CONSUMER BILL OF RIGHTS FOR NONCONSENSUAL TOWS



Pursuant to Public Act No. 25-55, effective October 1, 2025, if your vehicle is towed without your consent, below are your rights and obligations under Connecticut law.

WHO CAN TOW YOUR VEHICLE WITHOUT YOUR CONSENT:

- *Police or Traffic Authority*
- *Private Property Owner or Property Owner's Agent*
- *Private Property Lessee or Lessee's Agent*

BEFORE A TOW (For Private Property Tows Only):

- *If you arrive before your vehicle is connected to the wrecker, you may stop the tow. If you move the motor vehicle, or correct the reason for the tow, no fee may be charged.*
- *If your motor vehicle is connected to the wrecker, but not removed from the property, the motor vehicle must be released upon payment of a "Drop Fee."*
- *Wreckers are required to take at least **2** photos of the motor vehicle to demonstrate the reason for the tow and condition of the motor vehicle before its removal.*

AFTER THE TOW (For All Tows):

You are entitled to:

- ***Inspect your vehicle.***
- ***Obtain your personal property**. The wrecker service must allow the motor vehicle owner or authorized person to retrieve the motor vehicle (or to gain access to personal property) not later than **4 hrs**. after such request. **The wrecker service may NOT hold your personal property for any reason.***
- ***Retrieve your vehicle.***
  *Monday to Friday, between **8:00 a.m.** and **5:00 p.m**.*

  ***After business hours** - The wrecker service must provide a telephone number to take requests **24 hrs.** from a motor vehicle owner or authorized person to retrieve the motor vehicle or gain access to retrieve personal items from the motor vehicle.*

  *You can pay by either cash, credit or debit card and you must be provided with a receipt of payment. **You will not be charged for storage for days when the wrecker service is not open.***

***After full payment to the wrecker service**, the motor vehicle must be released to an owner, lending institution, or authorized entity, if the following is provided:*

Proof of registration, certificate of title, bill of sale, lease, or other reasonable proof of ownership. (Your current address does not have to match other documentation.)

- *You are entitled to receive an itemized statement of all charges, and if requested, all photos and records.*
- *You cannot be required to sign a general release of damages or liability unless there is justification.*
- *You cannot be required to use the wrecker service to perform repair services; however, if you choose to use the wrecker service that performed the tow, all arrangements to repair the vehicle must be completed after the tow and must have prior written approval.*
- *You are entitled to receive notice by certified mail if your motor vehicle is not claimed within **48 hrs**. of the tow.*

YOUR TOWED MOTOR VEHICLE CAN BE SOLD:

If you do not claim your vehicle:

- *The wrecker service **may begin the process** of selling a motor vehicle if not claimed within **15** days if valued **at $1,500.00 or less** but must store the motor vehicle for at least 30 days after the tow.*
- *The wrecker service **may begin the process** of selling a motor vehicle if not claimed within **45** days if valued **over $1,500.00**.*
- *After any sale, you are entitled to the proceeds of the sale minus the cost and fees. Such proceeds shall be paid to the owner within one year from the date of the sale. After **one year**, unclaimed funds shall escheat to the state as unclaimed property.*
- **To file a Customer Complaint -** k35pdf.pdf

*Effective: October 1, 2025

CONSUMER BILL OF RIGHTS FOR NONCONSENSUAL TOWS



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Maximum Allowable Charges for Private Property Trespass Towing

Effective January 1, 2026

	LIGHT DUTY LESS THAN 10,000 LBS. G.V.W.R.	**MEDIUM DUTY** 10,000 to 26,000 LBS. G.V.W.R.	**HEAVY DUTY** OVER 26,000 LBS. G.V.W.R.
BASE CHARGE	**TOW CHARGE** **$130.63** INCLUDES MILEAGE TO SCENE AND TWO (2) LOADED MILES.	**TOW CHARGE** **$200.00** Includes mileage to scene and two (2) loaded miles.	**TOW CHARGE** **$350.00** Includes mileage to scene and two (2) loaded miles.
MILEAGE CHARGE	**$6.65** Per mile after the first two (2) loaded miles not to exceed thirteen (13) miles.	**$8.65** Per mile after the first two (2) loaded miles not to exceed thirteen (13) miles.	**$10.65** Per mile after the first two (2) loaded miles not to exceed thirteen (13) miles.

Maximum Allowable Charges for Police or Traffic Authority Ordered Towing

Effective July 1, 2025

	LIGHT DUTY LESS THAN 10,000 LBS. G.V.W.R.	***MEDIUM DUTY*** 10,000 to 26,000 LBS. G.V.W.R.	***HEAVY DUTY*** OVER 26,000 LBS. G.V.W.R.	***OVERSIZE/OVERWEIGHT***
BASE CHARGE	**TOW CHARGE** **$125.00** *Includes mileage to scene and two loaded miles.*	**HOURLY RATE** *(Recovery Included)* **$400.00/hr** *Minimum 1 hour charge (15 minute increments charge thereafter).*	**HOURLY RATE** *(Recovery Included)* **$700.00/hr** Minimum 1 hour charge (15 minute increments charge thereafter).	**HOURLY RATE** *(Recovery Included)* **$1,500.00/hr** *Minimum 1 hour charge (15 minute increments charge thereafter).*
MILEAGE CHARGE	**$5.65** *Per mile in excess of 2 (two) loaded miles.*	***None***	***None***	***None***

*Effective: October 1, 2025