

Utah Consumer Bill of Rights Regarding Towing

<https://www.udot.utah.gov/connect/business/motor-carriers/tow-trucks/>

EFFECTIVE 1/1/2021 - 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.

Rates for vehicles rated 10,001 lbs. to 26,000 lbs.

Non-Consent Police Generated Tow

- Tow Fee – Up to \$280 per hour
- Storage Fee (outside) - Up to \$60 per day
- Administrative Fee – Up to \$35
- Fuel Surcharge (if applicable) – See R909-19-14

Non-Consent Non Police Generated Tow (PPI)

- Tow Fee – Up to \$280
- Drop Fee – Up to \$140
- Storage Fee (outside) - Up to \$60 per day
- Administrative Fee – Up to \$35
- Fuel Surcharge (if applicable) – See R909-19-14

- Tow truck motor carriers must accept credit and/or debit card as form of payment. A 3% card processing fee may be charged.
- 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(s), operators(s) and vehicle(s) must comply with State and Federal Motor Carrier Safety Regulations. Access DOT & Safety Regulations and Tow Truck links online at: <https://www.udot.utah.gov/connect/business/motor-carriers/>
- 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, Motor Carrier Division, online at the web address listed above (top of page).