

Utah Consumer Bill of Rights Regarding Towing

Effective 1/1/2025

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://site.utah.gov/connect/business/motor-carriers/tow-trucks/towing-fee-schedule/>

Rates for Vehicles with a Gross Vehicle Weight Rating (GVWR) of 26,001 lbs. or more

Non-Consent Police Generated Tow

Non-Consent Non-Police Generated Tow (PPI)

Tow Fee	\$422 per hour	Tow Fee	\$422 Maximum
Storage Fee (outside)	\$61 per day	Drop Fee	\$211
Administrative Fee	\$43 Maximum	Storage Fee (outside)	\$61 per day
Fuel Surcharge (if applicable)	See R909-19-16	Administrative Fee	\$43 Maximum
After Hours Fee	Up to \$75	Fuel Surcharge (if applicable)	See R909-19-16
Credit Card Fee	Up to 3% of transaction total	After Hours Fee	Up to \$75
		Credit Card Fee	Up to 3% of transaction total

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/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, at <http://udot.utah.gov/connect/business/motor-carriers/tow-trucks>.