



March 1, 2023

**RE: American Car Center/RAC Holdings**

Dear Consumer,

As you may be aware, the above-mentioned business/es have ceased operation. Accordingly, we understand this has left many consumers with questions about their purchased vehicles. The Motor Vehicle Commission would like to share what we know, so far.

On or about Friday, February 24, 2023, American Car Center closed all dealerships in the State of Tennessee and surrounding states. It is our understanding that those consumers who have purchased vehicles from American Car Center have been unsuccessful in their attempts to make their payments using the American Car Center Payment Portal, or using the number listed on the notice. Our office has also attempted to contact the payment center, which does not appear to be working. As a rule of thumb, it is not advisable to stop making payments on a vehicle you have purchased from a dealership even though that licensee has closed. Consumers should continue to make payments to their creditor in order to avoid negatively impacting their credit rating.

It is the Commission's understanding that all loans made through American Car Center's Subsidiary, American Finance, are in the process of being purchased by Westlake Financial Services. Once the purchase of the book of business is complete, Westlake Financial Services will reach out to each individual purchaser to advise of next steps.

In an effort to further assist you, the Motor Vehicle Commission has reached out to the Tennessee Department of Revenue regarding temporary tags. If you are a consumer and in possession of a temporary tag which is about to expire, please contact your local county clerk and have ready your bill of sale showing your purchase from American Car Center or a complaint you have filed with the Motor Vehicle Commission. You will need this documentation to apply for an additional 30-day temporary operating permit (TOP) through the county clerk. The application for the TOP can be found at [www.tn.gov/content/dam/tn/revenue/documents/forms/titlereg/f1314401Fill-in.pdf](http://www.tn.gov/content/dam/tn/revenue/documents/forms/titlereg/f1314401Fill-in.pdf).

Finally, affected consumers should also consult a private attorney to determine their rights as a consumer and whether further legal action is necessary in regards to their specific complaint. Also, if you have not already done so, you may file a formal complaint with the Tennessee Motor Vehicle Commission by visiting [www.core.tn.gov](http://www.core.tn.gov). Complainants may be eligible to make a claim against that bond with the bond company. The bond company investigates each claim on its merit and determines eligibility. The limits of liability of the dealer bond is Fifty Thousand Dollars (\$50,000).

Consumers should be prepared to make any required payments to Westlake Financial Services, once contacted. Further, should the Motor Vehicle Commission be advised of any further information regarding this matter, we will let you know as soon as possible.

Should you have questions, please do not hesitate to contact our office at 615-741-2711.

*Denise Lawrence*, Executive Director  
Tennessee Motor Vehicle Commission