

FIRST REGULAR SESSION

# HOUSE BILL NO. 745

103RD GENERAL ASSEMBLY

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INTRODUCED BY REPRESENTATIVE GRIFFITH.

1887H.011

DANA RADEMAN MILLER, Chief Clerk

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## AN ACT

To amend chapter 304, RSMo, by adding thereto one new section relating to towing of commercial vehicles, with penalty provisions.

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*Be it enacted by the General Assembly of the state of Missouri, as follows:*

Section A. Chapter 304, RSMo, is amended by adding thereto one new section, to be known as section 304.162, to read as follows:

**304.162. 1. As used in this section, the following terms mean:**

(1) "Commercial vehicle", any self-propelled or towed vehicle that has a gross vehicle weight rating of more than ten thousand pounds;

(2) "Department", the department of transportation;

(3) "Gross vehicle weight rating", the same meaning given to the term in section 302.700;

(4) "Nonconsensual tow", the movement or transportation of a commercial vehicle by a tow truck if such movement or transportation is performed without the prior consent or authorization of the owner or operator of the commercial vehicle. Such term also includes any tow of a commercial vehicle ordered by a law enforcement agency;

(5) "Tow truck", the same meaning given to the term in section 304.153;

(6) "Towing company", the same meaning given to the term in section 304.153.

2. The department of transportation shall establish procedures to address nonconsensual towing, recovery, and cleanup practices related to the removal of commercial vehicles from roadways; procedures to receive, investigate, and adjudicate complaints from an owner, operator, or insurer of a commercial vehicle involved in a

EXPLANATION — Matter enclosed in bold-faced brackets **[thus]** in the above bill is not enacted and is intended to be omitted from the law. Matter in **bold-face** type in the above bill is proposed language.

18 **nonconsensual tow; and procedures for prohibiting towing companies from performing**  
19 **nonconsensual tows if they are found to be in violation of this section. The procedures**  
20 **developed under this section shall be contained in the department of transportation's**  
21 **towing services standards manual. All nonconsensual towing and recovery services**  
22 **shall comply with this section, the department of transportation's towing services**  
23 **standards manual, and all other applicable laws and regulations.**

24 **3. The procedures established by the department under this section shall**  
25 **include, at a minimum:**

26 **(1) A process for an owner, operator, or insurer of a commercial vehicle to file a**  
27 **complaint against a towing company. All complaints filed under this section shall**  
28 **contain the name of the complainant; the complainant's address; the complainant's**  
29 **phone number; the complainant's email address, if available; the name of the towing**  
30 **company; the causes of the complaint; and any other facts and documentation**  
31 **determined by rule to be of assistance to the department in investigating the complaint;**

32 **(2) A process for the department to review a complaint, any supporting facts and**  
33 **documentation, and render an initial finding. The department shall ensure its process**  
34 **includes an opportunity for the complainant or towing company to appeal an initial**  
35 **decision before the department makes a final determination on the matter;**

36 **(3) Factors the department shall consider in determining whether a charge**  
37 **levied by a towing company was fair and reasonable. Such factors may include, without**  
38 **limitation, whether the towing vehicles, all other equipment, and number of employees**  
39 **and contractors were required to complete the tow; whether the charges are fair,**  
40 **reasonable, and customary; whether the total amount of time required for the service**  
41 **was necessary; the location of the vehicle being recovered; materials or cargo involved;**  
42 **and any other information regarding the recovery, towing, or storage of a commercial**  
43 **vehicle;**

44 **(4) Requirements for information that shall be included on every nonconsensual**  
45 **towing and recovery invoice, such as the name, address, and telephone number of the**  
46 **towing company; the date and time that the request for service was received; contact**  
47 **information for the party that requested the service; and the time of dispatch, time of**  
48 **arrival at the scene, and time at which the scene was cleared. Every invoice for a**  
49 **nonconsensual tow shall include the words:**

50 **"Nonconsensual tows are regulated by the Missouri Department of**  
51 **Transportation. If you feel that you have been treated unfairly or provided a**  
52 **service that was unnecessary, you may file a complaint with the Missouri**  
53 **Department of Transportation."; and**

54           **(5) A disciplinary matrix for any towing company found to be in violation of this**  
55 **section or the department of transportation towing services standards manual. The**  
56 **matrix shall:**

57           **(a) Be weighted based on the severity and number of violations;**

58           **(b) Include provisions for permanently or temporarily prohibiting a towing**  
59 **company from performing nonconsensual tows; and**

60           **(c) Include a process for the department to communicate to the highway patrol**  
61 **and other state and local law enforcement and emergency services agencies any**  
62 **suspension or revocation of a towing company's authority to perform nonconsensual**  
63 **tows.**

64           **4. To assist the department in implementing this section, the department may**  
65 **establish a "Towing and Recovery Review Board".**

66           **(1) The board shall consist of seven members to be appointed by the director of**  
67 **the department of transportation, including:**

68           **(a) One member who is an employee of the department;**

69           **(b) One member who is an employee of the highway patrol;**

70           **(c) One member representing local law enforcement agencies;**

71           **(d) One member representing motor carriers in this state;**

72           **(e) One member representing towing companies in this state;**

73           **(f) One member representing independent owner-operator truck drivers; and**

74           **(g) One member representing insurance companies in this state.**

75           **(2) Members of the board shall serve without compensation, shall serve three**  
76 **-year terms, and shall serve for no more than two consecutive terms.**

77           **(3) The board's primary functions shall include assisting the department in**  
78 **reviewing a complaint, identifying potential violations of the towing services standards**  
79 **manual, making recommendations for the initial determination, and to approve or**  
80 **reject a final determination of the department.**

81           **5. If an owner or operator of a commercial vehicle requests the use of a specific**  
82 **towing company, law enforcement agencies shall honor that request, unless:**

83           **(1) The requested towing company cannot arrive at the location of the vehicle**  
84 **within a reasonable time;**

85           **(2) A traffic safety problem exists and the requested towing company cannot**  
86 **arrive at the location of the vehicle within thirty minutes; or**

87           **(3) The commercial vehicle is disabled in the roadway and the requested towing**  
88 **company cannot arrive at the location of the vehicle within thirty minutes.**

89           **6. If the department of transportation or the towing and recovery review board**  
90 **determines there is a genuine dispute as to the reasonableness or amount of the fees**

91 assessed by a towing company for a nonconsensual tow, the towing company shall  
92 release the commercial vehicle and cargo to the owner, operator, or insurer of the  
93 commercial vehicle and cargo without the vehicle owner paying any portion of the fees  
94 assessed.

95 7. No towing company shall use a per pound method of charging for a  
96 nonconsensual tow.

97 8. Storage charges for a nonconsensual tow shall cease accruing upon the date a  
98 complaint is filed with the department of transportation.

99 9. Notwithstanding any provision of law to the contrary, a nonconsensual tow or  
100 associated storage charges shall not create a lien on a commercial vehicle or cargo.

101 10. A towing company shall provide reasonable access to an owner, operator, or  
102 insurer of a commercial vehicle that is the subject of a nonconsensual tow for the  
103 following purposes:

104 (1) Collection of personal property from within the vehicle;

105 (2) Investigation or reconstruction of an accident scene; or

106 (3) Retrieval of data from the commercial vehicle's computer system.

107 11. No towing company shall perform a nonconsensual tow when it is prohibited  
108 by the department of transportation from performing nonconsensual tows. A towing  
109 company that violates this subsection shall be subject to a civil penalty of twenty-five  
110 thousand dollars per violation.

111 12. This section shall apply only to nonconsensual tows. This section shall not  
112 apply if an owner, operator, or insurer of a commercial vehicle requests the use of a  
113 specific towing company and the request is honored.

114 13. The department of transportation shall promulgate rules as necessary for the  
115 implementation of this section. Any rule or portion of a rule, as that term is defined in  
116 section 536.010, that is created under the authority delegated in this section shall  
117 become effective only if it complies with and is subject to all of the provisions of chapter  
118 536 and, if applicable, section 536.028. This section and chapter 536 are nonseverable  
119 and if any of the powers vested with the general assembly pursuant to chapter 536 to  
120 review, to delay the effective date, or to disapprove and annul a rule are subsequently  
121 held unconstitutional, then the grant of rulemaking authority and any rule proposed or  
122 adopted after August 28, 2025, shall be invalid and void.

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