

Utah Consumer Bill of Rights Regarding Towing

Effective 1/1/2024

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

Rates for Vehicles with a Gross Vehicle Weight Rating (GVWR) of 10,001 lbs. to 26,000 lbs.

Non-Consent Police Generated Tow	Non-Consent Non-Police Generated Tow (PPI)
Tow Fee - Up to \$334 per hour	Tow Fee - Up to \$334 per hour
Storage Fee (outside) - \$60 per day	Drop Fee - Up to \$167
Administrative Fee - Up to \$42	Storage Fee (outside) - \$60 per day
Fuel Surcharge (if applicable) - See R909-19-14	Administrative Fee - Up to \$42
After Hours Fee - Up to \$75	Fuel Surcharge (if applicable) - See R909-19-14
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>. 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 link.