Utah Consumer Bill of Rights Regarding Towing

Effective 01/01/2020

- The consumer has the right to know they are being charged an appropriate fee. Towing fees are established by the Utah Department of Transportation under Utah Code Annotated §72-9-603 and Utah Administrative Code R909-19. http://www.udot.utah.gov/main/f?p=100:pg:::1:T,V:396

Rates for vehicles rated 10,000 lbs. or less

Non-Consent Police Generated Tow	Non-Consent Non Police Generated Tow (PPI)
Tow Fee – Up to $166 per hour	Tow Fee – Up to $166
Storage Fee (outside) - Up to $40 per day	Drop Fee – Up to $83
Administrative Fee – Up to $35	Storage Fee (outside) - Up to $40 per day
Fuel Surcharge (if applicable) – See R909-19-14	Administrative Fee – Up to $35
	Fuel Surcharge (if applicable) – See R909-19-14

- All non-consent tows must be reported to the Utah Motor Vehicle Division via the Impound Vehicle System before payment can be collected as per Utah Code Annotated § 41-6a-1406 and §72-9-603. The consumer can verify it has been reported at www.tow.utah.gov. The consumer has a right to ask for documentation that the vehicle has been entered into the Impound Vehicle System showing the date and time storage began.
- The tow truck motor carrier, driver(s) and vehicle(s) must comply with Federal Motor Carrier Safety Regulations. http://udot.utah.gov. Click on the Motor Carrier Division link.
- The consumer has the right to file a complaint alleging: overcharges, inadequate certifications for the driver, truck, company and violations of Federal Motor Carrier Safety Regulations, Utah Code Annotated or Utah Administrative Code. A complaint may be filed with the Utah Department of Transportation, at www.udot.utah.gov by clicking on the Motor Carrier Division link, then clicking on tow trucks link.