

# 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.

### Towing & Storage rates for a vehicle rated 10,000 GVWR or less

Non-Consent Police Generated Tow	Non-Consent Non Police Generated Tow (PPI)
<ul style="list-style-type: none"><li>• Tow Fee – Up to \$168 per hour</li><li>• Storage Fee (outside) - Up to \$40 per day</li></ul>	<ul style="list-style-type: none"><li>• Tow Fee – Up to \$168</li><li>• Storage Fee (outside) - Up to \$40 per day</li></ul>

### Towing & storage rates for a vehicle rated 10,001 lbs. to 26,000 lbs.

Non-Consent Police Generated Tow	Non-Consent Non Police Generated Tow (PPI)
<ul style="list-style-type: none"><li>• Tow Fee – Up to \$280 per hour</li><li>• Storage Fee (outside) - Up to \$60 per day</li></ul>	<ul style="list-style-type: none"><li>• Tow Fee – Up to \$280</li><li>• Storage Fee (outside) - Up to \$60 per day</li></ul>

### Towing & Storage rates for a vehicle rated 26,001 lbs. or more.

Non-Consent Police Generated Tow	Non-Consent Non Police Generated Tow (PPI)
<ul style="list-style-type: none"><li>• Tow Fee – Up to \$347 per hour</li><li>• Storage Fee (outside) - Up to \$60 per day</li></ul>	<ul style="list-style-type: none"><li>• Tow Fee – Up to \$347</li><li>• Storage Fee (outside) - Up to \$85 per day</li></ul>

- A **\$35 administrative fee** may be charged if proper towing notifications are made.
- Tow truck motor carriers must accept credit and/or debit card as form of payment. A 3% card processing fee may be charged.
- If a vehicle owner, operator, agent is attempting to retrieve a vehicle, after the tow truck is in possession but before its removal from the scene, the maximum fee is 50% of the applicable tow fee.
- A fuel surcharge may be charged only when 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](http://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.
- Tow truck motor carriers, operators, and vehicles must comply with State and Federal Motor Carrier Safety Regulations. Access DOT & Safety Regulations and tow truck regulations can be accessed 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).

For questions and concerns regarding Utah towing laws and regulations you may contact UDOT Motor Carrier Division at 801-965-4892.

*Last update 12/16/2020*