Arkansas Towing and Recovery Board
2025 Summary of Rule Changes

- **27 CAR §170-102 – Definitions.**
  - Amended the definition of "labor" to clarify that labor does not include the manpower or time of the tow vehicle operator during a standard tow.
  - Add the definition of "proof of ownership"; this was necessary to clarify the documentation permissible to retrieve a vehicle.
  - Amended "standard tow" to include the use of snatch blocks.
  - Amended "storage" to clarify storage charges are not permissible on weekends or holidays if no after-hours release is available.
  - Amended "towing services" to match Act 932 of 2025.
- **27 CAR §170-103 – General organization of the Arkansas Towing and Recovery Board.**
  - Clarified who may call a special meeting and to whom a request to appear before the board shall be made to.
- **27 CAR §170-104 – Powers of the Arkansas Towing and Recovery Board.**
  - Removed reference to late penalties, now included in fee section of the rules.
  - Clarified the duty of a requestor for a subpoena.
- **27 CAR §170-105 – Complaint and hearing provisions.**
  - Clarified the response time for additional information to match statute.
  - Clarified the timeframe in which an extension may be requested to comply with information request.
- **27 CAR §170-106 – License and tow vehicle safety permit requirements.**
  - Clarified the effective date of maximum rate sheets shall be displayed on the rate sheet.
  - Add proof of consumer complaint process on invoice per Act 932 of 2025.
  - Clarified inspections shall be conducted by a current and active Arkansas law enforcement officer or the board staff.
  - Clarified a towing business shall not operate under a new name or physical location until all permits have been updated.
- **27 CAR §170-107 – Equipment requirements.**
  - Clarified motor vehicle registration shall be an Arkansas registration.
  - Clarified the placement of business name and business license number on vehicles.
  - Per Act 932 of 2025, included consumer complaint process on invoice requirements.
  - Clarified business license numbers shall be on all vehicle immobilization devices.
- **27 CAR §170-108 – Fees.**
  - Add late penalties to this section of the rule that was previously under the Powers of the Arkansas Towing and Recovery Board section.
- **27 CAR §170-111 – Excessive pricing factors.**
  - Clarified the existing factors.
  - Added additional factors for consideration based on consumer complaints.

- **27 CAR §170-112 – Place of business requirements.**
  - Clarified easily accessible to the public includes ability to conduct business during normal business hours.
  - Added for non-consent licensees, storage lot must be enclosed by a minimum of a six-foot fence and locking gate.
- **27 CAR §170-118 – Release of cargo and contents of a personal vehicle.**
  - Added section to comply with Act 932 of 2025 regarding the release of cargo and contents of a personal vehicle.
  - Clarified what is acceptable assurance of future financial responsibility that is required for release of cargo or contents.