

Formal Regulatory License Complaint against The Auto Barn, Inc. (Invoice #83650)

- **Vendor Name:** The Auto Barn, Inc.
- **Property Location:** Royal Farms Lot, 2050 Fleet St, Baltimore, MD 21231
- **Date & Time of Incident:** May 15, 2026, at 7:54 PM
- **Vehicle Involved:** 2013 Honda Civic (Black, MD Tag: 2FP9655)

I am filing a formal regulatory complaint against the city operating license of *The Auto Barn, Inc.* due to multiple violations of local municipal caps and state consumer regulations during a private property trespass tow.

Grounds for Investigation:

1. **Unlawful Signage (MD Code § 21-10A-02):** Photographic evidence provided by the vendor confirms that the mandatory warning signage on the property is entirely non-conspicuous. The tiny sign is hidden in the rear of the property, illegally affixed to a waste dumpster, completely failing the visibility standards required to warn an incoming motorist before parking.
2. **Withholding Statutory Validation Photos (MD Code § 21-10A-04):** Upon attempting to pay the fine, the desk clerk flatly refused to provide or display the mandatory pre-tow validation photos. The vendor intentionally held my vehicle hostage behind a forced internal "incident report" prerequisite. This regulatory violation was openly committed to writing by the vendor on my official receipt under the Notes section, which reads:
"Customer filled out an incident report requesting photos."
3. **Illegal Fee Surcharges (Baltimore City Code Art. 15, § 22-9):** The vendor assessed a base fee of \$320.00 and tacked on an unauthorized \$12.80 "Admin Fee - Credit Card" surcharge on a forced consumer debt. Under Baltimore City Tow Board rules, flat-rate trespass towing maximums are strictly capped and cannot be artificially inflated with localized credit card processing fees.

I am demanding an official investigation by the Baltimore City Towing Board into the operating and collection practices of The Auto Barn, Inc. at this location, and an order mandating a full refund of the **\$332.80** collected under unlawful circumstances.

Complainant Contact Info:

Hussan Butt