

Utah Consumer Bill of Rights Regarding Towing

Updated 6/7/2019

- 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 26,001 lbs. or more

Non-Consent Police Generated Tow

Tow Fee – Up to \$343 per hour
Storage Fee (outside) - Up to \$60 per day
Administrative Fee – Up to \$35
Fuel Surcharge (if applicable) – See R909-19-14
Recovery Operations – Vehicle owner must agree to additional “Recovery” fee prior to initiating additional charges.

Non-Consent Non Police Generated Tow (PPI)

Tow Fee – Up to \$343
Storage Fee (outside) - up to \$60 per day
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 truck link.