

Reporting a Tow

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1. Introduction

1.1 Purpose

This guide will instruct users how to report a tool on the DMV's abandoned vehicle portal.

2. Procedure

1. Go to the "Report Tow" tab and select "Report a Tow."

The screenshot shows the Idaho Transportation Department website. At the top, there are three tabs: 'Physical Address', 'Mailing Address', and 'Stay Connected'. Below these, there are five main navigation tabs: 'Contact', 'Report Tow', 'Tow Yard', 'Rate Sheets', and 'Document Center'. The 'Report Tow' tab is selected, and a red box highlights the '+ Report a Tow' button. Below this button, there is a 'Drafts' section with a warning that drafts older than 30 days will be automatically deleted, and a 'No Drafts' button. At the bottom of the page, there is a map of Idaho, a list of transportation modes (car, truck, bus, train, bicycle, wheelchair, stroller), and the Idaho Transportation Department logo and contact information.

2. From the drop down menu, select the applicable vehicle type.

The screenshot shows the 'Report a Tow' form. At the top, there is a 'Feedback Survey' link. The form has a 'Report a Tow' title and a 'Back' button. Below the title, there are three tabs: 'Vehicle Info', 'Tow Info', and 'Fees'. The 'Vehicle Info' tab is selected. The form is divided into two sections: 'Section 1' and 'Section 2'. 'Section 1' is titled 'Vehicle or Vessel Description' and contains a 'Vehicle Type*' dropdown menu. A red box highlights the dropdown menu, which is open, showing a search bar and a list of vehicle types: 'Passenger Vehicle', 'Motorcycle', 'Motorhome', 'Camp Trailer', 'Utility Trailer', 'Vessel', and 'Bus'. The 'Passenger Vehicle' option is selected. At the bottom of the page, there is a map of Idaho, a list of transportation modes, and the Idaho Transportation Department logo and contact information.

3. Enter the vehicle's VIN and then click "Confirm VIN." Then, enter the rest of the vehicle's info (Year, Make, Model and color).

a. Note: Body type is an optional field.

Section 1
Vehicle or Vessel Description

Vehicle Info
Tow Info
Fees

Vehicle Type*
Passenger Vehicle

1st Vehicle or Hull Identification No.*
Enter

2nd VIN (if assigned)
Enter

Year*
Type to search...

Make*
Type to search...

Model*
Type to search...

Body Type
Type to search...

Color*
Type to search...

NEXT >>

4. Once all vehicle info has been entered, select "Next."

Section 1
Vehicle or Vessel Description

Vehicle Info
Tow Info
Fees

Vehicle Type*
Passenger Vehicle

1st Vehicle or Hull Identification No.*
Enter

2nd VIN (if assigned)
Enter

Year*
Type to search...

Make*
Type to search...

Model*
Type to search...

Body Type
Type to search...

Color*
Type to search...

NEXT >>

5. A confirmation request will appear. Once you've ensured the information is correct, click "Acknowledge and Proceed."

 - a. Important: You must review the information you have entered at this point. If you enter the incorrect VIN or vehicle information, the department will cancel your reported tow and you will need to start over. The 30 day clock will reset and no refund will be issued for the incorrect record.

1st Vehicle or Hull Identification No.*

2nd VIN (if assigned)

Year* Make* Model*

Confirmation Required

You entered:

By continuing, you affirm that the information entered in this form is accurate and correct.

Cancel Acknowledge and Proceed

Privacy Policy | Cybersecurity | Accessibility

11331 W. Chinden Blvd, Boise, ID 83714

P.O. Box 7129 Boise, ID 83707-1129

208-584-4543

IDAHO TRANSPORTATION DEPARTMENT

6. Enter tow information (such as date/time of tow, tow type, plate number, tow location, and storage location).
 - a. Note: Tow location can be entered as latitude and longitude coordinates.
 - b. Additionally, checkboxes are available for “vehicle was found with no plates” and “Law enforcement has identified the vehicle as stolen.” These should be clicked if applicable.

The screenshot shows a web form titled "Section 2: Tow Information". On the left is a sidebar with "Vehicle Info", "Tow Info" (highlighted in blue), and "Fees". The main form area contains the following fields and options:

- Date/Time of Tow***: A date and time picker showing "mm/dd/yyyy --:-- --".
- Type of Tow***: A dropdown menu with "Select" as the current option.
- Plate Number*** and **State of Plate (ex: ID)***: Two text input fields.
- Vehicle was found with no plates**: A checkbox that is currently checked.
- Tow Location***: A text area with the placeholder "Where did the tow take place?..." and a character count "(0/100)".
- Storage Location***: A text area with the placeholder "Please describe where and how the vehicle will be stored..." and a character count "(0/100)".
- Law Enforcement has identified the vehicle as stolen**: A checkbox that is currently unchecked.
- Daily Storage Rate***: A text input field showing "\$0.00".
- Total Tow Charges***: A text input field showing "\$0.00".

At the bottom of the form are two blue buttons: "<< BACK" and "NEXT >>".

7. Enter the “Daily Storage Rate” and “Total Tow Charges”.
 - a. Note: Daily Storage Rate is what you be charging for storing the vehicle and will be expected to be the only amount that accrues daily. Total Tow Charges should encompass the rest of the costs related to the tow, outside of daily storage. This amount cannot and should not change after it is reported in the portal. All of these charges should be able to be calculated from a tow companies rate sheet or they risk the charges being deemed excessive.

Section 2
Tow Information

Vehicle Info
Tow Info
Fees

Date/Time of Tow*
mm/dd/yyyy --:-- --

Type of Tow*
Select

Plate Number*
State of Plate (ex: ID)*

☐ Vehicle was found with no plates

Tow Location*
Where did the tow take place?...

Storage Location*
Please describe where and how the vehicle will be stored...

☐ Law Enforcement has identified the vehicle as stolen

Daily Storage Rate*
\$0.00

Total Tow Charges*
\$0.00

« BACK
NEXT »

8. Once all tow information has been entered, click "Next."

Section 2
Tow Information

Vehicle Info
Tow Info
Fees

Date/Time of Tow*
mm/dd/yyyy --:-- --

Type of Tow*
Select

Plate Number*
State of Plate (ex: ID)*

☐ Vehicle was found with no plates

Tow Location*
Where did the tow take place?...

Storage Location*
Please describe where and how the vehicle will be stored...

☐ Law Enforcement has identified the vehicle as stolen

Daily Storage Rate*
\$0.00

Total Tow Charges*
\$0.00

« BACK
NEXT »

9. Once you have completed reporting the tow information, you will be redirected Tyler Idaho to pay for the record.
- a. Note: Most payment related issues occur when the zip code entered in the Tyler payment website doesn't match what the bank or credit card company has on file. If you encounter issues on the payment website please contact support@tyleridaho.com.