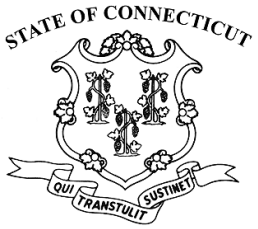

Substitute House Bill No. 7162

Public Act No. 25-55

AN ACT REFORMING THE MOTOR VEHICLE TOWING STATUTES.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

Section 1. Section 14-145 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

[(a) (1) An owner or lessee of private property, or his or her agent, may remove or cause to be removed , or may use a wheel-locking device to render immovable, any motor vehicle left without authorization on such property in accordance with the provisions of this section and sections 14-145a to 14-145c, inclusive, provided any owner or lessee of private commercial property, or his or her agent, shall install conspicuous signage stating that motor vehicles left without authorization on such private commercial property may be removed or rendered immovable and indicating where such motor vehicle will be stored, how the vehicle may be redeemed and any costs or fees that may be charged.

(2) Notwithstanding the provisions of subdivision (1) of this subsection, an owner or lessee of private commercial property or such owner or lessee's agent may tow any motor vehicle left without authorization on such property and no signage warning of such towing shall be required to be installed by such owner or lessee if such motor

vehicle**]**

(a) For the purposes of this section, "motor vehicle" does not include an authorized emergency vehicle.

(b) (1) An owner or lessee of private property, or such owner or lessee's agent, may utilize a wrecker service to tow any motor vehicle left without authorization on such private property in accordance with the provisions of this section, sections 14-145a and 14-145c, as amended by this act, and section 3 of this act, provided such owner or lessee, or such owner or lessee's agent, signs or electronically signs a written authorization form for each such tow. Such written authorization form shall be prescribed by the Commissioner of Motor Vehicles and shall include, but need not be limited to, (A) the make, model, vehicle identification number and number plate of the motor vehicle to be towed, (B) the reason for the tow, (C) the name, job title, residential or business address and telephone number of the owner, lessee or agent authorizing the tow, (D) the date and time that such authorization to tow was given, (E) confirmation that conspicuous signage, if required pursuant to the provisions of section 3 of this act, is installed, (F) in cases where (i) a wrecker service, acting as an agent on behalf of the owner or lessee of private property pursuant to a written contract, signs or electronically signs the written authorization form to tow a motor vehicle, and (ii) the reason for such tow is a violation of a parking rule established by such owner or lessee and listed in such contract, a copy of the portion of such contract that lists each parking rule established, and (G) a certification, signed under penalty of false statement pursuant to section 53a-157b, that the statements made are true and correct to the best of such person's knowledge, information and belief.

(2) No owner or lessee of private property, or such owner or lessee's agent, shall (A) issue a parking citation by written warning, posted signage or other means to impose a monetary sanction on an owner of a motor vehicle parked on such private property, or (B) render a motor

vehicle on such private property immovable through the use of a wheel-locking device. The provisions of this subdivision shall not apply to an independent institution of higher education, as defined in subsection (a) of section 10a-173, or a private secondary school.

(c) (1) No wrecker service may act as an agent of the owner or lessee of a private property with the authority to sign or electronically sign the written authorization form to tow a motor vehicle from such private property, unless such wrecker service and the owner or lessee have executed a written contract concerning the provision of general towing services on such private property. If any such contract is executed, a wrecker service may sign or electrically sign the written authorization form to tow a motor vehicle from such private property that is left (A) in a space reserved, as required in section 14-253a, for exclusive use by persons who are blind and persons with disabilities and such vehicle does not bear a removable windshield placard or special license plate, as defined in section 14-253a, (B) in an area reserved for authorized emergency vehicles, (C) within ten feet of a fire hydrant, as provided in section 14-251, (D) blocking building access, (E) blocking entry to or exit from such property or a parking space on such property, **[**or**]** (F) **[**for forty-eight or more hours**]** in or obstructing a vehicular traffic aisle, or (G) leaking a fluid that presents a hazard or threat. Any such contract may also permit the wrecker service to tow a motor vehicle from such private property for violating specific parking rules established by the owner or lessee, provided (i) such parking rules are listed in the contract, and (ii) the purpose of any such parking rule is to promote the convenience, safety or welfare of motor vehicle operators on the private property, preserve the private property from abuse or make a fair distribution of parking resources.

[(3) A lending institution may repossess any motor vehicle, in accordance with the provisions of section 36a-785, by contracting with a wrecker licensed under section 14-66 or an entity exempt from such

licensure, as provided in subsection (f) of section 14-66, to tow or otherwise remove such motor vehicle in accordance with the provisions of this section and sections 14-145a to 14-145c, inclusive. In the case of a repossession, no signage as described in subdivision (1) of this subsection shall be required.

(4) This section shall not apply to law enforcement, fire-fighting, rescue, ambulance or emergency vehicles which are marked as such, or to motor vehicles left without authorization on property leased by any governmental agency.**]**

(2) No owner or lessee of a parking facility or residential parking facility, as such terms are defined in section 3 of this act, or such owner or lessee's agent, shall authorize the towing of a motor vehicle in such parking facility or residential parking facility solely because the vehicle has an expired registration in violation of section 14-12, unless such owner, lessee or agent affixes a written notice to such motor vehicle at least fourteen days prior to towing such vehicle. Any such notice shall (A) state that the motor vehicle has an expired registration in violation of section 14-12, (B) state that the motor vehicle will be towed from the parking facility or residential parking facility without the consent of the owner or operator of the motor vehicle if the motor vehicle remains at or returns to the parking facility or residential parking facility not later than fourteen days after the day the notice was affixed to the motor vehicle and such motor vehicle still has an expired registration, (C) indicate the time and date after which the motor vehicle may be towed from such private property if the motor vehicle still has an expired registration, (D) indicate the time and date when the notice is affixed to the motor vehicle, and (E) be affixed to the motor vehicle at a conspicuous location on the windshield nearest the operator's side.

(3) No owner or lessee of a residential parking facility, or such owner or lessee's agent, shall authorize the towing of a motor vehicle on such residential parking facility solely because the permit to park at such

residential parking facility issued by such owner, lessee or agent has expired, unless such owner, lessee or agent affixes a written notice to such motor vehicle at least seventy-two hours prior to towing such vehicle. Any such notice shall (A) state that the permit to park at such residential parking facility issued by the owner, lessee or agent has expired, (B) state that the motor vehicle will be towed from the residential parking facility without the consent of the owner or operator of the motor vehicle if the motor vehicle remains at or returns to the residential parking facility without a valid permit issued by the owner, lessee or agent not later than seventy-two hours after the time the notice was affixed to the motor vehicle, (C) indicate the time after which the motor vehicle may be towed from such private property if the motor vehicle does not have a valid permit, (D) indicate the time when the notice is affixed to the motor vehicle, and (E) be affixed to the motor vehicle at a conspicuous location on the windshield nearest the operator's side. The provisions of this subdivision shall not apply to a motor vehicle with a temporary or visitor permit to park at such residential parking facility issued by such owner, lessee or agent, provided any such temporary or visitor permit clearly states the expiration of such permit.

(d) (1) Before a wrecker service connects a wrecker to a motor vehicle without the consent of the motor vehicle's owner or operator, the wrecker service shall take at least two photographs of the motor vehicle that are of sufficient resolution to clearly show the reason for towing such motor vehicle and the condition of such motor vehicle.

(2) (A) Upon request by the owner or operator of a towed motor vehicle, or such owner or operator's agent, the lienholder of the towed motor vehicle or the insurance company acting on behalf of the owner of the towed motor vehicle, the wrecker service shall provide, at no cost, (i) a copy of the written authorization form described in subsection (b) of this section, and (ii) copies of the photographs taken pursuant to

subdivision (1) of this subsection.

(B) A rebuttable presumption that a wrecker service did not have authorization to tow is created by evidence that the wrecker service failed to provide a copy of such written authorization form. A rebuttable presumption that a wrecker service damaged a motor vehicle is created by evidence that the wrecker service failed to provide photographs of the motor vehicle's condition upon request by such owner, operator, agent, lienholder or insurance company and the motor vehicle has suffered damage. A rebuttable presumption that the tow was performed in violation of the provisions of this section is created by evidence that a wrecker service failed to provide a photograph that shows the reason for towing such motor vehicle.

(e) (1) If the owner or operator of a motor vehicle returns to the motor vehicle that has not yet been connected to a wrecker, the wrecker service shall stop preparations to tow the motor vehicle and inform the owner or operator that if such owner or operator moves the motor vehicle or rectifies the reason for the tow, the wrecker service will not tow such motor vehicle and will not charge a fee to the owner or operator.

(2) If the owner or operator of a motor vehicle returns to the motor vehicle that has been connected to a wrecker, but has not yet been removed from the private property, the wrecker service shall stop preparations to tow the motor vehicle and inform the owner or operator that the wrecker service will release the motor vehicle upon payment of a drop fee, as established by the Commissioner of Motor Vehicles in accordance with section 7 of this act. The wrecker service shall accept payment of such drop fee by cash or credit or debit card, provide a receipt to such owner or operator and immediately release the motor vehicle upon receipt of such payment. If such owner or operator does not pay such drop fee, the wrecker service shall proceed with the tow and provide a copy of the consumer bill of rights regarding towing developed pursuant to section 5 of this act to such owner or operator.

[(b)**]** (f) (1) (A) **[**When**]** Not later than two hours after an unauthorized motor vehicle is towed or otherwise removed by a wrecker **[**licensed under section 14-66**]** service, or a repossessed motor vehicle is towed or otherwise removed by a wrecker service or an exempt entity, as described in subsection (g) of section 14-66, as amended by this act, the **[**licensee or operator of the**]** wrecker service or the exempt entity shall notify the local police department **[**of the tow or removal within two hours**]** or resident state trooper serving the municipality where the tow or removal was conducted and specify the time the motor vehicle was towed or removed, the location from which the vehicle was removed and the location at which the vehicle is stored. Such notification shall be submitted, in writing, or transmitted by facsimile or electronic mail and the record of such notification shall be retained by such **[**licensee, operator**]** wrecker service or exempt entity in accordance with the provisions of section 14-66b, as amended by this act. **[**(B)**]** No such **[**licensee, operator**]** wrecker service or exempt entity may charge a storage fee for an unauthorized or repossessed motor vehicle for the time it is stored prior to notification of the local police department or resident state trooper by the **[**licensee, operator**]** wrecker service or exempt entity.

(B) If such motor vehicle **[**is not claimed within**]** remains unclaimed forty-eight hours after the notification pursuant to subparagraph (A) of this subdivision, the **[**licensee or operator of the**]** wrecker service or owner of the garage where such motor vehicle is stored or the exempt entity shall immediately complete a notice of such tow, on a form prescribed by the Commissioner of Motor Vehicles, and mail a copy of such form by certified mail, return receipt requested, to the owner and all lienholders of record. If the motor vehicle is not claimed by its owner within the time **[**period**]** periods specified in subsection **[**(e) of section 14-150, the licensee or operator of the wrecker or**]** (b) of section 14 of this act, the wrecker service or owner of the garage where such motor vehicle is stored or the exempt entity may dispose of such motor vehicle in

accordance with the provisions of **[**subsection (e) and subsections (g) to (j), inclusive, of section 14-150**]** section 14 of this act.

[(2) (A) When an unauthorized motor vehicle is rendered immovable through use of a wheel-locking device by an owner or lessee of private property or his or her agent, such owner, lessee or agent shall notify the local police department of such action within two hours. Such notification shall be submitted in writing or transmitted by facsimile or electronic mail. The record of such notification shall be retained by such owner, lessee or agent at the private property upon which such action took place, for a period of not less than six months and shall be available for inspection during regular business hours by any sworn member of the local police department or law enforcement officer or inspector designated by the Commissioner of Motor Vehicles.

(B) No owner, lessee or agent may charge a fee to remove a wheel-locking device prior to notification of the local police department. The fee charged to remove a wheel-locking device may not be more than fifty dollars. The person claiming the motor vehicle may choose to pay such fee in cash, by check or by debit or credit card. Ten per cent of such fee shall be remitted to the local police department by the owner, lessee or agent. If such motor vehicle is not claimed within forty-eight hours after being rendered immovable, the owner, lessee or agent shall immediately complete a notice that such motor vehicle has been rendered immovable, on a form prescribed by the commissioner, and mail a copy of such form by certified mail, return receipt requested, to the owner of such motor vehicle and all lienholders of record. If the motor vehicle is not claimed by its owner within the time period specified in subsection (e) of section 14-150, the owner, lessee or agent may dispose of such motor vehicle in accordance with the provisions of subsection (e) and subsections (g) to (j), inclusive, of section 14-150.**]**

[(3)**]** (2) The local police department or resident state trooper, not later than forty-eight hours after receiving notification of a tow or removal of

an unauthorized motor vehicle pursuant to subdivision (1) of this subsection, **[**or use of a wheel-locking device pursuant to subdivision (2) of this subsection,**]** shall enter the vehicle identification number into the National Crime Information Center database and the Connecticut On-Line Law Enforcement Communications Teleprocessing System to determine whether such motor vehicle has been reported as stolen. If such motor vehicle has been reported as stolen, the local police department or resident state trooper shall immediately notify the department that reported the vehicle as stolen.

[(c)**]** (g) The commissioner may adopt regulations, in accordance with the provisions of chapter 54, (1) specifying the circumstances under which title to any motor vehicle towed or stored, or both, **[**or rendered immovable**]** under this section may be transferred to any wrecker service or person, firm or corporation **[**towing,**]** storing **[**or rendering immovable**]** such vehicle, and (2) establishing the procedure whereby such wrecker service or person, firm or corporation may obtain title to such motor vehicle.

[(d) No owner or lessee of private property, or his or her agent, shall issue a parking citation by written warning, posted signage or other means to impose a monetary sanction on an owner of a motor vehicle parked on such property. The provisions of this subsection shall not apply to an independent institution of higher education, as defined in subsection (a) of section 10a-173, or a private secondary school.**]**

[(e)**]** (h) Any person who violates any provision of this section shall, for a first offense, be deemed to have committed an infraction and be fined fifty dollars, and, for each subsequent offense, shall be fined not less than fifty dollars and not more than one hundred dollars or imprisoned not more than thirty days or be both fined and imprisoned.

(i) Except as provided in subsection (f) of this section, the provisions of this section shall not apply to (1) a motor vehicle towed with the

consent of the owner or operator, or (2) a motor vehicle subject to repossession.

(j) Nothing in this section shall be construed to limit the right of a municipality or the state to remove an abandoned motor vehicle in accordance with the provisions of section 14-150, as amended by this act.

Sec. 2. Section 14-145a of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

[(a) No vehicle shall be towed or removed from private property except (1) upon express instruction of the owner or lessee, or his or her agent, of the property upon which the vehicle is trespassing, or (2) for the purpose of repossession of the motor vehicle by a lending institution. No vehicle shall be rendered immovable on private property through the use of a wheel-locking device except upon express instruction of the owner or lessee, or his or her agent. Nothing in this subsection shall be construed to limit the right of a municipality or the state to remove an abandoned motor vehicle in accordance with the provisions of section 14-150.

(b) No person or firm that tows or removes**]** No wrecker service that tows a motor vehicle from private property **[**or renders a motor vehicle immovable on private property**]** shall rebate or pay any money or other valuable consideration to the owner or lessee, or **[**his or her**]** such owner or lessee's agent, of the property from which the motor vehicle is towed**,** **[**or removed or on which the vehicle is rendered immovable,**]** or to a lending institution, for the privilege of towing **[**, removing or rendering immovable**]** such motor vehicle.

Sec. 3. (NEW) (*Effective October 1, 2025*) (a) For the purposes of this section:

(1) "Parking facility" means one or more lots, garages, parking

terminals or other structures and accommodations located on private property for the parking of motor vehicles off of any highway;

(2) "Residential parking facility" means a parking facility that is located at a multifamily dwelling consisting of five or more units, a condominium or a common interest community;

(3) "Condominium" has the same meaning as provided in section 47-68a of the general statutes; and

(4) "Common interest community" has the same meaning as provided in section 47-202 of the general statutes.

(b) (1) Except as provided in subsections (d) and (e) of this section, no owner or lessee of a parking facility or residential parking facility, or such owner or lessee's agent, may utilize a wrecker service to tow any motor vehicle left without authorization at such parking facility pursuant to the provisions of section 14-145 of the general statutes, as amended by this act, unless such owner, lessee or agent installs conspicuous signage as required pursuant to the provisions of this section at such parking facility at least forty-eight hours before a motor vehicle may be towed from such facility.

(2) Except as provided in subsections (d) and (e) of this section, no wrecker service shall tow a motor vehicle from a parking facility or residential parking facility pursuant to the provisions of section 14-145 of the general statutes, as amended by this act, unless such wrecker service verifies conspicuous signage, as required pursuant to the provisions of this section, is installed at such parking facility.

(c) (1) The owner, lessee or agent of a parking facility or residential parking facility shall install conspicuous signage at all entryways to such facility. Such conspicuous signage shall (A) bear the international symbol for towing, (B) be at least twelve inches long and eighteen inches wide with letters not less than one inch in height, (C) state that motor

vehicles left without authorization at such facility may be removed at the expense of the owner of the motor vehicle, (D) state any costs or fees that may be charged, and (E) provide the name, address and telephone number for the wrecker service performing the tow or, alternatively, a telephone number in order for the motor vehicle owner or operator to locate where such motor vehicle has been stored and obtain information regarding how to redeem such motor vehicle.

(2) If such owner, lessee or agent designates one or more spaces as restricted parking spaces and the parking facility or residential parking facility is otherwise unrestricted, such owner, lessee or agent shall, instead of installing at all entryways to such facility, install such conspicuous signage that prohibits unauthorized vehicles from parking in such designated spaces at (A) the right or left side of each entrance to a designated area or group of parking spaces located on the restricted portion of the facility, or (B) the end of a restricted parking space so that the sign is in front of a vehicle that is parking in the space.

(3) If such owner, lessee or agent imposes further specific parking restrictions in an area to which conspicuous signs are installed for individual restricted parking spaces and any such sign is in front of a vehicle that is parked in the space, the conspicuous signage shall also indicate that the space is reserved for a particular unit number, person or type of person, such as a resident.

(4) The owner or lessee of a parking facility or residential parking facility, or such owner or lessee's agent, shall also install conspicuous signage that lists the parking rules of such facility which if violated would cause a motor vehicle to be towed from such facility. The purpose of any such parking rule shall be to promote the convenience, safety or welfare of motor vehicle operators on the facility, preserve the facility from abuse or make a fair distribution of parking resources at the facility.

(d) Conspicuous signage, as described in subsection (c) of this section, is not required to be installed at a parking facility or residential parking facility if a motor vehicle is left (1) in a space reserved, as required in section 14-253a of the general statutes, for exclusive use by persons who are blind and persons with disabilities, and such motor vehicle does not bear a removable windshield placard or special license plate, as defined in section 14-253a of the general statutes; (2) in an area reserved for authorized emergency vehicles; (3) within ten feet of a fire hydrant, as provided in section 14-251 of the general statutes; (4) blocking building access; (5) blocking entry to or exit from such property or a parking space on such facility; (6) in or obstructing a vehicular traffic aisle; (7) in such facility and is leaking a fluid that presents a hazard or threat; or (8) in an area not designated for the parking of motor vehicles.

(e) The owner or lessee of a parking facility, or such owner or lessee's agent, may utilize the services of a wrecker service to tow a motor vehicle left without authorization at such parking facility without installing such conspicuous signage, provided such owner, lessee or agent affixes a written notice to such motor vehicle at least forty-eight hours prior to towing such vehicle. Any such notice shall (1) state that the motor vehicle will be towed from the parking facility without the consent of the owner or operator of the motor vehicle if the motor vehicle remains parked at the parking facility, (2) indicate the time when the motor vehicle will be removed, which shall not be earlier than forty-eight hours after the time the notice was affixed to the motor vehicle, (3) indicate the time when the notice is affixed to the motor vehicle, and (4) be affixed to the motor vehicle at a conspicuous location on the windshield nearest the operator's side. The provisions of this subsection shall not apply to a residential parking facility.

(f) Any person who violates any provision of this section shall, for a first offense, be deemed to have committed an infraction and be fined fifty dollars, and, for each subsequent offense, shall be fined not less

than fifty dollars and not more than one hundred dollars or imprisoned not more than thirty days or be both fined and imprisoned.

Sec. 4. (NEW) (*Effective from passage*) (a) For the purposes of this section, (1) "wrecker service" has the same meaning as provided in section 14-1 of the general statutes, as amended by this act, (2) "nonconsensual towing or transporting" has the same meaning as provided in section 14-66 of the general statutes, as amended by this act, and (3) "parking facility" and "residential parking facility" have the same meanings as provided in section 3 of this act.

(b) A municipality may, by ordinance of its legislative body, regulate the provision of motor vehicle towing or transporting and storage of motor vehicles by wrecker services within such municipality, except motor vehicle towing or transporting performed with the prior consent or authorization of the owner or operator of the motor vehicle or performed due to the repossession of motor vehicles. Any such ordinance may regulate, in a manner not inconsistent with the general statutes, the provision of nonconsensual towing or transporting and the management of parking facilities and residential parking facilities. In the event a motor vehicle is towed from a municipality that adopted an ordinance pursuant to the provisions of this section and subsequently stored at a motor vehicle storage facility located in another municipality that adopted an ordinance, the provisions of the ordinance adopted by the municipality where the motor vehicle is towed from shall control.

Sec. 5. (NEW) (*Effective from passage*) (a) Not later than September 1, 2025, the Commissioner of Motor Vehicles, in consultation with the Attorney General, shall develop, and thereafter revise as necessary, a consumer bill of rights regarding towing that includes, but is not limited to, (1) a summary of the rights and responsibilities of a motor vehicle owner or operator if such motor vehicle is subject to nonconsensual towing or transporting, as defined in section 14-66 of the general statutes, as amended by this act; (2) when a wrecker service shall be

available for the purpose of vehicle redemption and removing any personal property from within a stored motor vehicle; (3) the schedule of rates and charges that a wrecker service may charge for private-property trespass towing, as defined in section 7 of this act, police-ordered towing, as defined in section 8 of this act, and storage; (4) a description of the records and photographs that an owner or operator may request from the wrecker service pursuant to the provisions of section 14-145 of the general statutes, as amended by this act; (5) a warning that a wrecker service may sell towed vehicles pursuant to section 14 of this act; and (6) information on filing a customer complaint with the commissioner pursuant to section 14-63 of the general statutes, as amended by this act. The commissioner shall, at a minimum, revise the consumer bill of rights each time the commissioner publishes a schedule of rates and charges for the provision of private-property trespass towing in accordance with section 7 of this act or police-ordered towing in accordance with section 8 of this act. The commissioner shall publish the consumer bill of rights in English and Spanish and make the consumer bill of rights available for public dissemination.

(b) On and after October 1, 2025, the Commissioner of Motor Vehicles shall post the consumer bill of rights regarding towing on the Internet web site of the Department of Motor Vehicles and the Attorney General shall post such bill of rights on the Internet web site of the Attorney General.

(c) On and after October 1, 2025, a wrecker service shall post the consumer bill of rights at the wrecker service's place of business and make copies of such bill of rights available for distribution to customers who visit such place of business. If a wrecker service maintains an Internet web site for its business, the wrecker service shall prominently post such bill of rights on such Internet web site.

Sec. 6. Section 14-66 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

(a) For the purposes of this section:

(1) "Nonconsensual towing or transporting" means the towing or transporting and recovery of a motor vehicle without the prior consent or authorization of the owner or operator of the motor vehicle performed (A) in accordance with the provisions of section 14-145, as amended by this act, or (B) pursuant to an order of a police officer or traffic authority;

(2) "Police officer" has the same meaning as provided in section 7-294a;

(3) "Traffic authority" has the same meaning as provided in section 14-297; and

(4) "Recovery" means winching, hoisting, uprighting or other similar function performed by a wrecker service to return a motor vehicle to a position where the towing or transporting may be initiated.

[(a) (1)**]** (b) No person, firm or corporation shall engage in the business of operating a wrecker for the purpose of towing or transporting motor vehicles, including motor vehicles which are disabled, inoperative or wrecked or are being removed in accordance with the provisions of section 14-145, as amended by this act, 14-150, as amended by this act, or 14-307, unless such person, firm or corporation is a motor vehicle dealer or repairer licensed **[**under**]** pursuant to the provisions of **[**subpart (D) of this part. (2) The commissioner shall establish and publish a schedule of uniform rates and charges for the nonconsensual towing and transporting of motor vehicles and for the storage of motor vehicles which shall be just and reasonable. Upon petition of any person, firm or corporation licensed in accordance with the provisions of this section, but not more frequently than once every two years, the commissioner shall reconsider the established rates and charges and shall amend such rates and charges if the commissioner,

after consideration of the factors stated in this subdivision, determines that such rates and charges are no longer just and reasonable. In establishing and amending such rates and charges, the commissioner may consider factors, including, but not limited to, the Consumer Price Index, rates set by other jurisdictions, charges for towing and transporting services provided pursuant to a contract with an automobile club or automobile association licensed under the provisions of section 14-67 and rates published in standard service manuals. The commissioner shall hold a public hearing for the purpose of obtaining additional information concerning such rates and charges. (3) With respect to the nonconsensual towing or transporting and the storage of motor vehicles, no such person, firm or corporation shall charge more than the rates and charges published by the commissioner**]** section 14-52. Any person aggrieved by any action of the commissioner under the provisions of this section may **[**take an**]** appeal therefrom in accordance with section 4-183, except venue for such appeal shall be in the judicial district of New Britain.

(c) Each wrecker used for towing or transporting motor vehicles shall be registered as a wrecker by the commissioner for a fee of one hundred twenty-five dollars. Each such registration shall be renewed biennially according to renewal schedules established by the commissioner so as to effect staggered renewal of all such registrations. If the adoption of a staggered system results in the expiration of any registration more or less than two years from its issuance, the commissioner may charge a prorated amount for such registration fee.

(d) An owner of a wrecker may apply to the commissioner for a general distinguishing number and number plate for the purpose of displaying such number plate on a motor vehicle temporarily in the custody of such owner and being towed or transported by such owner. The commissioner shall issue such number and number plate to an owner of a wrecker (1) who has complied with the requirements of this

section, and (2) whose wrecker is equipped in accordance with subsection (e) of this section. The commissioner shall charge a fee to cover the cost of issuance and renewal of such number plates.

[(b)**]** (e) (1) The commissioner, or an inspector authorized by the commissioner, shall examine each wrecker, including its number, equipment and identification, and shall determine the mechanical condition of such wrecker and whether or not it is properly equipped to do the work intended. A wrecker shall be deemed properly equipped if there are flashing yellow lights installed and mounted on such wrecker that **[**(1)**]** (A) show in all directions at all times, and **[**(2)**]** (B) are as close to the back of the cab of such wrecker as practicable. Such lights shall be in operation when such wrecker is towing a vehicle and when such wrecker is at the scene of an accident or the location of a disabled motor vehicle. In addition, each wrecker shall be equipped with a spot light mounted so that its beam of light is directed toward the hoisting equipment in the rear of such wrecker. The hoisting equipment of each wrecker shall be of sufficient capacity to perform the service intended and shall be securely mounted to the frame of such vehicle. A fire extinguisher shall be carried at all times on each wrecker which shall be in proper working condition, mounted in a permanent bracket on each wrecker and have a minimum rating of eight bc. A set of three flares in operating condition shall be carried at all times on each wrecker and shall be used between the periods of one-half hour after sunset and one-half hour before sunrise when the wrecker is parked on a highway while making emergency repairs or preparing to pick up a disabled vehicle to remove it from a highway or adjoining property.

(2) No **[**registrant or operator of any**]** wrecker service shall offer to give any gratuities or inducements of any kind to any police officer or other person in order to obtain towing business or recommendations for towing or storage of, or estimating repairs to, disabled vehicles.

(3) No **[**licensee**]** wrecker service shall require the owner of a disabled

vehicle to sign a contract for the repair or storage of such owner's **[**damaged**]** disabled vehicle as part of the **[**towing**]** consideration for towing such vehicle or to sign an order for the repair of, or authorization for estimating repairs to such vehicle, until the tow job has been completed. Nothing in this subdivision shall be construed to prohibit the wrecker service and owner of the disabled vehicle from entering into an agreement for the repair or storage of such vehicle upon the completion of the tow.

(4) No **[**licensee**]** wrecker service shall tow a vehicle in such a negligent manner as to cause further damage to the vehicle being towed.

(5) No **[**licensee**]** wrecker service shall knowingly permit any person to occupy a vehicle while the vehicle is being towed. **[**Nothing in this subsection shall be construed to prohibit the licensee and owner of the damaged vehicle from entering into an agreement for the repair or storage of such vehicle upon the completion of the tow job.

(c) Each wrecker used for towing or transporting motor vehicles shall be registered as a wrecker by the commissioner for a fee of one hundred twenty-five dollars. Each such registration shall be renewed biennially according to renewal schedules established by the commissioner so as to effect staggered renewal of all such registrations. If the adoption of a staggered system results in the expiration of any registration more or less than two years from its issuance, the commissioner may charge a prorated amount for such registration fee.

(d) An owner of a wrecker may apply to the commissioner for a general distinguishing number and number plate for the purpose of displaying such number plate on a motor vehicle temporarily in the custody of such owner and being towed or transported by such owner. The commissioner shall issue such number and number plate to an owner of a wrecker (1) who has complied with the requirements of this section, and (2) whose wrecker is equipped in accordance with

subsection (b) of this section. The commissioner shall charge a fee to cover the cost of issuance and renewal of such number plates.**]**

[(e)**]** (f) With respect to the nonconsensual towing or transporting of a motor vehicle, no **[**licensee**]** wrecker service may tow or transport a vehicle to the premises of any person, firm or corporation engaged in the storage of vehicles for compensation unless such person, firm or corporation adheres to the storage charges published by the commissioner in accordance with section 7 of this act.

[(f)**]** (g) The provisions of this section shall not apply to any person, firm, corporation or association: (1) Towing or transporting a motor vehicle, provided such person, firm, corporation or association is licensed as a motor vehicle dealer pursuant to the provisions of **[**subpart (D) of this part**]** section 14-52 and does not offer direct towing or transporting to the public or engage in nonconsensual towing or transporting; (2) operating as an automobile club or automobile association licensed under section 14-67; (3) operating as a motor vehicle recycler licensed under section 14-67*l* or any contractor of such recycler, provided such recycler or its contractor does not offer towing or transporting to the public or engage in nonconsensual towing or transporting; (4) engaging in the business of repossession of motor vehicles for lending institutions, provided it does not offer direct towing or transporting unless licensed as a motor vehicle dealer **[**under the provisions of subpart (D) of this part**]** pursuant to the provisions of section 14-52; (5) towing motor vehicles owned or leased by such person, firm, association or corporation; (6) towing or transporting motor vehicles for hire, with the appropriate operating authority, as defined in 49 CFR 390.5, as amended from time to time, provided such person, firm, corporation or association does not offer towing or transporting to the public or engage in nonconsensual towing or transporting; or (7) towing motor vehicles to or from an auction conducted by a motor vehicle dealer licensed pursuant to the provisions

of **[**subpart (D) of this part**]** section 14-52, provided such person, firm, corporation or association does not offer direct towing or transporting to the public or engage in nonconsensual towing or transporting.

[(g)**]** (h) Any **[**law enforcement**]** police officer or traffic authority **[**, as defined in section 14-297,**]** may determine that a vehicle blocking a travel lane on a limited access highway constitutes an emergency and a threat to public safety. Upon such determination, such **[**law enforcement**]** officer or traffic authority may direct the **[**operator of a**]** wrecker service to remove such vehicle. Any such **[**operator of a**]** wrecker service shall be held harmless from liability or causes of action for property damages incurred to such vehicle or to its contents or the surrounding area caused by such emergency removal, provided such removal measures are taken under the direction of such officer or authority and all reasonable care is taken by the **[**operator of the**]** wrecker service to limit any further damage to such vehicle, such vehicle's contents or the surrounding area.

[(h) For the purposes of this section, "nonconsensual towing or transporting" means the towing or transporting of a motor vehicle in accordance with the provisions of section 14-145 or for which arrangements are made by order of a law enforcement officer or traffic authority, as defined in section 14-297.**]**

(i) Any person, firm, corporation or association that violates the provisions of this section shall, for a first offense, be deemed to have committed an infraction and for a second or subsequent offense, shall be guilty of a class D misdemeanor.

Sec. 7. (NEW) (*Effective July 1, 2025*) (a) For the purposes of this section:

(1) "Private-property trespass towing" means the towing or transporting of a motor vehicle without the prior consent or

authorization of the owner or operator of the motor vehicle performed in accordance with the provisions of section 14-145 of the general statutes, as amended by this act;

(2) "Light-duty motor vehicle" means a motor vehicle with a gross vehicle weight rating of less than ten thousand pounds;

(3) "Medium-duty motor vehicle" means a motor vehicle, including any cargo, with a gross vehicle weight rating of ten thousand pounds or more but not more than twenty-six thousand pounds;

(4) "Heavy-duty motor vehicle" means a motor vehicle, including any cargo, with a gross vehicle weight rating of more than twenty-six thousand pounds;

(5) "Drop fee" means the fee payable for the release of a motor vehicle that has been connected to a wrecker but not yet removed from private property from which such motor vehicle is to be towed;

(6) "After-hours redemption fee" means the fee payable for redeeming a motor vehicle from a motor vehicle storage facility outside the wrecker service's hours of operation; and

(7) "Nonconsensual towing or transporting" has the same meaning as provided in section 14-66 of the general statutes, as amended by this act.

(b) The Commissioner of Motor Vehicles shall establish and publish a schedule of rates and charges for the provision of private-property trespass towing and the storage of motor vehicles. Such schedule shall be effective on January 1, 2026, and shall include (1) flat rates for towing services provided to light-duty, medium-duty and heavy-duty motor vehicles, (2) a fee for additional labor, (3) a drop fee, (4) a mileage fee, (5) storage rates, and (6) an after-hours redemption fee. Not later than November 1, 2025, the commissioner shall hold one public hearing for the purpose of obtaining information to establish the schedule.

(c) Such flat rates shall include the first two miles of transportation performed by such wrecker service. No wrecker service may charge a mileage fee for more than thirteen additional miles of transportation provided to a motor vehicle subject to private-property trespass towing.

(d) Such storage rates and the after-hours redemption fee shall apply to the storage of light-duty, medium-duty and heavy-duty motor vehicles subject to nonconsensual towing or transporting.

(e) The schedule of rates and charges established pursuant to the provisions of this section shall be just and reasonable and reflect the reasonable operating costs of wrecker services that perform private-property trespass towing and store motor vehicles. In establishing such rates and charges, the commissioner shall consider factors, including, but not limited to, the most recent transportation producer price index published by the United States Department of Transportation, rates set by other jurisdictions and the cost of fuel, wreckers, motor vehicle parts, equipment, personnel, workers' compensation insurance, unemployment compensation and insurance premiums.

(f) In the period of time between July 1, 2028, and October 1, 2028, inclusive, and every three years thereafter, the commissioner shall hold one public hearing for the purpose of reconsidering the schedule of rates and charges established pursuant to the provisions of subsection (b) of this section. The commissioner may amend such established schedule if, after consideration of the factors set forth in subsection (e) of this section and the testimony received at the public hearing, the commissioner determines that such established schedule is no longer just and reasonable and does not reflect the reasonable operating costs of wrecker services that perform private-property trespass towing. If the commissioner amends such schedule, such amended schedule shall be effective the January first following each public hearing held pursuant to the provisions of this subsection.

(g) Upon the publication of a schedule pursuant to the provisions of this section, no wrecker service shall (1) charge more than the rates and charges contained in such schedule, or (2) charge for services that are not included in such schedule.

(h) The uniform rates and charges for the nonconsensual towing or transporting and storage of motor vehicles with a gross vehicle weight rating of less than ten thousand pounds established and published by the Commissioner of Motor Vehicles pursuant to section 14-66 of the general statutes, revision of 1958, revised to January 1, 2025, shall continue to be effective on and after October 1, 2025, until December 31, 2025, inclusive, and no wrecker service shall charge more than such published rates and charges during such period.

Sec. 8. (NEW) (*Effective October 1, 2025*) (a) For the purposes of this section:

(1) "Police-ordered towing" means towing or transporting and recovery of a motor vehicle without the prior consent of authorization of the owner or operator of the motor vehicle performed pursuant to the provisions of section 14-150 of the general statutes, as amended by this act, section 14-307 of the general statutes or any other order of a police officer or traffic authority;

(2) "Oversize or overweight motor vehicle" means a motor vehicle, combination of motor vehicle and trailer or commercial vehicle combination, including each such motor vehicle's load, whose dimensions or weight does not conform to the provisions of sections 14-262 of the general statutes, 14-262a of the general statutes, 14-264 of the general statutes, 14-267a of the general statutes and 14-269 of the general statutes or any other requirement specified in the general statutes;

(3) "Winching" means the process of moving a motor vehicle by the use of chains, nylon slings or additional lengths of winch cable from a

position that is not accessible for direct hookup for towing a motor vehicle;

(4) "Nonconsensual towing or transporting" and "recovery" have the same meanings as provided in section 14-66 of the general statutes, as amended by this act; and

(5) "Light-duty motor vehicle", "medium-duty motor vehicle" and "heavy-duty motor vehicle" have the same meanings as provided in section 7 of this act.

(b) The Commissioner of Motor Vehicles shall establish and publish a schedule of rates and charges for the provision of police-ordered towing that includes:

(1) A base hourly rate that may be charged for towing or transporting services provided to (A) a light-duty motor vehicle, (B) a medium-duty motor vehicle, (C) a heavy-duty motor vehicle, and (D) an oversize or overweight motor vehicle. The commissioner shall identify the services and equipment involved in the provision of such towing or transporting services that are included in such base hourly rate;

(2) An hourly rate for winching services, provided such winching service is performed on a vehicle that is located off a paved portion of a highway;

(3) Hourly rates or charges for each type of specialized equipment used in connection with the provision of police-ordered towing that are not included in the base hourly rate established pursuant to subdivision (1) of this subsection. Such rates or charges shall account for the cost of each such type of specialized equipment and a reasonable profit margin;

(4) Hourly rates for labor that is not included in such base hourly rate; and

(5) A charge for necessary administrative services.

(c) The schedule of rates and charges established pursuant to the provisions of subsection (b) of this section shall be just and reasonable and reflect the reasonable operating costs of wrecker services that perform police-ordered towing. In establishing such rates and charges, the commissioner shall consider factors, including, but not limited to, the most recent transportation producer price index published by the United States Department of Transportation, rates set by other jurisdictions, rates for consensual towing of motor vehicles, the cost of equipment required by regulations adopted pursuant to section 29-23a of the general statutes, as amended by this act, and the cost of workers' compensation insurance, unemployment compensation and insurance premiums.

(d) Not later than ninety days after receipt of a proposed schedule of rates and charges and any supporting documentation from the Police-Ordered Towing Council pursuant to section 9 of this act, the commissioner shall (1) hold a public hearing for the purpose of obtaining additional information concerning such proposed schedule, and (2) establish and publish a schedule of rates and charges for the provision of police-ordered towing. If the commissioner amends the proposed schedule, the commissioner shall provide a written explanation to the council of the reason for such amendment.

(e) Upon the publication of a schedule pursuant to the provisions of this section, no wrecker service shall (1) charge more than the rates and charges contained in such schedule, or (2) charge for services that are not included in such schedule.

Sec. 9. (NEW) (*Effective July 1, 2025*) (a) For the purposes of this section:

(1) "Police-ordered towing" and "oversize or overweight motor

vehicle" have the same meanings as provided in section 8 of this act; and

(2) "Light-duty motor vehicle", "medium-duty motor vehicle" and "heavy-duty motor vehicle" have the same meanings as provided in section 7 of this act.

(b) There is established a Police-Ordered Towing Council within the Department of Motor Vehicles for administrative purposes only. Such council shall (1) advise the Commissioner of Motor Vehicles concerning policies affecting police-ordered towing, and (2) develop a proposed schedule of rates and charges for the provision of police-ordered towing of light-duty, medium-duty, heavy-duty and oversize or overweight motor vehicles.

(c) The council shall consist of the following members: (1) Three representatives of an organization in the state that represents towing and recovery professionals, appointed by the Governor; (2) two representatives of an organization in the state that represents the commercial trucking industry, appointed by the Governor; (3) one representative of an association of police chiefs in the state, appointed by the Governor; (4) one representative of an association of fire chiefs in the state, appointed by the Governor; (5) one representative of the insurance industry, appointed by the Governor; and (6) the Commissioners of Transportation, Emergency Services and Public Protection and Energy and Environmental Protection and the Insurance Commissioner, or their designees.

(d) Appointments to the council shall be made not later than August 1, 2025. Each member appointed shall serve for a term of three years and may serve until such member's successor is appointed. Any vacancy shall be filled by the Governor not later than thirty days after the date of such vacancy. The chairperson of the council shall be appointed by the Governor and shall convene the first meeting of the council not later than September 15, 2025.

(e) The council shall (1) on or before January 1, 2026, consider the factors set forth in subsection (c) of section 8 of this act and submit to the Commissioner of Motor Vehicles a proposed schedule of rates and charges for the provision of police-ordered towing of light-duty, medium-duty, heavy-duty and oversize or overweight motor vehicles; (2) in the period of time between June 1, 2028, and September 1, 2028, inclusive, and every three years thereafter, review and consider adjustments to the rates and charges published in accordance with section 8 of this act and submit such recommended adjustments, if any, to the commissioner; (3) recommend specific procedures for determining whether a service performed by a wrecker service in the provision of police-ordered towing was required; (4) request information from other parties to assist with the work of the council and, in the discretion of the council, hold public hearings for the purpose of obtaining information; and (5) make any additional recommendations to the Department of Motor Vehicles that the council deems appropriate.

Sec. 10. (*Effective July 1, 2025*) (a) For the purposes of this section:

(1) "Wrecker service", "nonconsensual towing or transporting" and "recovery" have the same meanings as provided in section 14-66 of the general statutes, as amended by this act;

(2) "Private-property trespass towing", "medium-duty motor vehicle" and "heavy-duty motor vehicle" have the same meanings as provided in section 7 of this act;

(3) "Police-ordered towing" and "oversize or overweight motor vehicle" have the same meanings as provided in section 8 of this act;

(4) "Rotator" means a wrecker that (A) consists of a rotating superstructure, adjusting boom, operating machinery and one or more operator's stations mounted on a frame attached to a truck chassis, and

(B) has the ability to lift, lower and swing loads; and

(5) "Exceptional services" means the use of special equipment, such as cutting torches, air compressors and other equipment not generally required for the performance of nonconsensual towing or transporting at the scene of an accident.

(b) On and after July 1, 2025, the uniform rates and charges for the nonconsensual towing or transporting and recovery of motor vehicles with a gross vehicle weight rating of ten thousand pounds or more, but not more than twenty-six thousand pounds, and motor vehicles with a gross vehicle weight rating of more than twenty-six thousand pounds established and published by the Commissioner of Motor Vehicles pursuant to section 14-66 of the general statutes, revision of 1958, revised to January 1, 2025, shall cease to be effective.

(c) On and after July 1, 2025, and until the date the commissioner publishes a schedule of rates and charges for private-property trespass towing in accordance with section 7 of this act or police-ordered towing in accordance with section 8 of this act, as applicable, the maximum hourly rate that may be charged for the nonconsensual towing or transporting and recovery and calculated in accordance with regulations adopted pursuant to section 14-63 of the general statutes, as amended by this act, shall be as follows: (1) For medium-duty motor vehicles, four hundred dollars; (2) for heavy-duty motor vehicles, seven hundred dollars; (3) for oversize or overweight motor vehicles, one thousand five hundred dollars; and (4) for the use of a rotator and one laborer, one thousand two hundred seventy-five dollars.

(d) Services included in such maximum hourly rate include (1) the services reasonably necessary to restore the site of the nonconsensual towing or transporting to its original condition, or to restore such site as directed by a police officer, traffic authority or local fire official if such services are completed in less than fifteen minutes; (2) the time spent at

the site by a wrecker service waiting to perform any portion of the nonconsensual towing or transporting procedures due to an order of a police officer or traffic authority if such time is less than fifteen minutes; (3) hand tools, wrenches and sockets used in the towing or recovery of a motor vehicle; (4) timbers used in such towing or recovery; (5) air fittings and hoses used in such towing or recovery under one hundred feet; (6) pry bars; (7) reflectors; (8) disconnecting batteries; (9) wheel chocks or scotch blocks; (10) not more than two snatch blocks; (11) cargo retraining straps; (12) chain and binders used in conjunction with wrecker cables; and (13) preparing a motor vehicle for towing.

(e) A wrecker service may charge additional fees for exceptional services, which may include the hourly charge for labor and the use of equipment to perform such exceptional services, provided such exceptional services are itemized, reasonable and necessary for the nonconsensual towing or transporting of a motor vehicle.

(f) The provisions of this section shall cease to be effective upon the date the Commissioner of Motor Vehicles establishes and publishes a schedule of rates and charges for the provision of police-ordered towing in accordance with section 8 of this act.

Sec. 11. Section 14-63 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

(a) The **[**commissioner may make, alter or repeal**]** Commissioner of Motor Vehicles may adopt regulations governing the administration of all statutes relating to the license and business of dealers and repairers, in accordance with the provisions of chapter 54.

(b) (1) For the purposes of this subsection, (A) "nonconsensual towing or transporting" and "recovery" have the same meanings as provided in section 14-66, as amended by this act, and (B) "police-ordered towing" has the same meaning as provided in section 8 of this act.

[(b)**]** (2) The Commissioner of Motor Vehicles shall **[**adopt regulations, in accordance with the provisions of chapter 54, establishing (1) a procedure whereby**]** receive, process and investigate complaints from customers of dealers and repairers **[**may file complaints with the Department of Motor Vehicles**]** concerning the operations of and services provided by any such **[**licensees, and (2) a procedure specifying the circumstances under which a licensee may stipulate to a complaint and waive such licensee's right to an administrative hearing. Such regulations shall provide for the commissioner to contact each licensee that is the subject of a complaint in order to notify such licensee of the complaint and to relate to such licensee the particular matters alleged by the complainant. If the commissioner determines that the facts as alleged give rise to one or more violations of law related to the licensee's business, the commissioner may attempt to mediate a voluntary resolution of the complaint acceptable to the complainant and the licensee. Such regulations shall also provide that, if an acceptable resolution to the complaint is not achieved, the commissioner shall complete the commissioner's investigation of the facts and shall, if the commissioner has reason to believe that the licensee has violated any provision of section 14-64, proceed to take any action authorized under the provisions of section 14-64. If, after such an investigation, the commissioner elects not to take action against the licensee, the commissioner shall notify both the complainant and the licensee in writing.**]** dealer or repairer, including the provision of nonconsensual towing or transporting, recovery or storage of motor vehicles. The commissioner may permit a dealer or repairer to stipulate to a complaint and waive such dealer or repairer's right to an administrative hearing under the provisions of chapter 54.

(3) Any complaint filed with the commissioner pursuant to the provisions of this subsection shall (A) be in writing, on a form provided by or acceptable to the commissioner, (B) contain a statement of the facts

that form the basis of the claim against such dealer or repairer, (C) include the dealer's or repairer's name, the customer's name and address, the date on which the transaction with the dealer or repairer occurred and, if applicable, the description of any vehicle that is the subject of a complaint, (D) be accompanied by any supporting documentation that pertains to the complaint, including, but not limited to, the written authorization form described in subsection (b) of section 14-145, as amended by this act, photographs, invoices, repair orders and evidence of payment, and (E) be mailed or otherwise transmitted to the Department of Motor Vehicles.

(4) Not later than fourteen days from the date of receiving a customer complaint, the commissioner shall notify the customer and the dealer or repairer that is the subject of the complaint that the complaint (A) was received and of the particular matters alleged by the customer, and (B) will be subject to further investigation. Such investigation shall consist of a determination of (i) whether the complaint is complete and all relevant documents were received, and (ii) whether the complaint states facts which, if true, would give rise to one or more violations of sections 14-51 to 14-66c, inclusive, as amended by this act, sections 14-145, as amended by this act, 14-145a, as amended by this act, and 14-150, as amended by this act, section 3 of this act or any regulation adopted pursuant to said sections or section 16 of this act.

(5) In the event that the complaint is incomplete, the commissioner shall notify the customer, in writing, of what deficiencies exist in the complaint and provide the date by which the customer is required to submit documentation to address such deficiencies. In the event that such deficiencies are not addressed by the specified date, no action shall be taken on the complaint and the commissioner shall notify the customer and the dealer or repairer, in writing, that no further action will be taken. The commissioner shall maintain a written record of all conversations with the customer and include such record with the

complaint in the records of the department.

(6) In the event that the complaint does not state facts that give rise to a violation of sections 14-51 to 14-66c, inclusive, as amended by this act, sections 14-145, as amended by this act, 14-145a, as amended by this act, and 14-150, as amended by this act, section 3 of this act or any regulation adopted pursuant to said sections or section 16 of this act, the commissioner shall notify the customer and the dealer or repairer, in writing, that the commissioner will not proceed with the complaint. Such notice shall include a brief statement of the reasons why the commissioner has taken no action. **[**The commissioner shall also inform the complainant and the licensee that an unresolved complaint exists and that, unless the commissioner has determined that the allegations, even if true, fail to state a violation of applicable statutory or regulatory standards, the same shall be recorded in the records of the department pertaining to such licensee until such time as the licensee submits to the commissioner satisfactory evidence, signed by the complainant or the complainant's attorney, that the claim has been resolved by agreement with the complainant or submits to the department satisfactory evidence of final adjudication in favor of such licensee.**]**

(7) If, after the investigation, the commissioner determines that a complaint is complete and determines one or more violations of sections 14-51 to 14-66c, inclusive, as amended by this act, sections 14-145, as amended by this act, 14-145a, as amended by this act, and 14-150, as amended by this act, section 3 of this act or any regulation adopted pursuant to said sections or section 16 of this act, the commissioner shall notify the customer and the dealer or repairer of such determination. The notification shall relate the particular matters involved in the complaint and inform the dealer or repairer that such dealer or repairer is required to respond to the matters alleged in the complaint not later than ten days after the date of the notification. Upon receipt of the dealer or repairer's response, the commissioner may (A) mediate a voluntary

resolution of the complaint that is acceptable to the customer and the dealer or repairer, (B) proceed with an administrative hearing under chapter 54, or (C) determine that no action is to be taken and notify the customer and the dealer or repairer, in writing, of the reason for that determination.

(8) If the complaint is resolved through voluntary mediation, the dealer or repairer shall waive its right to an administrative hearing under chapter 54. If the dealer or repairer enters into a stipulated agreement, settlement agreement or consent order and fails to comply with the terms of such agreement or order, the dealer or repairer's license shall be suspended in accordance with the terms of such agreement or order. An agreement between the **[**licensee and the complainant**]** customer and the dealer or repairer shall not preclude the commissioner from proceeding to take action if the commissioner has reason to believe that the **[**licensee**]** dealer or repairer has violated any provision of section 14-64, as amended by this act.

(9) If the commissioner determines that there is one or more probable violations of sections 14-51 to 14-66c, inclusive, as amended by this act, sections 14-145, as amended by this act, 14-145a, as amended by this act, and 14-150, as amended by this act, section 3 of this act or any regulation adopted pursuant to said sections or section 16 of this act and that the department will take action, the department shall notify the customer and dealer or repairer of such determination and proceed with a hearing in accordance with the provisions of chapter 54, regardless of whether the matter has or has not been settled between the customer and the dealer or repairer. The commissioner may proceed to take any action authorized under the provisions of section 14-64, as amended by this act, and, in the case of police-ordered towing, recommend to the Commissioner of Emergency Services and Public Protection that such dealer or repairer be removed from the rotational system maintained pursuant to section 29-23a, as amended by this act.

(10) A decision by the commissioner not to take action against the **[**licensee**]** dealer or repairer pursuant to the provisions of this subsection shall be without prejudice to the claim of the customer; and neither the fact that the **[**department**]** commissioner has determined not to proceed nor the notice furnished to the parties, in accordance with this subsection, shall be admissible in any civil action.

(11) The Commissioner of Motor Vehicles may adopt regulations, in accordance with the provisions of chapter 54, to implement the provisions of this subsection.

Sec. 12. Section 14-66a of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

(a) Each wrecker service that stores a motor vehicle that has been subject to nonconsensual towing or transporting, as defined in section 14-66, as amended by this act, shall store such vehicle at the site of the wrecker service's business in a secured lot. The site shall be open during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. The wrecker service shall (1) maintain an advertised telephone number to take requests twenty-four hours a day from a motor vehicle owner or person authorized by such owner seeking to redeem a stored motor vehicle or remove any personal property within such stored motor vehicle, and (2) if such request is not made during the wrecker service's hours of operation, provide for such redemption or access to personal property not later than four hours after such request. A lending institution or person authorized by such lending institution may only redeem a stored motor vehicle during the wrecker service's hours of operation.

(b) Any such wrecker service does not have a lien upon the personal property within a motor vehicle stored at such wrecker service's secured storage lot and shall permit the owner of the motor vehicle or a person authorized by such owner to access such motor vehicle and remove any personal property from within such motor vehicle during such wrecker

service's hours of operation or, if not open, not later than four hours after receiving a request to remove such personal property.

(c) No wrecker service shall charge for vehicle storage on a day when such wrecker service does not make the vehicle available for redemption. The wrecker service may charge an after-hours redemption fee established by the Commissioner of Motor Vehicles in accordance with section 7 of this act if the wrecker service releases a motor vehicle outside its hours of operation.

(d) The wrecker service shall release a motor vehicle to its owner, a lending institution or a person authorized by the owner or lending institution to regain possession, upon demand, provided the owner, lending institution or authorized person (1) presents proof of registration, the certificate of title, the bill of sale, the lease for the motor vehicle or other reasonable proof of ownership, and (2) pays the costs of towing and storage. The wrecker service shall release the motor vehicle even if the address on the proof of registration, certificate of title, bill of sale, lease for the motor vehicle or other reasonable proof of ownership is different from the current address of the owner or authorized person redeeming the motor vehicle.

(e) The wrecker service shall accept such payment by cash or credit or debit card and maintain sufficient cash at the office of such wrecker service to provide change to the owner or authorized person at the time of payment. If such payment is made by credit or debit card, the holder of such credit or debit card shall appear at the office of such wrecker service and sign the credit or debit card receipt.

(f) Any vehicle owner, lending institution or authorized person shall have the right to inspect the vehicle before redeeming the vehicle. No general release of any kind that would release the wrecker service from liability for damages or from liability for any claim that the vehicle was towed without justification may be required from any vehicle owner,

lending institution or authorized person, as a condition of release of the vehicle. A receipt showing the name of the wrecker service and an itemization of the charges shall be provided to the person paying the towing and storage costs at the time of payment.

(g) The commissioner shall adopt regulations, in accordance with the provisions of chapter 54, requiring all wreckers to display either the name and address or name and telephone number of the licensed registrant of such wrecker.

(h) Any person, firm, corporation or association that violates the provisions of this section shall, for a first offense, be deemed to have committed an infraction and for a second or subsequent offense, shall be guilty of a class D misdemeanor.

Sec. 13. Section 14-150 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

(a) Any person who abandons any motor vehicle within the limits of any highway or upon property other than such person's own without the consent of the owner thereof for a period longer than twenty-four hours shall have committed an infraction and shall be fined not less than eighty-five dollars. The last owner of record of a motor vehicle found abandoned, as shown by the files of the Department of Motor Vehicles, shall be deemed prima facie to have been the owner of such motor vehicle at the time it was abandoned and the person who abandoned the same or caused or procured its abandonment.

(b) Any inspector of the Department of Motor Vehicles, any officer attached to an organized police department, any enforcement officer of a parking authority authorized under an ordinance adopted pursuant to section 7-204a to enforce parking regulations in the municipality in which it is located or any state police officer upon discovery of any motor vehicle, whether situated within or without any highway of this

state, which such inspector or officer determines is a menace to traffic or public health or safety, shall take such motor vehicle into such inspector's or officer's custody and cause the same to be taken to and stored in a suitable place.

(c) Any inspector of the Department of Motor Vehicles, any officer attached to an organized police department, any enforcement officer of a parking authority authorized under an ordinance adopted pursuant to section 7-204a to enforce parking regulations in the municipality in which it is located or any state police officer, upon discovery of any motor vehicle which such inspector or officer determines to be apparently abandoned or a motor vehicle without proper registration, whether situated within or without any highway of this state, shall affix to such motor vehicle a notification sticker in a manner so as to be readily visible. This notification sticker shall contain the following information: (1) The date and time the notification sticker was affixed to the motor vehicle; (2) a statement that pursuant to this section, if the motor vehicle is not removed within twenty-four hours of the time the sticker was affixed, it shall be taken into custody and stored at the owner's expense; (3) the location and telephone number where additional information may be obtained; and (4) the identity of the affixing officer. If the motor vehicle is not removed within such twenty-four-hour period, the affixing department or parking authority shall take such motor vehicle into its custody and cause the same to be stored in a suitable place, except that such department or parking authority shall make a reasonable attempt to notify the owner of any such motor vehicle which is determined to be stolen prior to taking such vehicle into its custody and shall allow such owner to make arrangements for removal of such vehicle.

(d) If the motor vehicle has no registration marker plates or invalid registration marker plates, and if such inspector or officer makes a determination in good faith that (1) the motor vehicle is apparently

abandoned, (2) the market value of such motor vehicle in its current condition is five hundred dollars or less, and (3) the motor vehicle is so vandalized, damaged, or in disrepair as to be unusable as a motor vehicle, title to such motor vehicle shall, upon taking custody of such motor vehicle, immediately vest in the municipality in which the motor vehicle was discovered. Within forty-eight hours of the time that such motor vehicle is taken into custody, the affixing department or parking authority shall notify the Commissioner of Motor Vehicles, in writing, of the vehicle identification number and a description of the motor vehicle and thereafter shall immediately sell or transfer such motor vehicle to a recycler licensed in accordance with section 14-67*l*. Upon sale or other disposition of the motor vehicle, the affixing department or parking authority shall give written notice by certified mail, return receipt requested, to the person who was the owner of such motor vehicle at the time of abandonment, if known, which notice shall state that the motor vehicle has been sold or otherwise disposed of. The proceeds of the sale or disposition, or the fair market value of the motor vehicle in its current condition, whichever is greater, less the towing and sale or disposal expenses and the amount of any fines due, shall be paid to such person or such person's representatives, if claimed by such person or such person's representatives within one year from the date of sale. If such balance is not claimed within such period, it shall escheat to the municipality. If the expenses incurred by the municipality for towing and the sale or disposition of such motor vehicle and any such fines exceed the proceeds of such sale or disposition, such person shall be liable to such municipality for such excess amount.

(e) Within forty-eight hours of the time that a motor vehicle is taken into custody and stored pursuant to subsection (b) or (c) of this section, the affixing department or parking authority shall give written notice by certified mail, return receipt requested, to the owner and any lienholders of such motor vehicle, if such motor vehicle appears on the records of the Department of Motor Vehicles. <u>The wrecker service that</u>

took such motor vehicle into custody shall make a reasonable effort to identify the owner or lienholders of such motor vehicle and send written notice by certified mail, return receipt requested, to the owner and any lienholders of such motor vehicle. The notice provided by the affixing department, parking authority and wrecker service shall state: (1) That the motor vehicle has been taken into custody and stored, (2) the location of storage of the motor vehicle, (3) that, unless title has already vested in the municipality pursuant to subsection (d) of this section, such motor vehicle may be sold **[**after (A) fifteen days if the market value of such motor vehicle does not exceed one thousand five hundred dollars, or (B) forty-five days if the value of such motor vehicle exceeds one thousand five hundred dollars**]** in accordance with section 14 of this act, and (4) that the owner has a right to contest the validity of such taking by application, on a form prescribed by the Commissioner of Motor Vehicles, to the hearing officer named in such notice within ten days from the date of such notice. Such application forms shall be made readily available to the public at all offices and on the Internet web site of the Department of Motor Vehicles, parking authorities authorized under an ordinance adopted pursuant to section 7-204a to enforce parking regulations and state and local police departments.

(f) (1) The chief executive officer of each town shall appoint a suitable person, who shall not be a member of any state or local police department, to be a hearing officer to hear applications to determine whether or not the towing within such municipality of such motor vehicle was authorized under the provisions of this section. Two or more towns may join in appointing such hearing officer; provided any such hearing shall be held at a location which is as near to the town within which such motor vehicle was towed as is reasonable and practicable. The commissioner shall **[**establish by regulation**]** adopt regulations, in accordance with the provisions of chapter 54, to establish the qualifications necessary for hearing officers and procedures for the holding of such hearings. If it is determined at such hearing that the

vehicle was not a menace to traffic, abandoned or unregistered, as the case may be, the owner of such motor vehicle shall not be liable for any expenses incurred as a result of the taking and storage of such motor vehicle, the lien provisions of this section shall not apply to such owner, and the department which took and stored such motor vehicle shall be liable for such expenses. If the owner, prior to such determination, pays such expenses and the storage charges of such motor vehicle, and it is determined at such hearing that the motor vehicle was not a menace to traffic, abandoned or unregistered, as the case may be, the department or parking authority which took such motor vehicle shall be liable to such owner for the amount paid by such owner. Any person aggrieved by the decision of such hearing officer may, within fifteen days of the notice of such decision, appeal to the superior court for the judicial district wherein such hearing was held.

(2) The chief executive officer of each municipality shall designate a suitable person who shall be responsible for the collection of data concerning abandoned motor vehicles within such municipality and the preparation and submission of periodic reports to the Commissioner of Motor Vehicles which shall contain such information as the commissioner may require.

[(g) The owner or keeper of any garage or other place where such motor vehicle is stored shall have a lien upon such motor vehicle for such owner's or keeper's towing or storage charges, or both, that result from towing or storage under this section.

(1) Except as provided in subsection (d) of this section, if the current market value of such motor vehicle as determined in good faith by such owner or keeper does not exceed one thousand five hundred dollars and such motor vehicle has been stored for a period of not less than fifteen days, such owner or keeper shall, unless an application filed by the owner pursuant to subsection (e) of this section is pending and the owner of such motor vehicle has notified such owner or keeper that such

application for hearing has been filed, send a notice of intent to sell that complies with subsection (h) of this section to the commissioner, the owner of such motor vehicle and any known lienholder of record of such motor vehicle within such period. Upon approval by the commissioner of the notice of intent to sell, the commissioner shall issue such owner or keeper an affidavit of compliance. Such owner or keeper shall sell such motor vehicle not less than five business days after the mailing date of the notice of intent to sell, and apply the proceeds of the sale toward such owner's or keeper's towing and storage charges.

(2) If the current market value of such motor vehicle as determined in good faith by such owner or keeper exceeds one thousand five hundred dollars and if such motor vehicle has been stored for a period of not less than forty-five days, such owner or keeper shall, unless an application filed by the owner pursuant to subsection (e) of this section is pending and the owner of such motor vehicle has notified such owner or keeper that such application for hearing has been filed, send a notice of intent to sell that complies with subsection (h) of this section to the commissioner, the owner of such motor vehicle and any known lienholder of record of such motor vehicle within such period. Upon approval by the commissioner of the notice of intent to sell, the commissioner shall issue such owner or keeper an affidavit of compliance. Such owner or keeper shall sell such motor vehicle at public auction for cash, at such owner's or keeper's place of business not less than five business days after the mailing date of the notice of intent to sell. Such owner or keeper shall apply the proceeds of such sale toward the payment of such owner's or keeper's towing and storage charges and the payment of any debt or obligation incurred by the officer who placed such motor vehicle in storage. At any public auction held pursuant to this subsection, such owner or keeper may set a minimum bid equal to the amount of such owner's or keeper's charges and obligations with respect to the tow and storage of the motor vehicle. If no such bid is made, such owner or keeper may sell or dispose of such vehicle.

(h) The notice of intent to sell described in subsection (g) of this section shall include the make, model and vehicle identification number of such motor vehicle, the date such motor vehicle was left with the owner or keeper of the garage for storage and by whom and the registration number thereof if any number plates are on such motor vehicle, and shall be placed on file by the commissioner and subject to public inspection. The notice of intent to sell shall be accompanied by a statement to the owner and known lienholder of such motor vehicle indicating the date, time and place of the sale of such motor vehicle, and the manner of the sale, as specified in subdivision (1) or (2) of subsection (g) of this section. Such owner or keeper shall give such notice and accompanying statement to such motor vehicle owner and lienholder by certified mail, return receipt requested. Such statement shall indicate that any proceeds in excess of such owner's or keeper's charges and obligations may be claimed by the owner of such motor vehicle within one year from the date of such sale. The fee for filing such notice of intent and accompanying statement shall be ten dollars. Any sale under the provisions of this section shall be void, unless such owner or keeper provides the notice required by this section.

(i) At the time of a sale conducted under subsection (g) of this section, such owner or keeper shall provide the purchaser of such motor vehicle with the affidavit of compliance issued by the commissioner. Except for a thirty-day period immediately following the date such motor vehicle was placed in storage under subdivision (1) of subsection (g) of this section, or a sixty-day period immediately following the date such motor vehicle was placed in storage under subdivision (2) of subsection (g) of this section, the commissioner may limit the number of days that such owner or keeper may charge for storage of the motor vehicle prior to the time such motor vehicle was sold unless such owner or keeper provides evidence to the commissioner that the storage charges accrued as a result of such owner or keeper's reliance upon statements or representations made by the owner or lienholder of the motor vehicle or

as a result of such owner's or keeper's good faith effort to negotiate the return of such motor vehicle to such owner or lienholder.

(j) The owner or keeper of such garage shall report the sales price, storing, towing and repair charges, if any; buyer's name and address; identification of the vehicle and such other information as may be required in regulations adopted pursuant to this section, to the commissioner within fifteen days after the sale of the motor vehicle. The proceeds of such sale, after deducting the amount due such owner or keeper and all expenses connected with such sale, including the expenses of the officer who placed such motor vehicle in storage, shall be paid to the owner of such motor vehicle or such owner's legal representatives, if claimed by such owner or such owner's legal representatives at any time within one year from the date of such sale. If such balance is not claimed within said period, it shall escheat to the state.

(k) The Commissioner of Motor Vehicles shall adopt regulations, in accordance with the provisions of chapter 54, to carry out the purposes of this section. The regulations shall (1) specify the circumstances under which title to any motor vehicle abandoned within the limits of any highway may be transferred to any person, firm or corporation towing such vehicle, (2) establish the procedure whereby such person, firm or corporation may obtain title to such motor vehicle, and (3) specify the circumstances under which the owner of a campground may dispose of a motor home or recreational vehicle abandoned on such owner's property and establishing procedures governing such disposal.**]**

Sec. 14. (NEW) (*Effective October 1, 2025*) (a) Whenever a motor vehicle is taken into custody and stored pursuant to subsection (b) or (c) of section 14-150 of the general statutes, as amended by this act, or is subject to nonconsensual towing or transporting, as defined in section 14-66 of the general statutes, as amended by this act, the wrecker service or owner or keeper of any garage, storage facility or other place where

such motor vehicle is stored shall have a lien upon such motor vehicle for towing or storage charges, or both, imposed by such wrecker service or owner or keeper that result from towing or storing a motor vehicle.

(b) (1) Except as provided in subsection (d) of section 14-150 of the general statutes, as amended by this act, if such wrecker service or owner or keeper makes a determination in good faith that the current market value of the stored motor vehicle does not exceed one thousand five hundred dollars and such stored motor vehicle has been stored for a period of not less than fifteen days, such wrecker service or owner or keeper shall, unless an application filed by the owner of such motor vehicle pursuant to subsection (e) of section 14-150 of the general statutes, as amended by this act, is pending and the owner of such motor vehicle has notified such wrecker service or owner or keeper that such application for hearing has been filed, send a notice of intent to sell that complies with subsection (c) of this section to the Commissioner of Motor Vehicles, the owner of such motor vehicle and any known lienholder of record of such motor vehicle at the end of such fifteen-day period. Upon approval by the commissioner of the notice of intent to sell, the commissioner shall issue such wrecker service or owner or keeper an affidavit of compliance. Such wrecker service or owner or keeper shall sell such motor vehicle not less than five business days after the mailing date of the notice of intent and apply the proceeds of the sale toward the towing and storage charges imposed by such wrecker service or owner or keeper.

(2) If such wrecker service or owner or keeper makes a determination in good faith that the current market value of the stored motor vehicle exceeds one thousand five hundred dollars and if such motor vehicle has been stored for a period of not less than forty-five days, such wrecker service or owner or keeper shall, unless an application filed by the owner pursuant to subsection (e) of section 14-150 of the general statutes, as amended by this act, is pending and the owner of such motor

vehicle has notified such wrecker service or owner or keeper that such application for a hearing has been filed, send a notice of intent to sell that complies with subsection (c) of this section to the Commissioner of Motor Vehicles, the owner of such motor vehicle and any known lienholder of record of such motor vehicle at the end of such forty-five-day period. Upon approval by the commissioner of the notice of intent to sell, the commissioner shall issue such wrecker service or owner or keeper an affidavit of compliance. Such wrecker service or owner or keeper shall sell such motor vehicle at public auction for cash, at the place of business of such wrecker service or owner or keeper not less than five business days after the mailing date of the notice of intent to sell. Such owner or keeper shall apply the proceeds of such sale toward the towing and storage charges imposed by such wrecker service or owner or keeper, the expenses related to such sale and any debt or obligation incurred by the officer who placed such motor vehicle in storage in accordance with section 14-150 of the general statutes, as amended by this act.

(3) In determining the current market value of the stored motor vehicle pursuant to the provisions of subdivision (1) or (2) of this subsection, the wrecker service may deduct for an observed defect or missing major component part, as defined in section 14-149a of the general statutes.

(c) (1) The notice of intent to sell described in subsection (b) of this section shall include, but need not be limited to, (A) the make, model and vehicle identification number of the stored motor vehicle, (B) the date such motor vehicle was left with such wrecker service or owner or keeper and by whom, (C) the registration number if any number plates are on such motor vehicle, (D) the retail market value of such motor vehicle as determined by the wrecker service or owner or keeper, and (E) a statement to the owner and known lienholder that (i) the stored motor vehicle will be sold if not redeemed in a timely manner, (ii) such

motor vehicle may be redeemed until the point-of-sale, (iii) any proceeds of such sale, after deducting the amount due to such wrecker service or owner or keeper and any expenses of the officer who placed such motor vehicle in storage, if applicable, will be held in an escrow account and paid to the owner of such motor vehicle or such owner's legal representatives, if claimed by such owner or legal representatives not later than one year from the date of such sale, and (iv) if such proceeds are not claimed within said period of time, such proceeds will escheat to the state. Such wrecker service or owner or keeper shall provide such notice and a copy of the consumer bill of rights regarding towing, developed pursuant to section 5 of this act, to the motor vehicle owner and lienholder by certified mail, return receipt requested.

(2) Such wrecker service or owner or keeper shall also provide a copy of the notice of intent to sell to the Commissioner of Motor Vehicles, in a form and manner determined by the commissioner. Such notice of intent to sell shall be accompanied by a filing fee of ten dollars and any other information, such as photographs of the stored motor vehicle, that the commissioner may prescribe. Such notice of intent to sell shall be subject to disclosure under the Freedom of Information Act, as defined in section 1-200 of the general statutes. The commissioner may send a copy of such notice of intent to sell electronically to the owner or lienholder of such motor vehicle.

(3) Any sale of a stored motor vehicle under the provisions of this section shall be void, unless such wrecker service or owner or keeper provides the notices required by this subsection.

(d) Upon receipt of a notice of intent to sell, the commissioner shall review such notice and determine if the owner of the motor vehicle has filed a customer complaint concerning such wrecker service or owner or keeper pursuant to section 14-63 of the general statutes, as amended by this act. The commissioner shall not approve such proposed sale until any such customer complaint is resolved. If the commissioner approves

such proposed sale, the commissioner shall issue such wrecker service or owner or keeper an affidavit of compliance.

(e) (1) Upon receipt of an affidavit of compliance by the commissioner, such wrecker service or owner or keeper shall mail a notice of proposed sale to the motor vehicle owner and known lienholder by certified mail, return receipt requested, that indicates the date, time and place of the proposed sale of such motor vehicle. Not less than five business days after the mailing date of the notice of proposed sale, such wrecker service or owner or keeper may proceed to sell such motor vehicle pursuant to the provisions of subdivision (1) or (2) of subsection (b) of this section.

(2) In addition to the thirty-day period immediately following the date such motor vehicle was placed in storage under subdivision (1) of subsection (b) of this section, or a sixty-day period immediately following the date such motor vehicle was placed in storage under subdivision (2) of subsection (b) of this section, the wrecker service may only charge up to ten additional days of storage for such motor vehicle after receipt of the affidavit of compliance issued by the commissioner.

(f) At the time of a sale conducted in accordance with the provisions of this section, such wrecker service or owner or keeper shall provide the purchaser of such motor vehicle with the affidavit of compliance issued by the commissioner.

(g) Not later than fifteen days after the sale of a motor vehicle in accordance with the provisions of this section, such wrecker service or owner or keeper of such garage shall (1) report the sale price, towing and storage charges, repair charges, if any, expenses related to the sale, any proceeds, the buyer's name and address, identification of the vehicle and such other information as may be required in regulations adopted pursuant to section 16 of this act, to the commissioner, (2) deposit the proceeds of such sale, after deducting the amount due to such wrecker

service or owner or keeper and any expenses of the officer who placed such motor vehicle in storage, if applicable, into an escrow account, and (3) upon receipt of a claim by the prior owner of such motor vehicle or such owner's legal representatives not later than one year from the date of such sale, pay such sale proceeds to the prior owner or such owner's legal representatives. If such sale proceeds are not claimed within said period of time, such sale proceeds shall escheat to the state as unclaimed property and the wrecker service or owner or keeper shall be subject to the requirements of part III of chapter 32 of the general statutes, including all obligations of a holder of unclaimed property. Not later than ten days after filing any report and paying any funds to the Treasurer as required by part III of chapter 32 of the general statutes, such wrecker service or owner or keeper shall provide evidence to the commissioner, in a form and manner determined by the commissioner, that such report was submitted and funds have escheated.

(h) In no event shall such wrecker service or owner or keeper sell a motor vehicle that has not been (1) stored for at least thirty days if the current market value of such motor vehicle does not exceed one thousand five hundred dollars, or (2) stored for at least sixty days if the current market value of such motor vehicle exceeds one thousand five hundred dollars.

Sec. 15. (*Effective from passage*) (a) The Commissioner of Motor Vehicles, or the commissioner's designee, shall convene a working group to study and make recommendations regarding the process through which a wrecker service or owner or keeper of any garage or storage facility may sell or dispose of a motor vehicle that remains unclaimed after such vehicle was subject to nonconsensual towing or transporting, as defined in section 14-66 of the general statutes, as amended by this act. Such study shall, at a minimum, (1) consider alternative methods for selling or disposing such unclaimed motor vehicles that balance the interests of such wrecker service or owner or

keeper to manage the storage site, garage or storage facility with the interests of motor vehicle owners and ensure unclaimed motor vehicles are sold as close to the fair market value as possible; (2) consider issues concerning a lienholder of a motor vehicle who does not redeem such vehicle after inspection at the wrecker service's site of business; (3) consider alternatives to the statutory time frames for disposing of unclaimed motor vehicles and estimating the fair market value of unclaimed motor vehicles; (4) evaluate ways to modernize and improve the process of selling motor vehicles at auction and recommend amendments to the general statutes or the regulations adopted pursuant to section 14-65 of the general statutes to effectuate such modernization and improvements; and (5) consider best practices in other states regarding the disposal of unclaimed motor vehicles and notice to motor vehicle owners.

(b) The working group shall consist of the following members: (1) The Commissioner of Motor Vehicles or the commissioner's designee; (2) two employees of the Department of Motor Vehicles, appointed by the commissioner; (3) three representatives of an organization in the state that represents towing and recovery professionals, appointed by the commissioner; and (4) two consumer advocates, appointed by the commissioner. The commissioner or the commissioner's designee shall serve as chairperson of the working group and shall schedule the first meeting of the council not later than September 1, 2025. The Department of Motor Vehicles shall serve as administrative staff of the working group. The working group may consult with any other agencies, officials or interested parties that the working group deems appropriate to complete such study.

(c) All initial appointments to the working group shall be made by August 1, 2025. Any vacancy shall be filled by the appointing authority.

(d) On or before February 1, 2026, the working group shall submit a report on its findings and recommendations to the joint standing

committee of the General Assembly having cognizance of matters relating to transportation, in accordance with the provisions of section 11-4a of the general statutes. The working group shall terminate on the date that it submits such report or February 1, 2026, whichever is later.

Sec. 16. (NEW) (*Effective October 1, 2025*) The Commissioner of Motor Vehicles shall adopt regulations, in accordance with the provisions of chapter 54 of the general statutes, to carry out the purposes of section 14-150 of the general statutes, as amended by this act, and section 14 of this act. The regulations shall (1) specify the circumstances under which title to any motor vehicle abandoned within the limits of any highway may be transferred to the wrecker service, (2) establish the procedure whereby such wrecker service may obtain title to such motor vehicle, and (3) specify the circumstances under which the owner of a campground may dispose of a motor home or recreational vehicle abandoned on such owner's property and establishing procedures governing such disposal.

Sec. 17. Section 29-23a of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

(a) The Division of State Police within the Department of Emergency Services and Public Protection **[**may**]** shall establish, within its patrol jurisdiction, a rotational system for summoning **[**licensed wrecker operators**]** wrecker services, as defined in section 14-1, as amended by this act, for the purpose of towing or transporting motor vehicles which are disabled, inoperative or wrecked in the event the owners or operators of such vehicles are incapacitated, unavailable or leave the procurement of wrecker service to the officer at the scene of an accident or the location of a disabled vehicle. Any such **[**licensee**]** wrecker service may participate in such system, provided (1) **[**his operators fulfill**]** such wrecker service fulfills certain qualifications, including certification by the Towing and Recovery Association of America or a certification program approved by the Commissioner of Emergency Services and

Public Protection, and **[**his**]** the wrecker service's equipment meets safety and mechanical standards established by the Commissioner of Emergency Services and Public Protection and the Commissioner of Motor Vehicles, and (2) **[**his**]** the wrecker service's business is located so as to provide prompt and efficient service.

(b) The Commissioner of Emergency Services and Public Protection shall grant variations or exemptions from, or approve equivalent or alternate compliance with, the provisions of this section where strict compliance with such provisions would entail practical difficulty or unnecessary hardship or is otherwise adjudged unwarranted, provided any such variation, exemption, approved equivalent or alternate compliance shall, in the opinion of said commissioner, secure the public safety.

(c) If the owner or operator of a disabled vehicle is present at the scene of an accident or the location of the disabled vehicle and is able to respond, the state police officer shall inquire whether such owner or operator wishes to choose a wrecker service for the purposes of towing or transporting the disabled vehicle. If such owner or operator wishes to do so and such chosen wrecker service is on the rotational system maintained pursuant to subsection (a) of this section, the police officer shall notify the chosen wrecker service. If such chosen wrecker service cannot be contacted or is unable or unwilling to respond within the time frames established pursuant to regulations adopted in accordance with subsection (d) of this section, the police officer shall summon the next available wrecker service on the rotational system.

[(c)**]** (d) The Commissioner of Emergency Services and Public Protection shall adopt regulations, in accordance with the provisions of chapter 54, concerning the operation of such rotational system and the removal from the system of wrecker services which fail to comply with the requirements specified in such regulations or any provision of the general statutes or a regulation concerning the operation of a wrecker

service or motor vehicle repair **[**, towing**]** or storage facility or the operation of a motor vehicle.

Sec. 18. (NEW) (*Effective October 1, 2025*) If the owner or operator of a disabled vehicle is present at the scene of an accident or at the location of the disabled vehicle and is able to respond, the municipal police officer shall inquire whether such owner or operator wishes to choose a wrecker service, as defined in section 14-1 of the general statutes, as amended by this act, for the purposes of towing or transporting the disabled vehicle. If such owner or operator wishes to do so and such chosen wrecker service is on a rotational system maintained by the municipality, if any, the police officer shall notify the chosen wrecker service. If such chosen wrecker service cannot be contacted or is unable or unwilling to respond in a timely manner as determined by the municipal police officer, the municipal police officer shall (1) summon the next available wrecker service on the rotational system if maintained by the municipality, or (2) summon a wrecker service as chosen by such municipal police officer.

Sec. 19. Subsection (b) of section 14-66c of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

(b) If any motorized personal property is towed or otherwise removed by a wrecker **[**licensed under section 14-66**]** service, at the direction of an officer attached to an organized police department or an owner of real property where such personal property has been abandoned, such property shall be taken to and stored in a suitable place. **[**Within**]** Not later than forty-eight hours **[**following**]** after the time that such property is taken into custody, the **[**licensee or operator of the**]** wrecker service shall give written notice by certified mail to the owner, if known, (1) that such property has been taken and stored, and (2) of the location of such property. Such **[**licensee or operator**]** wrecker service shall have a lien upon the same for towing or removal charges

and storage charges. If such owner does not claim such property, or if the owner of such property is not known, the **[**licensee or operator of the**]** wrecker service may sell or dispose of such property after thirty days, subject to any provision of the general statutes, or any regulation adopted thereunder, concerning the sale or disposal of such property.

Sec. 20. Section 14-145c of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

Whenever an owner or lessee of private property or a lending institution, or such owner's, lessee's or institution's agent, improperly causes a motor vehicle to be towed or removed from such property, **[**or rendered immovable on such property,**]** the owner or lessee of the property or the lending institution shall be liable to the owner of the vehicle for the costs of towing or removal and of storage of the vehicle **[**or for fees charged for removing a wheel-locking device,**]** and for reasonable attorney's fees and court costs, if applicable.

Sec. 21. Section 14-145d of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

(a) Any person, firm or corporation that engages in rendering motor vehicles immovable through the use of wheel-locking or similar devices and is hired by an **[**owner or lessee of private property**]** independent institution of higher education, as defined in subsection (a) of section 10a-173, or a private secondary school to render unauthorized motor vehicles immovable on such **[**owner or lessee's**]** institution or school's private property shall, five business days prior to taking such action within a municipality, notify the chief of police of the local police department of such municipality of such activities. Such notification shall be in the form and manner directed by the chief of police.

(b) Any person who violates any provision of this section shall, for a first offense, be deemed to have committed an infraction and be fined

fifty dollars and, for each subsequent offense, shall be fined not less than fifty dollars and not more than one hundred dollars or imprisoned for not more than thirty days or be both fined and imprisoned.

Sec. 22. Section 14-66b of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

(a) Each owner of a wrecker registered pursuant to subsection (c) of section 14-66, as amended by this act, shall keep and maintain a record stating the following information: (1) The registration number of each motor vehicle towed or transported and the registration number of each wrecker used to tow or transport such motor vehicle; (2) the date and time the tow commenced and was completed; (3) the location from which the disabled motor vehicle was towed and the destination of such tow; (4) the mileage of the wrecker at the commencement and completion of the tow; (5) the charge for tow service and any other charges incurred for services related to such tow; (6) the name and address of the person requesting tow service; (7) the written authorization form, as described in subsection (b) of section 14-145, as amended by this act, for each motor vehicle towed or transported; (8) photographs of the motor vehicle taken pursuant to subsection (d) of section 14-145, as amended by this act; and **[**(7)**]** (9) any other information the commissioner deems necessary **[**,**]** and specified in regulations adopted in accordance with the provisions of chapter 54. Such records shall be retained at the place of business of the wrecker service for a period of **[**two**]** three years and shall be available for inspection during regular business hours by any law enforcement officer or inspector designated by the Commissioner of Motor Vehicles.

(b) Each owner of a wrecker shall also keep and maintain copies of any written contracts with owners or lessees of property authorizing the towing or removal of motor vehicles from the property of such owner or lessee, or with lending institutions repossessing any motor vehicles, as provided in section 14-145, as amended by this act, and such contracts

shall be available for inspection by motor vehicle owners, agents of the owners, or lending institutions, upon request.

(c) The Commissioner of Motor Vehicles may permit any licensed motor vehicle dealer or repairer who operates a wrecker service to maintain, in an electronic format prescribed by the commissioner, all records, photographs, documents and forms required by the Department of Motor Vehicles. Such records, photographs, documents and forms shall be produced in written format, upon request by the department, during the licensee's business hours on the same day of such request.

(d) Any person who violates any provision of this section shall be deemed to have committed an infraction.

Sec. 23. Section 14-51a of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

The commissioner may, after notice and hearing, impose a civil penalty of not more than **[**one**]** five thousand dollars on any person, firm or corporation who violates any provision of sections 14-54 to 14-67a, inclusive, or of not more than two thousand dollars on any person, firm or corporation who violates section 14-52.

Sec. 24. Section 14-64 of the general statutes is repealed and the following is substituted in lieu thereof (*Effective October 1, 2025*):

The commissioner may suspend or revoke the license or licenses of any licensee or impose a civil penalty of not more than **[**one**]** five thousand dollars for each violation on any licensee or both, when, after notice and hearing, the commissioner finds that the licensee (1) has violated any provision of any statute or regulation of any state or any federal statute or regulation pertaining to its business as a licensee or has failed to comply with the terms of a final decision and order of any state department or federal agency concerning any such provision; **[**or**]**

(2) has failed to maintain such records of transactions concerning the purchase, sale or repair of motor vehicles or major component parts, as required by such regulations as shall be adopted by the commissioner, for a period of two years after such purchase, sale or repairs, provided the records shall include the vehicle identification number and the name and address of the person from whom each vehicle or part was purchased and to whom each vehicle or part was sold, if a sale occurred; **[**or**]** (3) has failed to allow inspection of such records by the commissioner or the commissioner's representative during normal business hours, provided written notice stating the purpose of the inspection is furnished to the licensee, or has failed to allow inspection of such records by any representative of the Division of State Police within the Department of Emergency Services and Public Protection or any organized local police department, which inspection may include examination of the premises to determine the accuracy of such records; **[**or**]** (4) has made a false statement as to the condition, prior ownership or prior use of any motor vehicle sold, exchanged, transferred, offered for sale or repaired if the licensee knew or should have known that such statement was false; **[**or**]** (5) is not qualified to conduct the licensed business, applying the standards of section 14-51 and the applicable regulations; **[**or**]** (6) has violated any provision of sections 42-221 to 42-226, inclusive; **[**or**]** (7) has failed to fully execute or provide the buyer with (A) an order as described in section 14-62, (B) the properly assigned certificate of title, or (C) a temporary transfer or new issue of registration; **[**or**]** (8) has failed to deliver a motor vehicle free and clear of all liens, unless written notification is given to the buyer stating such motor vehicle shall be purchased subject to a lien; **[**or**]** (9) has violated any provision of sections 14-65f to 14-65j, inclusive, and section 14-65*l*; **[**or**]** (10) has used registration number plates issued by the commissioner, in violation of the provisions and standards set forth in sections 14-59 and 14-60 and the applicable regulations; **[**or**]** (11) has failed to secure or to account for or surrender to the commissioner on demand official registration plates or any other official materials in its

custody; or (12) has been convicted, or if the licensee is a firm or corporation, an officer or major stockholder has been convicted, of a violation of any provision of laws pertaining to the business of a motor vehicle dealer or repairer including a motor vehicle recycler, or of any violation involving fraud, larceny or deprivation or misappropriation of property, in the courts of the United States or of any state, or has failed to make full disclosure of any such conviction. In addition to, or in lieu of, the imposition of any other penalties authorized by this section, the commissioner may order any such licensee to make restitution to any aggrieved customer.

Sec. 25. Section 14-1 of the general statutes is amended by adding subdivision (111) as follows (*Effective October 1, 2025*):

(NEW) (111) "Wrecker service" means any person, firm or corporation engaged in the business of operating a wrecker for the purpose of towing or transporting a motor vehicle.

Sec. 26. (*Effective July 1, 2025*) The Police-Ordered Towing Council shall make recommendations regarding (1) limiting the period of time a person may file a complaint with the Department of Motor Vehicles concerning the provision of nonconsensual towing or transporting, recovery or storage of a motor vehicle pursuant to section 14-63 of the general statutes, as amended by this act, and (2) ensuring a wrecker service may charge for the use of equipment and labor specifically requested by a police officer, traffic authority or fire official and rendered during the provision of a police-ordered tow, as defined in section 8 of this act, including ways to document the towing services requested and rendered and to resolve disputes related to such charges. On February 1, 2026, the council shall submit such recommendations to the joint standing committee of the General Assembly having cognizance of matters relating to transportation.

Sec. 27. Section 14-145b of the general statutes is repealed. (*Effective*

October 1, 2025)

Governor's Action:
Approved June 10, 2025