park in a properly marked handicap space.

# Kareena Vestuto

**Titan Towing Executive Assistant**

**250 W Warm Springs Rd. Henderson, Nevada 89011**

**Phone: 702-333-8697**

**Fax: 702-920-7699**

**Email: [CSD@TitanTowingLV.com](mailto:CSD@TitanTowingLV.com)**

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**From:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>

**Sent:** Friday, August 29, 2025 10:24 AM

**To:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>

**Subject:** Re: Hardship fee reduction

I have never been disrespectful to your staff. You Never asked for documentation for hardship even though I asked repeatedly, and you are required to maintain your clients property with proper signage, which you never have done. There has never been signage here for the past year. Finally when my car was brought to me there were 2 handicap placards in the car. One in the door and one on the passenger side floor board in plain view. I'm sure you guys make enough money towing cars legally. There is no reason for you not to follow the rules and do a a fair and proper tow. At \$500 a pop, that is a considerable amount of money to recover a piece of property that is used to just exist and provide for myself. You guys out up signage 2 days AFTER you towed my car, and now you tell me that I didn't provide documentation to substantiate my request for a hard ship fee. I sent at least two emails to you requesting that you inform me of what you would need to grant me such. 3% for cash that I didn't have anyways is not a discount. I have politely asked for your company to help and have been denied. I hope that you don't find yourself in a similar situation where you have to worry about how to get your property back. It is very stressful. Sorry that we are going to have to go thru legal channels to correct this. I have fully documented this incident from my side as well.

Tom Elgas

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

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**From:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>

**Sent:** Friday, August 29, 2025 9:44:38 AM

**To:** Thomas E <[alasvegasman@hotmail.com](mailto:alasvegasman@hotmail.com)>

**Subject:** Re: Hardship fee reduction

Mr. Elgas,

We have carefully reviewed your repeated requests and will address your points in detail for clarity, as follows:

**First, regarding your request for a hardship discount:**

You have been informed multiple times, both in person and in writing, that Titan Towing offers a 3% cash discount in accordance with our approved tariff. **NRS 706.4477 subsection 10** requires that tow operators conspicuously **display** a notice informing customers that the company must consider charging a lower rate under certain circumstances, and that customers may contact the Nevada Transportation Authority (NTA) to report concerns. The statute requires us to **consider** such requests, not to grant a specific discount percentage.

Our notice is posted on the tariff board outside of customer service, **as required**. A hardship reduction must be accompanied by documentation provided by the customer. You did not provide documentation to support such a request, nor are you entitled to dictate your own discount percentage. We are within our rights to deny a hardship request entirely. Despite this, **we offered you 3% all cash discount multiple times**, in person, over the phone, and via email, which you declined when you chose to pay by credit card instead. That was your choice.

**Second, regarding the handicap violation:**

**NRS 484B.467 subsection 5** clearly states that a person may not park in a designated handicap space unless the vehicle displays one of the following: handicap license plates, a placard, or a handicap sticker. At the time of your tow, your vehicle displayed none of these. Our driver inspected the vehicle and found no placard or plate displayed in, on, or around the vehicle. Regardless of whether you own a placard, it must be **clearly displayed and visible** to avoid a violation. Because your vehicle did not meet these requirements, the tow was valid.

**Third, regarding signage on property:**

Tow signage has been posted and maintained at the entrances and exits of this property in accordance with NRS requirements. When signs have been damaged or removed, they have been promptly replaced, often by our company's owner, the operations manager, and tow drivers. The absence of a sign at any given time due to outside interference does not invalidate a tow. Additionally, the handicap stall where your vehicle was parked was **clearly and properly marked with NRS signage**, which was sufficient notice for the violation at issue.

**Finally, regarding your conduct and claims:**

You have made repeated accusations of wrongdoing, threatened our company, and spoken to our staff in a disrespectful and entitled manner. This behavior is inappropriate and will not be tolerated. Titan Towing operates in full compliance with Nevada law and NTA tariffs. Your repeated misquoting and misinterpretation of statutes does not entitle you to special treatment or invalidate a lawful tow. The 30% discount you continue to demand does not exist under Nevada law, and your interpretation of the statutes is incorrect.



You are welcome to file a complaint with the NTA. Should you do so, we will provide all documentation, and we are confident they will confirm the legality of this tow and the accuracy of our procedures.

This matter has been addressed in detail and concluded. Your vehicle was released after you chose to pay by credit card without applying the available 3% cash discount. No further adjustment will be made.

Best Wishes,

*Kareena Vestuto*

**Titan Towing Executive Assistant**

**250 W Warm Springs Rd. Henderson, Nevada 89011**

**Phone: 702-333-8697**

**Fax: 702-920-7699**

**Email: [CSD@TitanTowingLV.com](mailto:CSD@TitanTowingLV.com)**

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**From:** Titan Customer Service <[csr@titantowinglv.com](mailto:csr@titantowinglv.com)>

**Sent:** Friday, August 29, 2025 8:09 AM

**To:** Kareena Vestuto <[csd@titantowinglv.com](mailto:csd@titantowinglv.com)>

**Subject:** Fw: Hardship fee reduction

Thank you,

**Titan Towing - Customer Service Dept.**

**250 West Warm Springs Rd. Henderson, NV 89011**

**Phone: 702-333-8697**

**Fax: 702-920-7699**

**[csr@titantowinglv.com](mailto:csr@titantowinglv.com)**

---

**From:** Thomas E <alasvegasman@hotmail.com>  
**Sent:** Thursday, August 28, 2025 3:48 PM  
**To:** Titan Customer Service <csr@titantowinglv.com>  
**Subject:** Hardship fee reduction

NTA language that was used to formulate the NRS that's now in effect was written as #21-09007. This language helped formulate NRS 706.4477.

This NRS specifically subsection 7 through 10 dictate that there must be signs in your office that tell a person about the hardship discount they could be entitled to providing they gave you guys the proper documentation. Again my name is Thomas Elgas my vehicle was towed this past Saturday from oreoso and a handicap zone. The placard apparently had fallen off and was on the floor which could clearly be seen had someone looked. But the fact is I was still charged the entire fee even though I requested the hardship discount. You guys said it doesn't exist I would suggest that you read the NRS that I quoted to you section 7 through 10. I am contesting the whole toll because you guys improperly towed it there was no signage up none until after you guys did the toes then you guys came and put sign up I have video of the entire complex prior to the tow on two different dates. I am contesting the entire tow and then demanding the entire amount I paid of \$500 be returned to me. I have contested the amount that you charged me I am from the bank of this dispute between me and you and that I was expressly concerned about the fact that I did not get the discount that I'm entitled to which is provided by law. This is my third notice and request to you to return my entire fees that I paid to release my car that you stole from me. And at the very least I am requesting that you guys review the procedures and the nrs's which dictate that you must have the sign in your office telling people about the hardship discount and give me that discount.

Tom Elgas

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

Hello sir,  
I have forwarded 10 emails to you.  
My defenses are:

1. Under the ada rules, I have the right to park in handicap. Just because the handicap placard is poorly made and had melted off my mirror doesn't mean my car should have been towed. And even if it was towed because the placard wasn't in view on the mirror, once I showed them that the placard was on the floor when I initially got the car back from the tow yard the the full amount should have been refunded to me.
2. Proper signage concerning the toe and how to retrieve it from the police department or the tow yard was not present nor has it been present for over a year.

You can look at my videos and see that has been the case they were never placed up until after my car was towed.

3. The address that they show on the picture for the tow is not the address that the car was towed from it is incorrect. It was towed from 9270 quarter horse Lane which is on the receipt but the picture shows the car as being at 9310 s Pinarello.
4. Even that Nrs 706.4477 sub sec 7-10 says that I'm entitled to a hardship discount so long as I provide documentation of my hardship. As you can see I did send them an initial email from the very beginning requesting that they send me a list of the documentation they would need in order to Grant that discount. The fact that they offered me 3% is not a hardship discount. AND they are also required to have this notice/sign of a hardship request placed on their office walls somewhere with 1 in writing. That's nowhere to be found.
5. These and every other reason I stated in my emails is why I should be entitled to a full refund.

I also have requested a copy of the agreement between Titan and Arioso Apts. I don't believe they had one in place at the time of the tow. The towing company can not just troll on any private property looking for violations to support them towing any vehicles. I believe that their agreement wasn't sign until AFTER my tow. I support this with the fact that I recorded the on duty manager talking to corporate in my presence, telling them they needed to get an agreement signed to avoid any discrepancies about the 3 tows that happened on Aug 2, 2025.6

However, because of the discrepancy in the placement of the placard (which I legally have) as well as the other alleged violations, Im willing to negotiate (even though I still believe I'm entitled to a full refund of all charges that I paid). My offer is that I receive the 30% discount on the \$500 I paid. After this was deducted I would agree to receive have of the remaining \$350 (\$175). So the total amount refunded to me would be \$325.

Here is the link to 3 videos I took LAST year. You can see that there were NO signs in place then.

[https://drive.google.com/drive/folders/1PWgXp7cBC\\_wM9q971vEAhwOt1poZV1Nk](https://drive.google.com/drive/folders/1PWgXp7cBC_wM9q971vEAhwOt1poZV1Nk).

Here is a link to all of the audio and picture files that I have regarding the Aug 23, 2025 towing of my car.

[https://drive.google.com/drive/folders/1lYz5c\\_dfPoPiKkd53Bm4R9i0PxyEDLiH](https://drive.google.com/drive/folders/1lYz5c_dfPoPiKkd53Bm4R9i0PxyEDLiH)

Thank for talking to me last week and addressing this improper tow, in a expedited manner.

Tom Elgas  
7022097236



XYZ Towing Inc., dba Titan Towing - CPCN #7257  
250 W Warm Springs, Henderson, NV 89011  
Phone: 702-333-8697 • Fax: 702-920-7699

35808

#3114234  
Time 1:14 PM

☐ ACCOUNT  
☐ CASH CHECK  
☐ CREDIT CARD

DATE OF REQUEST: 8-23-25 TIME OF REQUEST: AM PM

NAME & ADDRESS OF PERSON REQUESTING TOW: NAME: 411050 Airport Harts Handicap Vehicle  
ADDRESS: 9270 Quarterhorse Ln  
CITY: 195-14995 STATE: NV ZIP: 89178

NAME, ADDRESS & PHONE OF PERSON RESPONSIBLE FOR CHARGES: NAME: Thomas Charles JA Elges PHONE: 702 269-7236

YEAR	MAKE	MODEL	COLOR	LICENSE NO.
2011	FORD	Fusion	Silver	7938DO
VEHICLE IDENTIFICATION NUMBER				
3FAHPOJA7BR236949	NV			
TOWED FROM: 9270 Quarterhorse Ln				EXP. DATE: 4-26

TOWED TO: 250 W Warm Springs STORAGE LOCATION: 101-5

TIME AND MILEAGE COMPUTATION	DEPART BASE	ARRIVE TOW SCENE	DEPART TOW SCENE	ARRIVE DESTINATION
TIME	12:55 PM	1:00 PM	1:04 PM	1:40 PM
ODOMETER READING	56105	56105		56128
TOTAL TIME AT TOW SITE		HOURS	MINUTES	
EXTRA PERSON		TIME SENT	AM PM	RETURNED

LOADED MILES: 19 TOTAL TIME: DEADHEAD MILES:

CHARGE FOR THE FIRST 5 MILES: \$

CLASS C TOW DAY / NIGHT RATE: \$ 357.01

MILEAGE: 1.86 x 9 (miles) \$ 106.92

FUEL SURCHARGE @ 12%: \$ 42.17

SET OUT FEE: \$

TAPING: \$

AFTER HOURS FEE: \$

SECURE STORAGE: INSIDE LOCKED BUILDING ☐ TOTAL DAYS IN STORAGE: 0 x \$ 5446 \$ 0

SECURED FENCED AREA ☐

DATE / TIME START: 8-23-25 1:00 PM DATE / TIME END: 8/23/25 12:50 AM (PM) \$

LIEN FEE: \$

SUBTOTAL: \$ 500.05

MISCELLANEOUS: \$

3% CASH DISCOUNT: \$

TOTAL DUE: \$ 500.05

☒ IMPOUND ☐ ACCIDENT ☐ RECOVERY ☐ BREAKDOWN ☐ OTHER

CLEANUP / STAND: \$

CHARGES PAID BY: 739 UNIT NO. 111

By signing down below, I have agreed to the terms and conditions of the towing service and release the above named tow service from any further liability excepting false claims or accusations.

VEHICLE RECEIVED BY: [Signature]

VEHICLE RELEASED BY: [Signature]

to Titan Towing

If you have any questions concerning the services provided or wish to file a commendation or complaint, you may contact the Nevada Transport Authority at 702-464-3301 or through its website at <http://nta.nv.gov>



XYZ Towing Inc., dba Titan Towing - CPCN #7257  
 250 W Warm Springs, Henderson, NV 89011  
 Phone: 702-333-8697, FAX: 702-920-7699

35808

P# 114234  
 Time: 1:14  
☐ ACCOUNT  
☐ CASH ☐ CHECK  
☒ CREDIT CARD

DATE OF REQUEST: 8-23-25  
 NAME & ADDRESS OF PERSON REQUESTING TOW: NAME: 4110 S... ADDRESS: 9270... CITY: 11-4599  
 TIME OF REQUEST: 1:14 PM  
 STATE: NV ZIP: 89178

NAME, ADDRESS & PHONE OF PERSON RESPONSIBLE FOR CHARGES

YEAR	MAKE	MODEL	COLOUR	PLATE
2011	FORD	FUSION	SILVER	793800
VEHICLE IDENTIFICATION NUMBER				
3	F	A	H	P
0	J	A	Z	B
R	2	3	6	7
4	9	N	V	4
2	0			

TOWED FROM: 4270 QUINCY ST LN  
 TOWED TO: 250 W WARM SPRINGS, PHOENIX STORAGE LOCATION: 10-5

TIME AND MILEAGE COMPUTATION	DEPART BASE	ARRIVE TOW SCENE	DEPART TOW SCENE	ARRIVE DESTINATION
TIME	12:55 PM	1:00 PM	1:04 PM	1:40 PM
ODOMETER READING	36125	36185		
TOTAL TIME AT TOW SITE		HOURS	MINUTES	
EXTRA PERSON		TIME SENT	RETURNED	

LOADED MILES: 19 TOTAL TIME: DEADHEAD MILES:  
 CHARGE FOR THE FIRST 5 MILES: \$357.01  
 CLASS C TOW DAY / NIGHT RATE: \$106.52  
 MILEAGE: 13.79 (MILES) \$43.17  
 FUEL SURCHARGE @ 12% \$5.19  
 SET OUT FEE \$  
 TAPING \$  
 AFTER HOURS FEE \$  
 SECURE STORAGE: INSIDE LOCKED BUILDING ☐ TOTAL DAYS IN STORAGE: 0 x \$54.46 \$0  
 SECURED FENCED AREA ☐  
 DATE / TIME START: 8-23-25 AM / PM DATE / TIME END: 8-23-25 AM / PM \$  
 LIEN FEE: \$  
 SUBTOTAL: \$506.69  
 MISCELLANEOUS: \$  
 3% CASH DISCOUNT: \$15.20

☒ IMPOUND ☐ ACCIDENT  
 CHARGES PAID BY: [REDACTED]  
 BY SIGNING DOWN BELOW, I AGREE TO PAY THE CHARGES AND TO RELEASE THE VEHICLE TO THE TOWING COMPANY.  
 VEHICLE RELEASED BY: [REDACTED]  
 UNIT NO. 111  
 TOTAL DUE: \$521.49  
☐ BREAKDOWN ☐ OTHER



TITAN TOWING  
250 W WARM SPRINGS  
HENDERSON, NV 89011

08/25/2025

12:34:12

CREDIT CARD

VISA SALE

Card #

Chip Card:

AID:

SEQ #:

Batch #:

INVOICE

Approval Code:

Entry Method:

Mode:

VISA DEBIT  
A0000000031010

16

338

35808

796485

Chip Read

Issuer

SALE AMOUNT

\$500.05

CUSTOMER COPY

XYZ Towing Inc., dba  
250 W Warm Springs  
Phone: 702-333-86

NAME: H. J. 1050

ADDRESS: 9270

CITY: 1911

NAME: Thomas

ADDRESS:

CITY: Las Vegas

MAKE

VEHICLE IDENTIFICATION

J A 7 B R

2011

2011

2011

2011

LAND MILEAGE  
COMPUTATION

TIME

DEPART BASE

ARRIVE

ODOMETER READING

12:34

AM  
PM

1:00

56.105

56.105

56.105

# Exhibit B



**From:** Kareena Vestuto <csd@titantowinglv.com>

**Sent:** Friday, August 29, 2025 9:44 AM

**To:** Thomas E <alasvegasman@hotmail.com>

**Subject:** Re: Hardship fee reduction

Mr. Elgas,

We have carefully reviewed your repeated requests and will address your points in detail for clarity, as follows:

**First, regarding your request for a hardship discount:**

You have been informed multiple times, both in person and in writing, that Titan Towing offers a 3% cash discount in accordance with our approved tariff. **NRS 706.4477 subsection 10** requires that tow operators conspicuously **display** a notice informing customers that the company must consider charging a lower rate under certain circumstances, and that customers may contact the Nevada Transportation Authority (NTA) to report concerns. The statute requires us to **consider** such requests, not to grant a specific discount percentage.

Our notice is posted on the tariff board outside of customer service, **as required**. A hardship reduction must be accompanied by documentation provided by the customer. You did not provide documentation to support such a request, nor are you entitled to dictate your own discount percentage. We are within our rights to deny a hardship request entirely. Despite this, **we offered you 3% all cash discount multiple times**, in person, over the phone, and via email, which you declined when you chose to pay by credit card instead. That was your choice.

**Second, regarding the handicap violation:**

**NRS 484B.467 subsection 5** clearly states that a person may not park in a designated handicap space unless the vehicle displays one of the following: handicap license plates, a placard, or a handicap sticker. At the time of your tow, your vehicle displayed none of these. Our driver inspected the vehicle and found no placard or plate displayed in, on, or around the vehicle. Regardless of whether you own a placard, it must be **clearly displayed and visible** to avoid a violation. Because your vehicle did not meet these requirements, the tow was valid.

**Third, regarding signage on property:**

Tow signage has been posted and maintained at the entrances and exits of this property in accordance with NRS requirements. When signs have been damaged or removed, they have been promptly replaced, often by our company's owner, the operations manager, and tow drivers. The absence of a sign at any given time due to outside interference does not invalidate a tow. Additionally, the handicap stall where your vehicle was parked was **clearly and properly marked with NRS signage**, which was sufficient notice for the violation at issue.

**Finally, regarding your conduct and claims:**

You have made repeated accusations of wrongdoing, threatened our company, and spoken to our staff in a disrespectful and entitled manner. This behavior is inappropriate and will not be tolerated. Titan Towing operates in full compliance with Nevada law and NTA tariffs. Your repeated misquoting and misinterpretation of statutes does not entitle you to special treatment or invalidate a lawful tow. The 30% discount you continue to demand does not exist under Nevada law, and your interpretation of the statutes is incorrect.

You are welcome to file a complaint with the NTA. Should you do so, we will provide all documentation, and we are confident they will confirm the legality of this tow and the accuracy of our procedures.

This matter has been addressed in detail and concluded. Your vehicle was released after you chose to pay by credit card without applying the available 3% cash discount. No further adjustment will be made.

Best Wishes,

*Kareena Vestuto*

**Titan Towing Executive Assistant**

**250 W Warm Springs Rd. Henderson, Nevada 89011**

**Phone: 702-333-8697**

**Fax: 702-920-7699**

**Email: [CSD@TitanTowingLV.com](mailto:CSD@TitanTowingLV.com)**

# TITAN TOWING

## CPCN# 7257

To: Investigator Andrew Scott/NTA

Date: September 2, 2025

Re: Elges, Thomas/ Complaint Response

CC: Kareena Vestuto

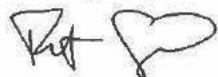
Here are the facts, the Complainant's car was towed for a Handicap violation on 8/23/2025 from Arioso Apartments (*See attached Towing Agreement*). Ovation management is a long term customer of mine for several years and this is one of their newer properties in the past 3 years to be built. Complainant Elges is a bold face liar claiming his placard was on the floor of the vehicle as we took MULTIPLE photos of his vehicle in violation after it was called in from an anonymous resident of the complex for parking in a handicap space with no placard or handicap plate displayed. The driver verified NO handicap placard/plates were present and he took the pre-tow photos upon arrival (*See attached driver pre-tow photos (7 pages)*), and he proceeded to tow the car away for the handicap violation. The handicap signage is properly posted and is in accordance with ALL required NRS & NAC regulations and requirements. The ONLY signage NOT present was Elges handicap placard which he FAILED to properly display.

Elges is pissed off because he was caught slipping and he thinks he can lie to the Governor, the NTA or to whomever he thinks will provide him some relief. He did not realize that we have to take pictures of the vehicle BEFORE we ever touch or tow it in an NRS immediate tow scenario. Even the CSR doing this release that retrieved his registration and drove the truck up to the release area said there was NO placard visible anywhere in the car. It was NOT on the ground as he bold face lies that it was and it was also not in the visor or even visible in the glove box when our CSR grabbed the registration to prove ownership. I have also already texted you the proof of promulgation with Titan Towing signage placed at the entrance and exit as required by the NRS. Elges states that there was NO signage present at this property and this is another bold face lie. I personally placed this signage when the property opened as it is near my home and it was verified that Donny Esquivel had recently posted some fresh signage as there was one missing and 1 ajar that I had originally posted. The property management team did not know for sure if they had seen our signage posted but they thought no and the maintenance guys said that they had seen them for sure. It is my opinion that Elges is MORE THAN CAPABLE of taking the signs down to bolster his bullshit position and his story evolved from when he was first towed until now!

Elges will be given NOTHING from Titan Towing but a promise to tow him again if he parks at Arioso Apartments again with no placard or plate displayed in a handicap designated parking space. Bottom line is that Elges is a LIAR as he parked in a clearly marked handicap space and did not display a placard and this is why he was towed, plain and simple! He thought he knew the NRS and could demand a 30% hardship discount which initially he claimed he was entitled to a NO charge release? Elges is rude, abusive, threatening, and disrespectful in ALL dealings he has had thus far with Titan Towing. He was offered a 3% discount on 5 separate interactions with 4 different Titan Towing employees with 2 via telephone, 2 via e-mails and finally in person when he retrieved the vehicle. On ALL occasions he refused the discount being offered, demanded a 30% discount, and when denied, he decided to pay full price with a credit card to retrieve his vehicle. I will NOT be extorted by Elges and he can call Trump right after he hangs up with Lombardo and the answer will be the same!! I will say that thanks to Elges as our lobby has ALL properly displayed required signage/verbiage necessary and posted as it relates to ANY hardship discount eligibility and the signs that mysteriously disappeared at Arioso have been replaced (AGAIN) with new signage at both the entrance and exit and has been clearly pointed out to property management as well.

If you have any other questions, or request any further information, please do not hesitate to contact me.

Best regards,



Robert Segura  
General Manager/Partner  
Titan Towing  
Las Vegas, NV  
O: 702-333-8697  
E: [RSegura@TitanTowingLV.com](mailto:RSegura@TitanTowingLV.com)

Attachments:

- *Answer to bogus Complaint/Crying Call To Governor's Office*
- *Towing Invoice*
- *Required Release & Payment Information/Documentation*
- *Towing Agreement with Handicap Violations selected for Immediate Removal*
- *Driver's Pre-tow photos (multiple) demonstrating NO handicap placard or license plate was displayed.*
- *Copies of MULTIPLE e-mails and correspondence between Elges and Titan Towing.*



**TITAN**  
TOWING

XYZ Towing Inc., dba Titan Towing - CPCN #7257  
250 W Warm Springs, Henderson, NV 89011  
Phone: 702-333-8697 • Fax: 702-920-7699

35808

P# 3114254  
Time: 1:14  
☐ ACCOUNT  
☐ CASH ☐ CHECK  
☒ CREDIT CARD

DATE OF REQUEST: 8-23-25 AUCTION DATE: \_\_\_\_\_ TIME OF REQUEST: AM PM  
NAME & ADDRESS OF PERSON REQUESTING TOW: NAME: H11050 Apartments / Handicap Violations  
ADDRESS: 9270 Quarterhorse Ln  
CITY: Las Vegas STATE: NV ZIP: 89178  
NAME, ADDRESS & PHONE OF PERSON RESPONSIBLE FOR CHARGES: [REDACTED]

YEAR	MAKE	MODEL	COLOR	LICENSE NO.
<u>2011</u>	<u>FORD</u>	<u>Fusion</u>	<u>Silver</u>	<u>7938DO</u>
VEHICLE IDENTIFICATION NUMBER				STATE
<u>3</u>	<u>F</u>	<u>A</u>	<u>H</u>	<u>P</u>
<u>0</u>	<u>J</u>	<u>A</u>	<u>7</u>	<u>B</u>
<u>R</u>	<u>2</u>	<u>3</u>	<u>6</u>	<u>9</u>
<u>4</u>	<u>9</u>	<u>NV</u>	<u>4</u>	<u>26</u>

TOWED FROM: 9270 Quarterhorse Ln  
TOWED TO: 250 W Warm Springs STORAGE LOCATION: 101-5

TIME AND MILEAGE COMPUTATION	DEPART BASE	ARRIVE TOW SCENE	DEPART TOW SCENE	ARRIVE DESTINATION
TIME	<u>12:55</u> <u>AM</u>	<u>1:00</u> <u>PM</u>	<u>1:04</u> <u>PM</u>	<u>1:40</u> <u>PM</u>
ODOMETER READING	<u>56105</u>	<u>56105</u>		<u>56128</u>
TOTAL TIME AT TOW SITE		HOURS	MINUTES	
EXTRA PERSON		TIME SENT	AM	PM
			RETURNED	AM
				PM

LOADED MILES: 19 TOTAL TIME: \_\_\_\_\_ DEADHEAD MILES: \_\_\_\_\_  
CHARGE FOR THE FIRST 5 MILES: \$ \_\_\_\_\_  
CLASS C TOW DAY / NIGHT RATE: 1.76 19 (resour) \$ 331.01  
MILEAGE: \$ 106.92  
FUEL SURCHARGE @ 12 %: \$ 42.17  
SET OUT FEE: \$ \_\_\_\_\_  
TAPING: \$ \_\_\_\_\_  
AFTER HOURS FEE: \$ \_\_\_\_\_  
SECURE STORAGE: INSIDE LOCKED BUILDING ☐ TOTAL DAYS IN STORAGE: 0 x \$ 54.46 \$ 0  
SECURED FENCED AREA ☐  
DATE / TIME START: 8-23-25 AM / PM DATE / TIME END: 8/23/2012 12:30 AM / PM \$ \_\_\_\_\_  
LIEN FEE: \$ \_\_\_\_\_  
SUBTOTAL: \$ 500.05  
MISCELLANEOUS: \$ \_\_\_\_\_  
3% CASH DISCOUNT: \$ \_\_\_\_\_

TOTAL DUE: \$ 500.05

☒ IMPOUND ☐ ACCIDENT ☐ RECOVERY ☐ BREAKDOWN ☐ OTHER

CLEANUP / STANDBY

CHARGES PAID BY: [REDACTED]

By signing down below, I hereby acknowledge the above information as noted above. I also understand and agree to the terms and conditions of the towing service.

VEHICLE RECEIVED BY: [REDACTED]

UNIT NO. 111  
VEHICLE RELEASED BY: Brewer JK



35801

TITAN TOWING  
250 W WARM SPRINGS  
HENDERSON, NV 89011

08/25/2025 12:34:12  
MTD: XXXXXXXXXXXX722 TID: XXXX1862

CREDIT CARD  
VISA SALE

Card # Token XXXXXXXXXXXX8552  
Chip Card: VISA DEBIT  
AID: A0000000031010  
SEQ #: 16  
Batch #: 338  
INVOICE 35808  
Approval Code: 796485  
Entry Method: Chip Read  
Mode: Issuer

SALE AMOUNT \$500.05

I agree to pay above total amount  
according to card issuer agreement.

XYZ Towing Inc., dba Titan Towing - CPCN #7257  
250 W Warm Springs, Henderson, NV 89011  
Phone: 702-333-8697 • Fax: 702-920-7699

P# 311425  
Time: 1:14  
☐ ACCOUNT  
☐ CASH ☐ CHECK  
☒ CREDIT CARD

3-25 TIME OF REQUEST AM PM  
AUCTION DATE  
NAME: H-1020 H-117122222 / H-11619 P.V.  
ADDRESS: 9270 QUARTER HORSE LN  
CITY: LAS VEGAS STATE: NV ZIP: 89178

MAKE	MODEL	COLOR	LICENSE NO.
FORD	FUSION	SILVER	793800

VEHICLE IDENTIFICATION NUMBER		STATE	EXP. DATE
0	J A 7 E R 2 3 6 9 4 9	NV	4-20

QUARTER HORSE LN  
WARM SPRINGS STORAGE LOCATION: 101-5

DEPART BASE	ARRIVE TOW SCENE	DEPART TOW SCENE	ARRIVE DESTINATION
12:55 AM	1:00 PM	1:04 PM	1:40 PM
6/05	56/05		56/28

TOTAL TIME AT TOW SITE		HOURS	MINUTES

EXTRA PERSON	TIME SENT	AM PM	RETURNED

MERCHANT COPY

LOADED MILES: 19 TOTAL TIME: DEADHEAD MILES:  
CHARGE FOR THE FIRST 5 MILES.....  
CLASS C TOW DAY NIGHT RATE.....  
MILEAGE.....  
FUEL SURCHARGE @ 1%.....  
SET OUT FEE.....  
TAPING.....  
AFTER HOURS FEE.....  
SECURE STORAGE: INSIDE LOCKED BUILDING ☐ TOTAL DAYS IN STORAGE: 0 x \$ 5446 \$ 0  
SECURED FENCED AREA ☐  
DATE / TIME START: 8-23-25 AM / PM DATE / TIME END: 8-23-25 AM (PM) \$  
LIEN FEE: \$  
SUBTOTAL: \$ 500.05  
MISCELLANEOUS: \$  
3% CASH DISCOUNT: \$  
TOTAL DUE: \$ 500.05

☒ IMPOUND ☐ ACCIDENT ☐ RECOVERY ☐ BREAKDOWN ☐ OTHER

CLEANUP / STAGE  
CHARGES PAID

By signing down below  
as noted above. I also

VEHICLE REC

If you have any questions

UNIT NO. 111

vehicle and release the above named tow service from any further liability exc  
ing false claims or accusations.

VEHICLE RELEASED BY: K. Miller

ba Titan Towing

# TITAN TOWING

250 W. WARM SPRINGS RD. HENDERSON, NV 89011

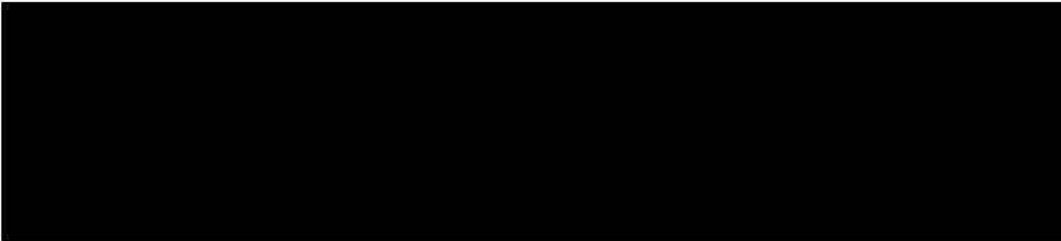
RE: CREDIT CARD CANCELLATION POLICY

BY USING MY CREDIT CARD FOR PAYMENT IN THE  
RELEASE OF MY VEHICLE, I ACKNOWLEDGE THE  
CANCELLATION POLICY THAT IS POSTED AND ACCEPT THE  
TERMS OF SAID POLICY.

*I Disagree with payment to  
get car back. Extension*

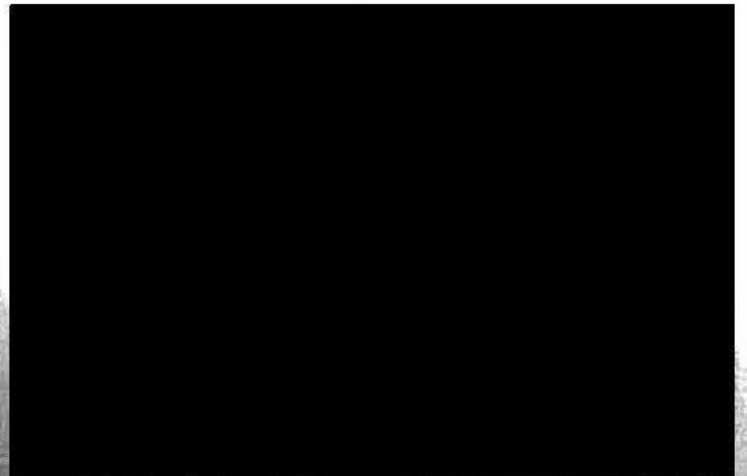
35808

INVOICE #

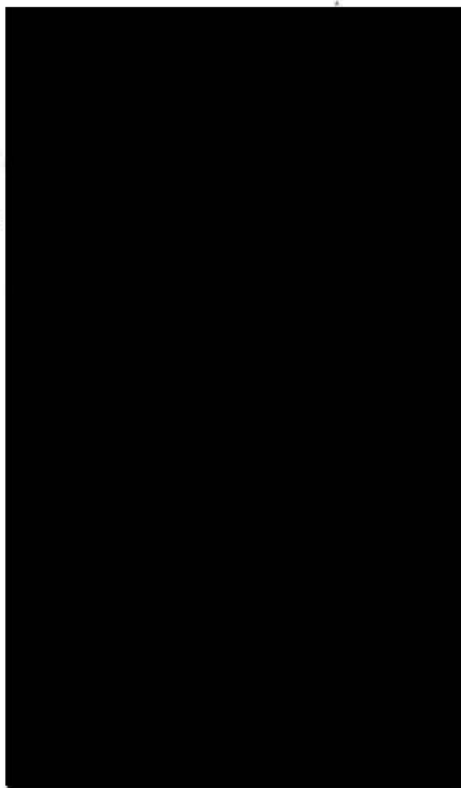


8/25/25

DATE







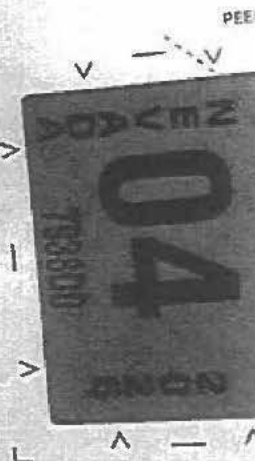


Department of Motor Vehicles  
555 Wright Way  
Carson City, NV 89711-0625  
(775) 684-4368

**2026** EXPIRES 4/21/2026

LICENSE NUMBER <b>793800</b>	YEAR <b>2011</b>	MAKE <b>FORD</b>	TYPE <b>P4D</b>	CYL <b>4</b>	MSRP <b>24805.00</b>	FUEL <b>G</b>	AXLE <b>2</b>	DISCAREY <b>0</b>	LINEALINWYOMI <b>3342</b>
VEHICLE IDENTIFICATION NUMBER <b>3FAHPOJA7BR236949</b>		MODEL NAME/LENGTH <b>FUSION SEL</b>		COUNTY/STATE <b>CLARK</b>		PLATE/BACKGOUND <b>HOME MEANS NEVADA</b>			
ISSUE DATE <b>4/21/2025</b>	FLEET NUMBER	UNIT NUMBER	FARM/PARCH VEHICLE <b>N</b>	DECAL NUMBER <b>793800</b>					

MASC JR (REGD)



Instructions for applying  
decal to the rear license  
on the reverse of this fo

PLATES AND REGISTRATION MUST BE RETURNED WHEN NOT OPERATING THE VEHICLE  
Form NVREG04 187577721 - 3036 - 10566



**TITAN**  
TOWING

## TITAN TOWING SERVICE AGREEMENT

250 W. Warm Springs Rd.  
Henderson, NV 89011  
Office: 702.333.8697  
Fax: 702.920.7699  
CPCN 7257

PROPERTY NAME: Ariosso Apartments  
PROPERTY ADDRESS: 9270 Quarterhorse Ln CITY/STATE: Las Vegas, NV ZIP CODE: 89178  
PHONE: 702-990-2768 FAX: \_\_\_\_\_ EMAIL: Ariosso@lasvegasliving.com  
GATE CODE: \_\_\_\_\_ AUTHORIZED AGENT: Lacie Polk POSITION: manager  
MANAGEMENT COMPANY Ovation ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_

I, Priscilla Gage authorize TITAN TOWING, CPCN 7257, to provide the towing services as listed below. I understand that all fees incurred from the removal, towing and storage of any vehicle(s) will be the sole responsibility of the registered and/or legal owner of the vehicle. The tow car operator will not tow any vehicle(s) without a specific signed authorization, except this written authorization shall be used to tow a vehicle(s) under NAC Chapter 706.4277. The tow car operator or its agent(s) will never divulge the name of the requesting party except as required by law, a lawful court order or when requested by Nevada Transportation Authority (NTA). Additional authorized agent(s) authorized to sign a specific request(s) for a tow are listed on back. The termination of this agreement must be submitted in a written form and acknowledged and confirmed by TITAN TOWING. This is not a binding agreement, as it can be cancelled at any time. I authorize Titan Towing, CPCN #7257 to be my agent to post written notice of towing on vehicles which are not parked in compliance with community parking rules. INITIAL PG

### NAC 706.4277 AND NRS 706.4477 Section 2, sub-section B: WRITTEN AGREEMENT FOR PATROLLING / IMMEDIATE TOWS

By signing below, I am giving written authorization under authority of NAC 706 Section 4 granting TITAN TOWING the authorization to tow vehicle(s) from this property at the discretion of the tow car operator under the following conditions:

1. Vehicle(s) parked within 15ft of a fire hydrant.
2. Vehicle(s) parked in a fire lane.
3. Vehicle(s) parked in a manner that interferes with an entrance or exit from the real property.
4. ~~Vehicle(s) parked in any parking space designated for persons who are handicapped and as a violation of NRS 484.468.~~
5. Vehicle(s) posing an imminent threat of causing a substantial adverse effect on the health, safety, or welfare of the residents.

All other tows must be done with a specific signed authorization to tow.

Priscilla Gage Priscilla Gage 3-1-24  
SIGNATURE PRINT NAME DATE

By signing below, I acknowledge that I am authorized to enter this agreement and authorized to tow from the above property.

Priscilla Gage Priscilla Gage 3-1-24  
SIGNATURE PRINT NAME DATE

Titan Towing/CPCN 7257  
250 W Warm Springs Rd  
Henderson, NV 89011  
Phone: (702) 333-8697  
Fax: (702) 920-7699

NOT A RECEIPT/PRIVATE PROPPERTY VEHICLE RELEASE

I, the undersigned do herby release to Titan Towing the following vehicle:

YEAR 2011 Make Ford Model Fusion Color Silver Body

VIN 3FAHAP0JATB0236949

License Number 7938-DC Exp. Date 4/24 State NV

Radio stock Row 101 Space 5

The vehicle is in: ( ) Good ( ) Fair ( ) Poor ( ) Junk Condition on this date

\*\*\*\*\*REASON FOR TOW Handicap Violation

Requesting Party (Print Name) See agreement

Property Name: Avisso apartments

Address of property from which the vehicle was removed:

9270 Quatrinhouse Ln

Telephone Number ( ) 707-990-2768 City  State

Signature See agreement  
(Signature of property owner or person direct them to remove the above vehicle from the property)

I further hold Titan Towing harmless and direct them to remove the above vehicle from the property

See agreement

	Title	Date	Time	
	DEPART BASE	ARRIVE SCENE	DEPART SCENE	ARRIVE YARD
TIME	1255	100am	104	140
MILEAGE	56105	56105		56128

DRIVER 939 UNIT 111

Inventory: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

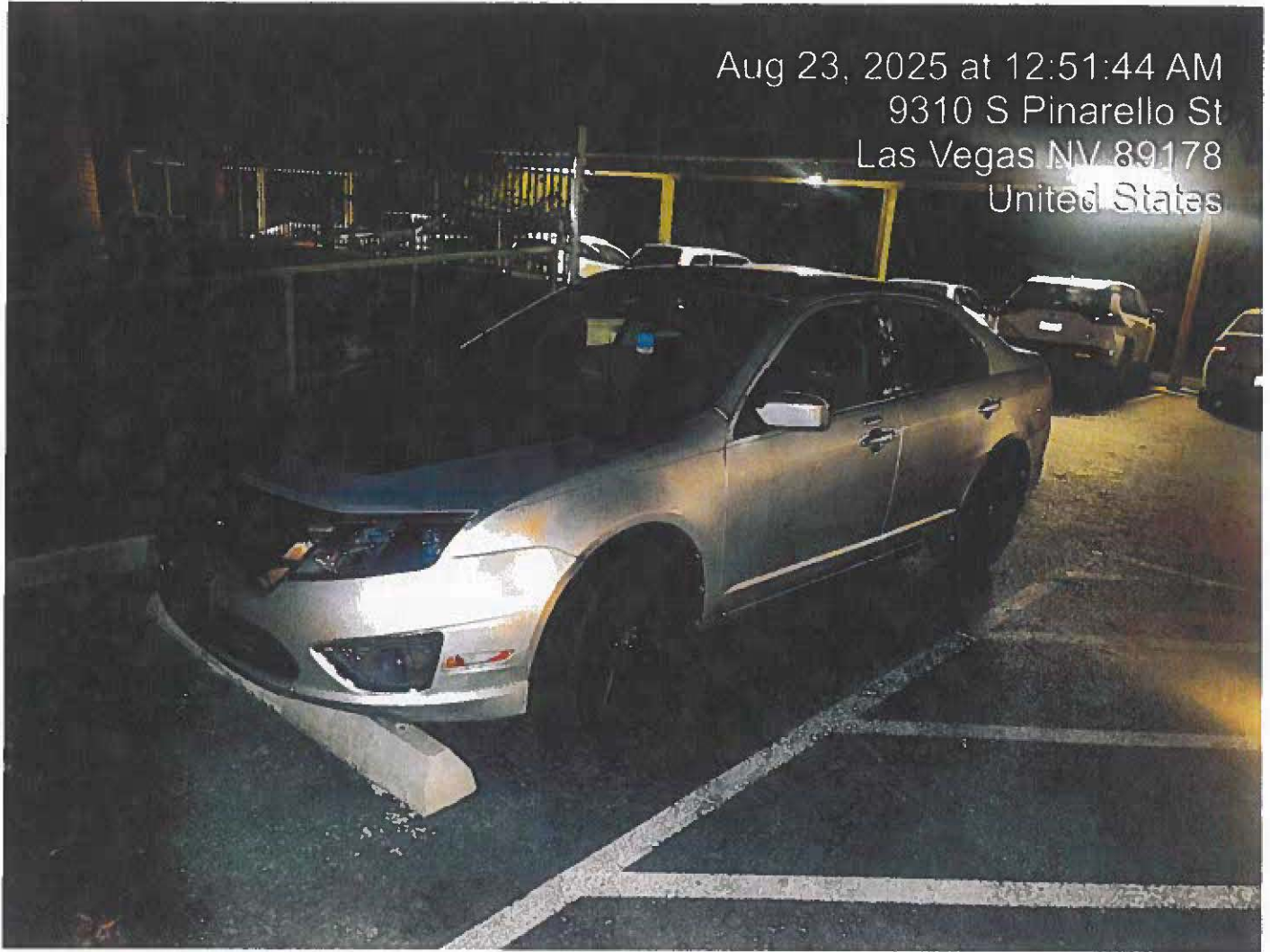
\_\_\_\_\_

\_\_\_\_\_



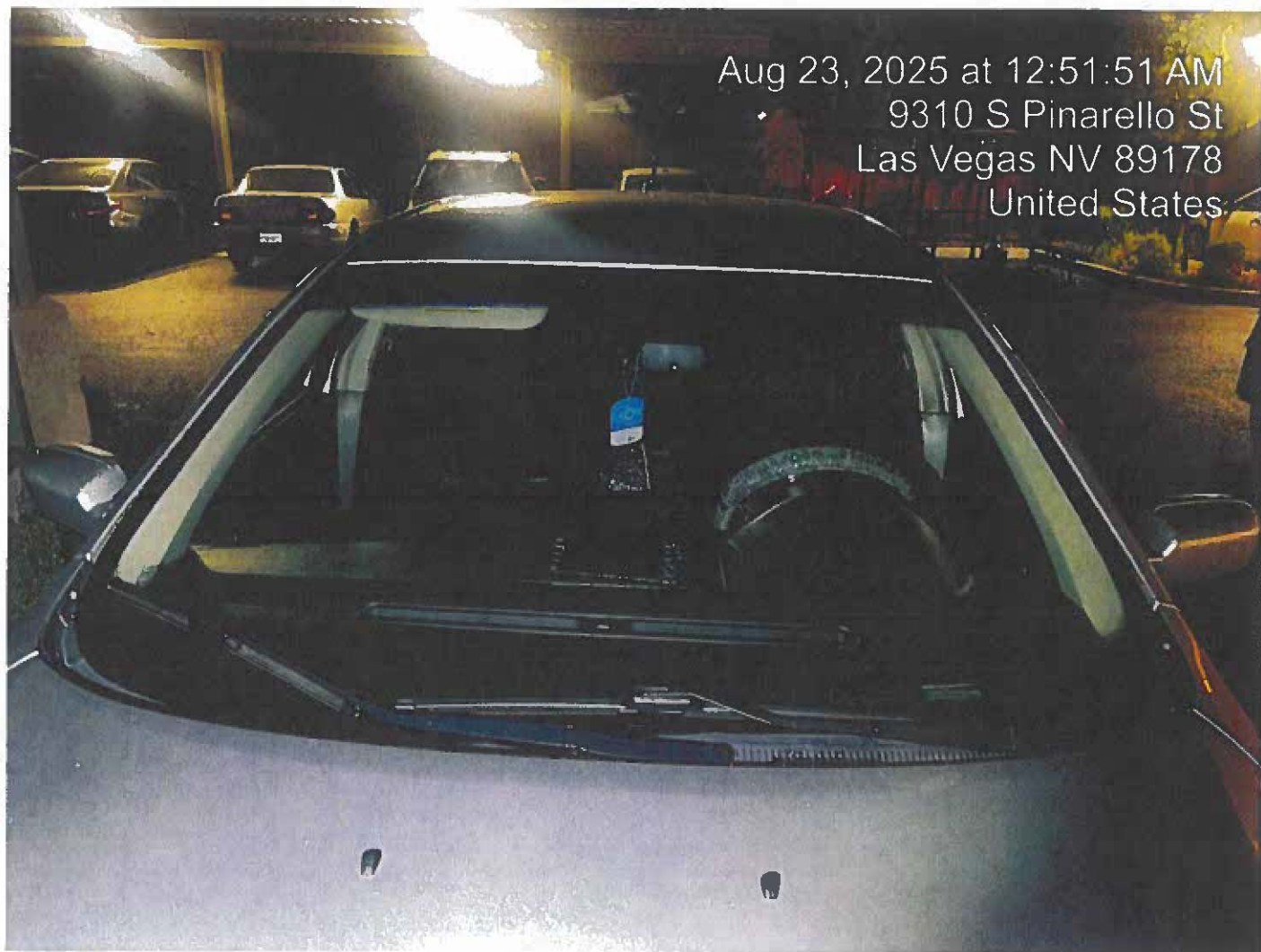
Pre-tow Photos (1/7)

Aug 23, 2025 at 12:51:44 AM  
9310 S Pinarello St  
Las Vegas NV 89178  
United States



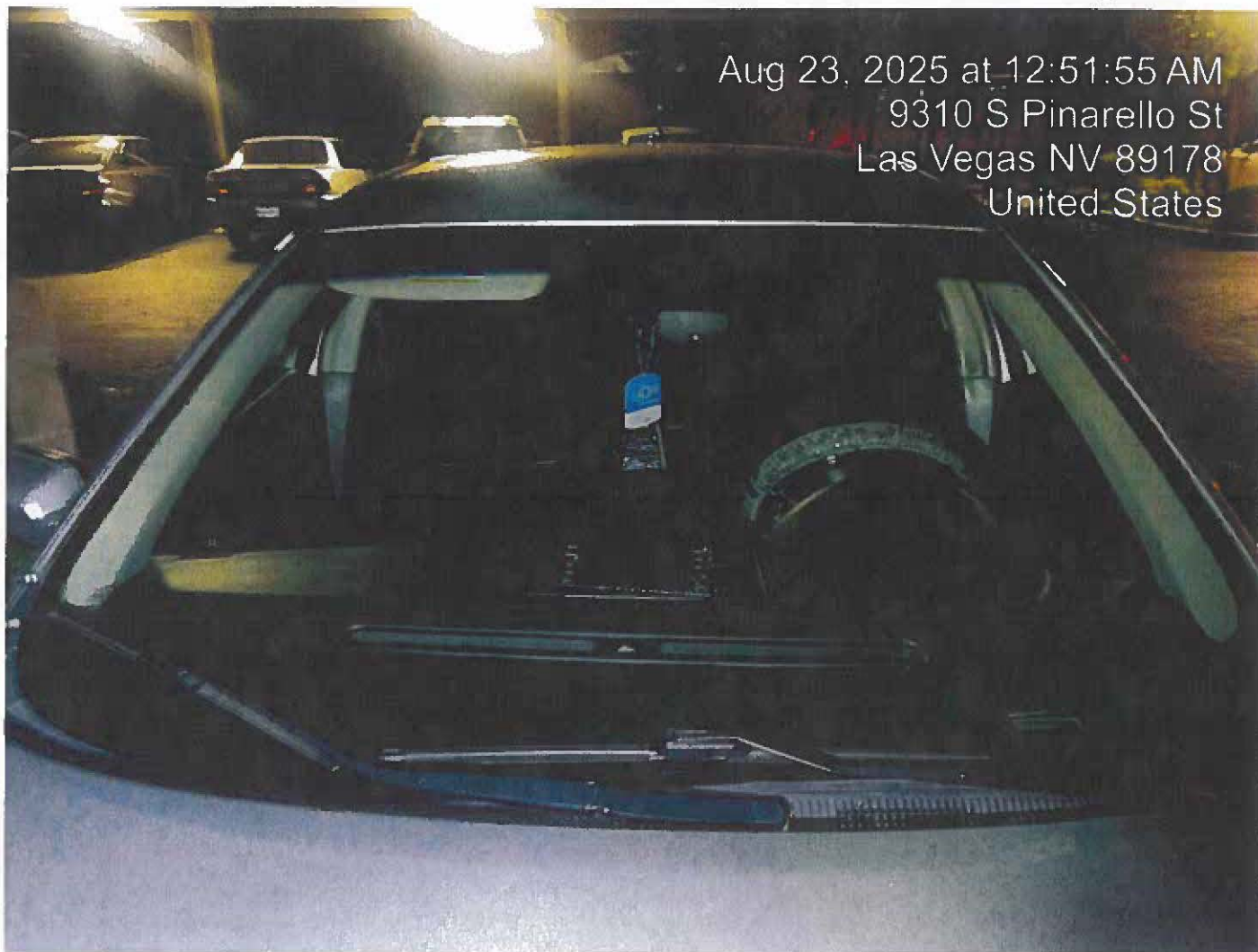
(2/7)

Aug 23, 2025 at 12:51:51 AM  
9310 S Pinarello St  
Las Vegas NV 89178  
United States



(3/7)

Aug 23, 2025 at 12:51:55 AM  
9310 S Pinarello St  
Las Vegas NV 89178  
United States





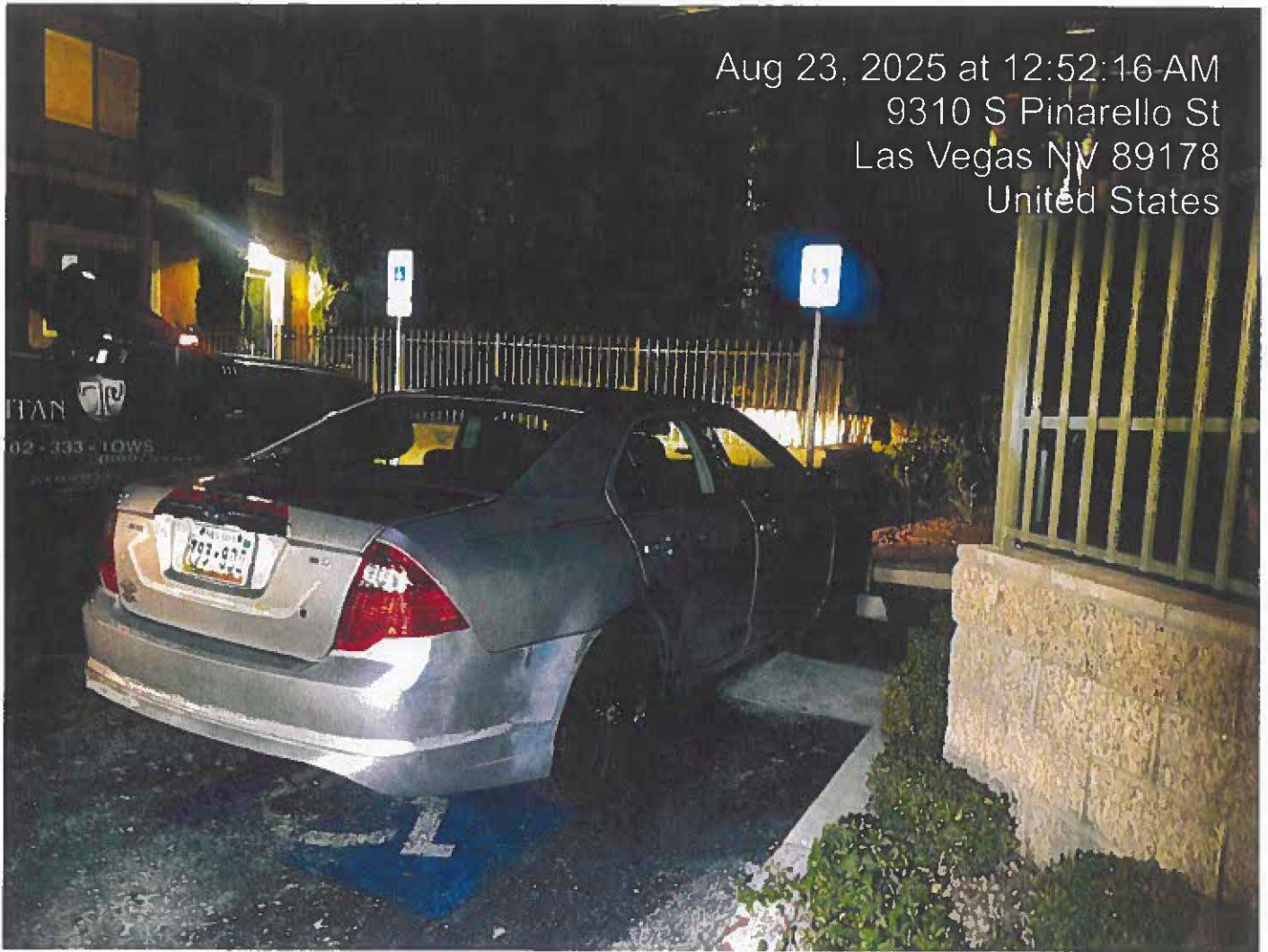
(4/7)

Aug 23, 2025 at 12:52:03 AM  
9310 S Pinarello St  
Las Vegas-NV 89178  
United States



(S7)

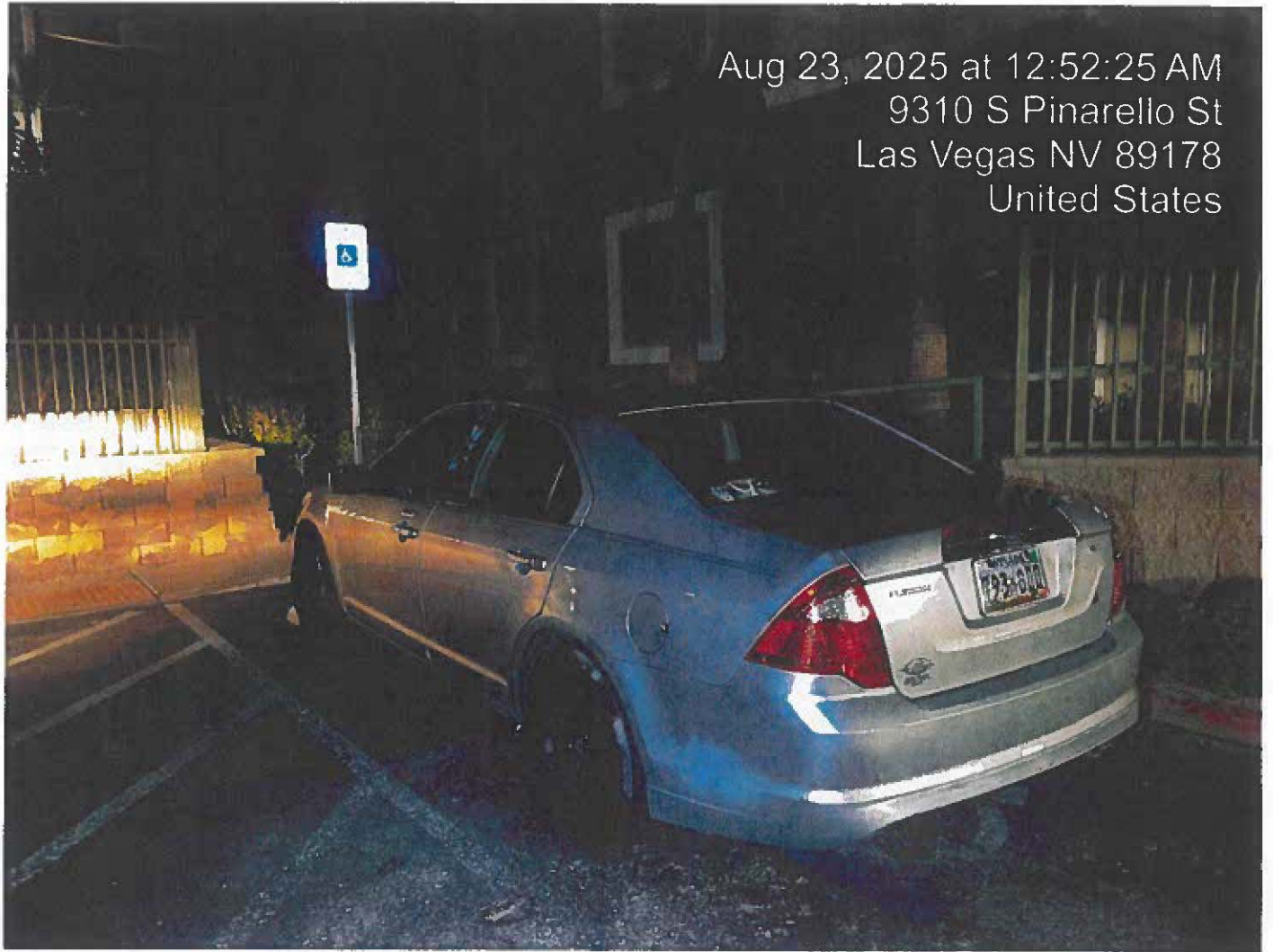
Aug 23, 2025 at 12:52:16-AM  
9310 S Pinarello St  
Las Vegas NV 89178  
United States





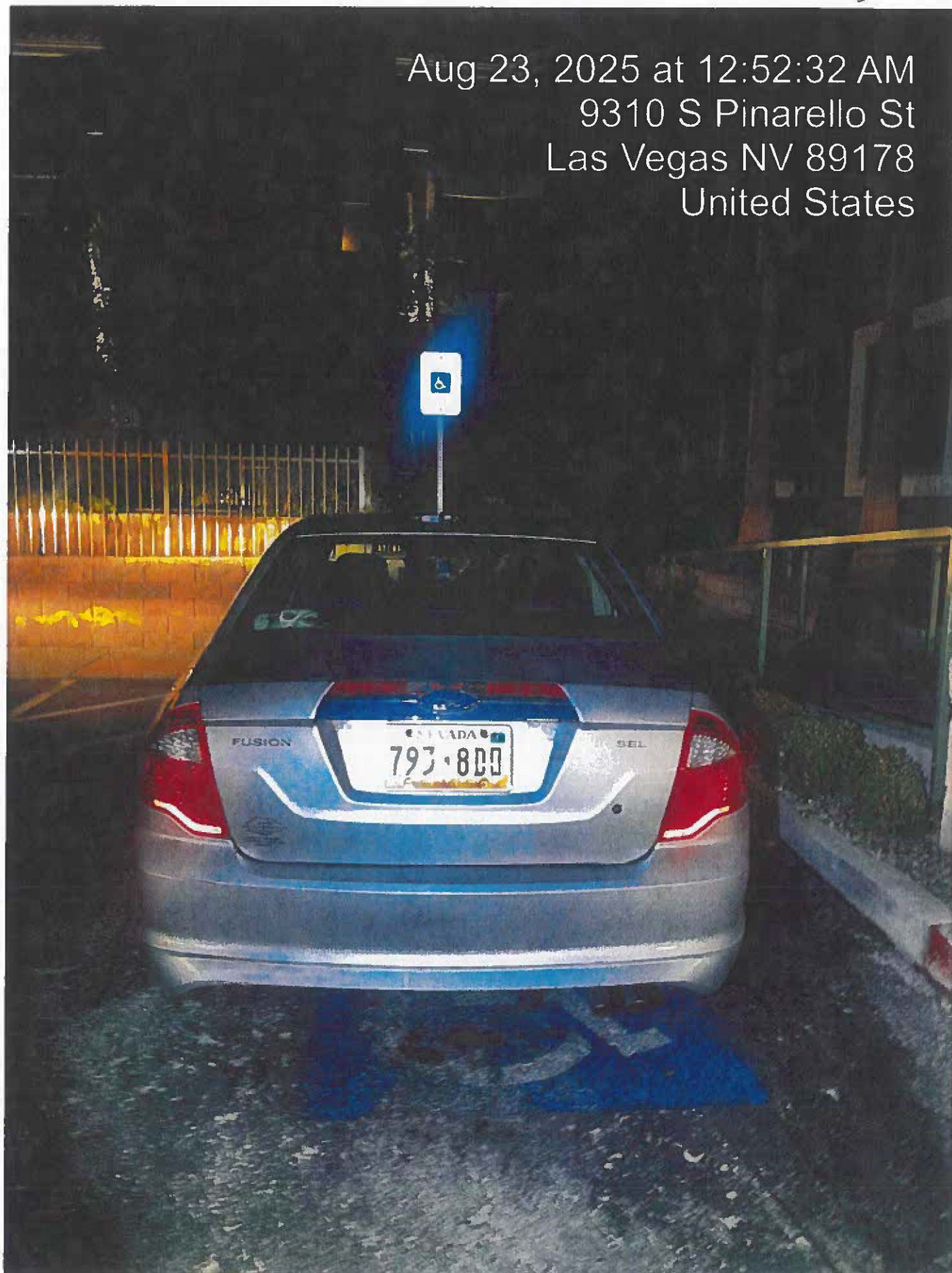
(6/7)

Aug 23, 2025 at 12:52:25 AM  
9310 S Pinarello St  
Las Vegas NV 89178  
United States



(7/7)

Aug 23, 2025 at 12:52:32 AM  
9310 S Pinarello St  
Las Vegas NV 89178  
United States





---

**Re: Hardship fee reduction**

---

From Kareena Vestuto <csd@titantowinglv.com>  
Date Fri 8/29/2025 10:55 AM  
To Thomas E <alasvegasman@hotmail.com>  
Bcc Robert Segura <rsegura@titantowinglv.com>

Our conversation is done here. You were offered a discount, regardless of not providing your documentation. 3% discount is still a discount. We have had signaged placed at the entrance and exits since this property was under Titan Contract, regardless if you have noticed them or not. It has been replaced many times. You've been told multiple times about the signage as well as the 3% discount and many conversations have been had with you. Per the law, your placard needs to be **displayed** and visible, not just in the vehicle where it is **NOT** visible.

We have nothing more to add, as we have already answered you more than enough times, despite your threats to go to the media and other avenues, which you are now denying. All of our emails have been documented, and all of our calls and in-person conversations are recorded.

You can take up any other complaints with the NTA or the Governor, as you are bringing this up with anyone who will listen to you. I hope they can explain this to you in a clear way for you to comprehend.

This is our final communication, regardless of any other emails you decide to type up and send.

Have a better day and please make sure to display your placard, which is the legal requirement to park in a properly marked handicap space.

*Kareena Vestuto*

Titan Towing Executive Assistant  
250 W Warm Springs Rd. Henderson, Nevada 89011  
Phone: 702-333-8697  
Fax: 702-920-7699  
Email: CSD@TitanTowingLV.com

CONFIDENTIALITY NOTICE - The information contained in this e-mail message and any attachments are confidential. If you are NOT the intended recipient, any use, dissemination, distribution or copying is strictly prohibited. If you believe that you received this e-mail message in error, please reply to the sender immediately. Then, please delete this e-mail.

---

From: Thomas E <alasvegasman@hotmail.com>  
Sent: Friday, August 29, 2025 10:24 AM  
To: Kareena Vestuto <csd@titantowinglv.com>  
Subject: Re: Hardship fee reduction

I have never been disrespectful to your staff. You Never asked for documentation for hardship even though I asked repeatedly, and you are required to maintain your clients property with proper signage, which you never have done. There has never been signage here for the past year. Finally when my car was brought to me there were 2 handicap placards in the car. One in the door and one on the passenger side floor board in plain view. I'm sure you guys make enough money towing cars legally. There is no reason for you not to follow the rules and do a fair and proper tow. At \$500 a pop, that is a considerable amount of money to recover a piece of property that is used to just exist and provide for myself. You guys out up signage 2 days AFTER you towed my car, and now you tell me that I didn't provide documentation to substantiate my request for a hard ship fee. I sent at least two emails to you requesting that you inform me of what you would need to grant me such. 3% for cash that I didn't have anyways is not a discount. I have politely asked for your company to help and have been denied. I hope that you don't find yourself in a similar situation where you have to worry about how to get your property back. It is very stressful. Sorry that we are going to have to go thru legal channels to correct this. I have fully documented this incident from my side as well.  
Tom Elgas

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

---

**Re: Hardship fee reduction**

---

From Kareena Vestuto <csd@titantowinglv.com>

Date Fri 8/29/2025 9:44 AM

To Thomas E <alasvegasman@hotmail.com>

Bcc Robert Segura <rsegura@titantowinglv.com>

Mr. Elgas,

We have carefully reviewed your repeated requests and will address your points in detail for clarity, as follows:

**First, regarding your request for a hardship discount:**

You have been informed multiple times, both in person and in writing, that Titan Towing offers a 3% cash discount in accordance with our approved tariff. **NRS 706.4477 subsection 10** requires that tow operators conspicuously **display** a notice informing customers that the company must consider charging a lower rate under certain circumstances, and that customers may contact the Nevada Transportation Authority (NTA) to report concerns. The statute requires us to **consider** such requests, not to grant a specific discount percentage.

Our notice is posted on the tariff board outside of customer service, **as required**. A hardship reduction must be accompanied by documentation provided by the customer. You did not provide documentation to support such a request, nor are you entitled to dictate your own discount percentage. We are within our rights to deny a hardship request entirely. Despite this, **we offered you 3% all cash discount multiple times**, in person, over the phone, and via email, which you declined when you chose to pay by credit card instead. That was your choice.

**Second, regarding the handicap violation:**

**NRS 484B.467 subsection 5** clearly states that a person may not park in a designated handicap space unless the vehicle displays one of the following: handicap license plates, a placard, or a handicap sticker. At the time of your tow, your vehicle displayed none of these. Our driver inspected the vehicle and found no placard or plate displayed in, on, or around the vehicle. Regardless of whether you own a placard, it must be **clearly displayed and visible** to avoid a violation. Because your vehicle did not meet these requirements, the tow was valid.

**Third, regarding signage on property:**

Tow signage has been posted and maintained at the entrances and exits of this property in accordance with NRS requirements. When signs have been damaged or removed, they have been promptly replaced, often by our company's owner, the operations manager, and tow drivers. The absence of a sign at any given time due to outside interference does not invalidate a tow. Additionally, the handicap stall where your vehicle was parked was **clearly and properly marked with NRS signage**, which was sufficient notice for the violation at issue.

**Finally, regarding your conduct and claims:**

You have made repeated accusations of wrongdoing, threatened our company, and spoken to our staff in a disrespectful and entitled manner. This behavior is inappropriate and will not be tolerated. Titan Towing operates in full compliance with Nevada law and NTA tariffs. Your repeated misquoting and misinterpretation of statutes does not entitle you to special treatment or invalidate a lawful tow. The 30% discount you continue to demand does not exist under Nevada law, and your interpretation of the statutes is incorrect.

You are welcome to file a complaint with the NTA. Should you do so, we will provide all documentation, and we are confident they will confirm the legality of this tow and the accuracy of our procedures.

This matter has been addressed in detail and concluded. Your vehicle was released after you chose to pay by credit card without applying the available 3% cash discount. No further adjustment will be made.

Best Wishes,

# Kareena Vestuto

**Titan Towing Executive Assistant**  
**250 W Warm Springs Rd. Henderson, Nevada 89011**  
**Phone: 702-333-8697**  
**Fax: 702-920-7699**  
**Email: CSD@TitanTowingLV.com**

CONFIDENTIALITY NOTICE - The information contained in this e-mail message and any attachments are confidential. If you are NOT the intended recipient, any use, dissemination, distribution or copying is strictly prohibited. If you believe that you received this e-mail message in error, please reply to the sender immediately. Then, please delete this e-mail.

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**From:** Titan Customer Service <csr@titantowinglv.com>  
**Sent:** Friday, August 29, 2025 8:09 AM  
**To:** Kareena Vestuto <csd@titantowinglv.com>  
**Subject:** Fw: Hardship fee reduction

Thank you,

**Titan Towing - Customer Service Dept.**  
**250 West Warm Springs Rd. Henderson, NV 89011**  
**Phone: 702-333-8697**  
**Fax: 702-920-7699**  
**csr@titantowinglv.com**

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**From:** Thomas E <alavegasman@hotmail.com>  
**Sent:** Thursday, August 28, 2025 3:48 PM  
**To:** Titan Customer Service <csr@titantowinglv.com>  
**Subject:** Hardship fee reduction

NTA language that was used to formulate the NRS that's now in effect was written as #21-09007. This language helped formulate NRS 706.4477.

This NRS specifically subsection 7 through 10 dictate that there must be signs in your office that tell a person about the hardship discount they could be entitled to providing they gave you guys the proper documentation. Again my name is Thomas Elgas my vehicle was towed this past Saturday from oreoso and a handicap zone. The placard apparently had fallen off and was on the floor which could clearly be seen had someone looked. But the fact is I was still charged the entire fee even though I requested the hardship discount. You guys said it doesn't exist I would suggest that you read the NRS that I quoted to you section 7 through 10. I am contesting the whole toll because you guys improperly towed it there was no signage up none until after you guys did the toes then you guys came and put sign up I have video of the entire complex prior to the tow on two different dates. I am contesting the entire tow and then demanding the entire amount I paid of \$500 be returned to me. I have contested the amount that you charged me I am from the bank of this dispute between me and you and that I was expressly concerned about the fact that I did not get the discount that I'm entitled to which is provided by law. This is my third notice and request to you to return my entire fees that I paid to release my car that you stole from me. And at the very least I am requesting that you guys review the procedures and the nrs's which dictate that you must have the sign in your office telling people about the hardship discount and give me that discount.  
Tom Elgas

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.



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Re: Retrieve 2011 Ford Fusion Nv#7938D0

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From Kareena Vestuto <csd@titantowinglv.com>

Date Mon 8/25/2025 10:25 AM

To Thomas E <alasvegasman@hotmail.com>

Bcc Robert Segura <rsegura@titantowinglv.com>

Thank you for your response. Please note:

Signage has been posted and maintained at this property in accordance with NRS requirements. When signs have come down due to weather or other interference, they have been replaced promptly. The removal or absence of tow company signage by outside means does not negate the legality of a tow, especially with this being private property.

At the time of this tow, the **required handicap signage was clearly present and visible**. We also have photo documentation confirming this.

This was a valid tow, and **all fees are due** in order to retrieve your vehicle. Storage fees accrue daily, so we strongly encourage you to pick up your vehicle as soon as possible to avoid additional costs.

You are welcome to file a complaint if you wish. We have full supporting documentation, and we are 100% confident the tow will be upheld as legal.

As all necessary information has now been provided, further communication on this matter will not change the requirements for release. Please arrange payment and retrieval of your vehicle at your earliest convenience.

This will conclude our correspondence regarding this matter.

Thank you,

*Kareena Vestuto*

Titan Towing Executive Assistant

250 W Warm Springs Rd. Henderson, Nevada 89011

Phone: 702-333-8697

Fax: 702-920-7699

Email: CSD@TitanTowingLV.com

**From:** Thomas E <alasvegasman@hotmail.com>  
**Sent:** Monday, August 25, 2025 10:13 AM  
**To:** Kareena Vestuto <csd@titantowinglv.com>  
**Subject:** Re: Retrieve 2011 Ford Fusion Nv#7938D0

I just want you to know that I have video and photographic proof there was never nor has there ever been any signage up in this place as required by law and the fact that you guys just yesterday at 12:30 put up signage on the left side and the right side at the entrance of this apartment complex does not constitute proper signage so I know we can battle this all day long I know that your company is going to try to squeeze every dime that we can but I am going to file a complaint I am going to go to the media I'm going to do everything I can to bring attention to the fact that you guys cheated me.

**REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.**

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**From:** Kareena Vestuto <csd@titantowinglv.com>  
**Sent:** Monday, August 25, 2025 10:05:03 AM  
**To:** alasvegasman@hotmail.com <alasvegasman@hotmail.com>  
**Subject:** Re: Retrieve 2011 Ford Fusion Nv#7938D0

Hello Thomas,

We have reviewed your request regarding the retrieval of your 2011 Ford Fusion towed for a handicap violation. After confirming with property management and our records, please note the following:

- This was a **valid tow for a handicap violation**. While you may have a handicap placard, there was **no placard properly displayed** in your vehicle at the time it was towed. A placard must be **clearly visible** in order to avoid a violation.
- Proper signage is and has been posted at this property, and is constantly updated when removed or damaged, in accordance with NRS requirements. Additionally, the handicap stall where your vehicle was parked was **clearly and properly marked**.
- Your vehicle will not be released without payment of the towing and storage fees that are due. Please also be aware that storage fees accrue daily. To avoid a storage fee, please retrieve your vehicle **before 5pm on Tuesday, 8/26/2025**.
  - Our business hours are between 8am-5pm, and anything released outside of those hours are subject to an extra after-hours fee.

Regarding your mention of a 30% hardship discount:

- There is **no statute requiring** a 30% discount. However, as a courtesy, and in line with the most recent updates to NRS, we are able to extend a **3% discount if payment is made in cash** at the time of vehicle release.

You are welcome to file a complaint with the Nevada Transportation Authority if you wish, but please understand that this was a lawful tow under Nevada law. To minimize your costs and retrieve your vehicle quickly, we strongly recommend arranging payment as soon as possible.

Please let us know when you plan to come in so I can make our customer service team aware, and we can assist with the release process.



Outlook

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Re: Retrieve 2011 Ford Fusion Nv#7938D0

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From Kareena Vestuto <csd@titantowinglv.com>

Date Mon 8/25/2025 10:05 AM

To alasvegasman@hotmail.com <alasvegasman@hotmail.com>

Hello Thomas,

We have reviewed your request regarding the retrieval of your 2011 Ford Fusion towed for a handicap violation. After confirming with property management and our records, please note the following:

- This was a **valid tow for a handicap violation**. While you may have a handicap placard, there was **no placard properly displayed** in your vehicle at the time it was towed. A placard must be **clearly visible** in order to avoid a violation.
- Proper signage is and has been posted at this property, and is constantly updated when removed or damaged, in accordance with NRS requirements. Additionally, the handicap stall where your vehicle was parked was **clearly and properly marked**.
- Your vehicle will not be released without payment of the towing and storage fees that are due. Please also be aware that storage fees accrue daily. To avoid a storage fee, please retrieve your vehicle **before 5pm on Tuesday, 8/26/2025**.
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You are welcome to file a complaint with the Nevada Transportation Authority if you wish, but please understand that this was a lawful tow under Nevada law. To minimize your costs and retrieve your vehicle quickly, we strongly recommend arranging payment as soon as possible.

Please let us know when you plan to come in so I can make our customer service team aware, and we can assist with the release process.

Thank you,

*Kareena Vestuto*

Titan Towing Executive Assistant

250 W Warm Springs Rd. Henderson, Nevada 89011

Phone: 702-333-8697

Fax: 702-920-7699


Email: CSD@TitanTowingLV.com

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Retrieve 2011 Ford Fusion Nv#7938D0

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From Thomas E <alavegasman@hotmail.com>  
Date Sat 08/23/2025 5:46 AM  
To Titan Customer Service <csr@titantowinglv.com>

 1 attachment (7 MB)  
IMG\_20250823\_043109413\_AE.jpg;

I don't believe I have to pay any fees to retrieve my vehicle as I was legally parked in a handicap space and have a valid placard #A1673804 (See attached). I'm asking you to release the car back to me immediately.

I have the legal right to park in a handicap space under NRS 484B.467 and the Americans with Disabilities Act.

Please note that there is no visible or proper signage on property concerning how or from whom I can retrieve my vehicle from once towed. This is a violation of the towing laws under which the Nevada Transportation Authority regulates as well as NRS 487.038 and NAC 706.427.

I'm not trying to be disrespectful I just need my car back ASAP. I have a serious medical condition which requires me to go to doctors for tests and treatment on a regular basis.

I'm going to request the apartment management to have the car released without payment of any fees, as my car is listed as a resident owned vehicle with a known handicap. This is permissible under NRS 487.0385.

If this doesn't happen and I have to pay the fees up front I will be filing a complaint with the Nevada transportation Authority against your company concerning the legality of the tow.

Nevada Revised Statutes § 706.4477

allows me to request and be given a 30% reduction in any towing fees because of financial hardship. Based on this, I am requesting that discount be applied to any fees I may have to pay in order to retrieve my vehicle.

When I called your dispatch this morning the lady said that your company doesn't give this discount. I think she was misinformed about how to apply it.

As you can see, I do have a working knowledge of the laws concerning tows. I don't want to have to file any complaints or ask for any type of review of your procedures concerning this incident. I just want my car back immediately.

I'm sure we can work thru this issue without further issues.

Please provided me with a response, via this email without further delay, informing me of what documentation you will need to grant this request or apply the discount so that I may regain possession of it ASAP.

Thank you,  
Thomas Elgas  
7022097236

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**Signage at Arioso**

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From Thomas E <alavegasman@hotmail.com>

Date Sat 08/23/2025 2:44 PM

To Titan Customer Service <csr@titantowinglv.com>

We talked at 1:39 today. And I just discussed with you about the signage that is required by law on the property here at arioso. There is no signage there are no remnants of where the signs were there never have been any signs of it I have the photos and the video showing all the places that it should be that it's not. I'm asking for a little help. I'm absolutely sure that my handicap sticker was on my front windshield. I've also explained to you guys that I believe there's NRS 706.4477 which allows for hardship request by the owner of the vehicle to the tow company. The tow truck company must apply that 30% discount once the burden of proof has been met. I receive social security that's it that's all I have the payment is \$970 a month that's all that I have to live off of. I'm requesting that you review this request and get back to me as soon as possible so that I can stop from incurring any further fees. I am fully contesting the legality of the tow I feel that it was done illegally and that you guys are not in compliance with the laws and regulations regarding that tow therefore the tow could not be completed and should not have been done. I realize you guys are in business to make a tow but \$600 is outrageous even if the handicap sticker wasn't there \$600? I only paid \$800 for the car. And I need this car for my medical appointments my medical appointments are all in town I have no way to get in town no way in case of an emergency to get to my test nothing I'm just asking you guys to have a little compassion and return the car to me. I am providing you the opportunity to just do the right thing before I file a complaint with the state transportation Authority I can assure you there were never any signs up here anywhere. I'm also absolutely 100% positive that my handicap placard was in my window cuz I parked right next to my apartment I also want to state that the fact that tow truck driver dragged my car approximately 100 ft and there's Big oil spill right where my car was parked at that has never been there. I believe my vehicle may have been damaged during this illegal tow. I have two witnesses that witnessed the tow truck driver dragging this car while it was making noise. Please do the right thing return the vehicle to me without fees or at the very least reduce them to an amount I can afford. I promise I'm not going to let this go without a fight and I'm hoping that you guys ready help me thanks.

Tom Elgas

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Illegal tow from Arioso

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From Thomas E <alavegasman@hotmail.com>

Date Sat 08/23/2025 3:01 PM

To Titan Customer Service <csr@titantowinglv.com>

Cc Arioso <arioso@ovationco.com>; arioso@lasvegasliving.com <arioso@lasvegasliving.com>; Lacie Polk <laciep@ovationco.com>

The other thing I want to let you guys know is so I have a very fragile heart condition that causes me to sometimes get shocked by my pacemaker when I get anxiety up or upset. I can tell you that I am close to that happening now. I may have to go to the hospital and I can promise you if I get shocked over this stressful situation we will be locked in legal review. I'm just asking you please before we get that far to do the right thing I know the stove is illegal you know the toll was illegal you don't meet all the requirements for the towing of my vehicle I'm just asking you guys to return the vehicle. I'm going to be filing a complaint here shortly and I'm giving you guys a chance to not have to go through this. I just hope we can get it all together and put it into it today I need that vehicle and I have a medical condition that when I get stressed out such as the stress you're putting me under right now I end up in the hospital I'm begging you guys please don't do this. This applies to arioso apartments and the tow company. You cannot show me one single place that a signless placed at on this property because there was none and to tell me that they were torn off is a straight out lie. But most importantly even if they were tore off you still are required by law to have them up so it doesn't matter if you put them up and they were tore down or not you have the legal obligation to maintain that signs and I don't want to have to get nasty with you guys I'm asking you guys to please let's just resolve this but it appears that we're going to have to go down that line so I'm trying to stay cool under pressure but you guys stole my car and I want it back and this is my legal demand for such today not tomorrow not Monday today he's going to sit

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.



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**Legal notice 2nd attempt**

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From Thomas E <alavegasman@hotmail.com>  
Date Sat 08/23/2025 3:16 PM  
To Titan Customer Service <csr@titantowinglv.com>

Hello Titan Towing

My vehicle 2011 Ford fusion #7938D0 was towed on August 23, 2025. Under NRS 706.4477, I am requesting the hardship tariff be applied to my towing and storage charges, as I am unable to afford the full fees due to financial hardship.

Please let me know TODAY what documentation you need so I can provide it and receive an updated invoice. If this request is denied, I will file a complaint with the Nevada Transportation Authority.

Thank you,  
Thomas Elgas



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**Hardship tariif**

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From Thomas E <alasvegasman@hotmail.com>

Date Sat 08/23/2025 3:29 PM

To Titan Customer Service <csr@titantowinglv.com>

I am requesting that you immediately release my car for improper impound procedures or apply the 30% hardship discount provided to me by Nevada revised statute 706.4477 so that I can get my car today. This is a legal notice and I'm also instructing the person reading this email that if you are not the person responsible or capable of completing either of these actions that you get this email immediately to the person or persons that can.

This is for my 2011 Ford fusion tow ed this morning at about 1:00 in the morning from arioso apartments.

Tom Elgas

REMEMBER: WHAT YOU HEAR, IS DETERMINED BY YOUR MOTIVATION.

# Exhibit C

[Menu](#)[Find vehicle](#)

# Vehicle Details

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## Tow details

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TR Number:	P3114254
License	7938D0 - NV
VIN:	*****6949
Vehicle	SILVER 2011 FORD FUSION
Towed Date and Time	8/23/25 1:05 AM
Towed By	PRIVATE PROPERTY IMPOUNDS
Towed From	9270 Quarterhorse Ln
Reason	PPI PRIVATE PROPERTY IMPOUND
Status	Please call 702-333-8697





## Impound

Search 8486202 - FORD FUSION

Tow Summary <a href="#">(Edit)</a>		Tow Location <a href="#">(Edit)</a>		Vehicle <a href="#">(Edit)</a>		Status	
Tow Date	08/23/2025 01:05 AM	Address	9270 Quarterhorse Ln. Henderson, NV	Model Year	2011	Status	<b>NOT STORED</b> <a href="#">Action</a>
Tow Ref #	P3114254	Description	ARIOSO APARTMENTS	Make	FORD	Status Date	08/23/2025 01:13 AM
Tow Company	PPI-LV-NV	Zone	PPI	Model	FUSION	Description	TITAN TOWING
Equipment	Class A	Beal	—	Body	4 DOOR	Street	250 W Warm Springs
Account	PPI			Color	SILVER	Cross Street	—
Reason	PPI			License	7938D0, NV	City	Henderson
Impound Ref #	—			VIN	3FAHP0JA7BR238949		
Storage <a href="#">(Edit)</a>		Hold <a href="#">(Edit)</a>		Lien Info <a href="#">(Edit)</a>		Vehicle Contacts <a href="#">(Edit)</a>	
Start Time	—	NO ACTIVE HOLDS		Lien Type	—		
Lot - Section	—			Requested Date	—		
Lot Info	—			Sale Authorization Date	—		
Keys	NO KEY			Title Surrendered	—		
Vehicle Notes <a href="#">History</a> <a href="#">Documents and Photos</a>				Fees <a href="#">(Edit)</a>			
Time	User	Type	Description	Estimated Total			
08/23/2025 01:13 AM	csd	NON IMPOUND	NON IMPOUND NOTES: PPI vehicle reported by external website	\$0.00			
08/23/2025 01:13 AM	csd	VEHICLE CREATED					