



January 29, 2026

New ITD Website

On January 12, 2026, the department launched a new public website. This included a new public-facing abandoned vehicle website, which can be accessed by clicking the DMV drop-down arrow, then Registrations, and finally Abandoned Vehicles.



On this new website, there will be a link to several portal user guides that will contain helpful information on processes in the portal, such as applying for title or junk certificates, filing a release of interest, reporting a tow, and much more.

Customers Claiming Their Vehicles

Customers do not need to provide a duplicate title or registration in order to prove vehicle ownership. The portal will display the full legal names of individuals or organizations that have a right to claim the vehicle. This includes lienholders. Please use the portal to determine who can claim the vehicle.

The portal supersedes anything law enforcement may have written on the Authorization to Tow form. We continue to see where law enforcement runs only the plate and writes the wrong owners on the Authorization to Tow form.

If someone comes to claim a vehicle and their name is not one of the names displayed in the portal, and they do not have power of attorney from someone identified in the portal, then you should send them away.

If a vehicle was sold and then towed before the title was transferred, the current owner should be sent to the DMV to complete the title transfer. As soon as the title transfer is complete, the portal will update with the name of the new owner.

When using the Abandoned Vehicle Portal, it is very important to report any vehicle that has been paid for and removed from your yard as claimed. This includes when a vehicle has been recovered by an insurance company or lienholder. This allows for

future DMV interactions involving a vehicle to be conducted and avoids further follow-up to tow companies by the department.

Stored Payment Option is available in the AV Portal



Tyler Idaho has enabled a stored payment option in the AV Portal. You will see the option in the payment type dropdown.

Here is a video that shows how to set up a stored payment: <https://www.youtube.com/watch?v=ARNtzGFxtF0>.

If you experience any issues with payment on the portal, please contact support@tyleridaho.com.

Difference between Abandoned Vehicle and Lien Sale Processes

Vehicles can go through the abandoned vehicle process if they are towed under one of the reasons covered in Chapter 18, and the owner is not the one requesting the tow. If the titled owner is the person requesting the tow, the vehicle is not abandoned. If the tow charges are not paid for on an owner-requested tow, this must be disposed of through the lien sale process.

If you find yourself needing to dispose of a vehicle through a lien sale, please email Abandoned.Vehicles@itd.idaho.gov. We can send you a packet that explains the steps to complete a lien sale.

Definition of an Abandoned Vehicle

It was brought to our attention that the definition of abandon and abandoned vehicle in statute (49-102(1) and (2)) requires a vehicle to be left on private property for more than 24 hours to be considered abandoned. This appears to impact posted and private property tows. We are including this information so tow companies are aware. It will not be part of the department's oversight of the abandoned vehicle process.



No VIN Process

If you encounter a vehicle that does not have a VIN, the following is the process for those vehicles. The goal of this process is to balance the tow companies' need to get the vehicle into the portal so storage can start accruing, with the need to be diligent

about trying to find the owners or possible stolen vehicles.

1. Email Abandoned.Vehicles@itd.idaho.gov

- Send quality pictures of the vehicle if you are able. Include overall pictures of the vehicle and close-up pictures of where the VINs would typically be.

2. If pictures are not included in the email, or if they are not of sufficient quality, the department will contact you to set up a virtual VIN inspection.

- The VIN inspection will be conducted using Microsoft Teams and will need to be coordinated so the vehicle is viewable as part of the video call.

3. Once the department has reviewed the photos or conducted the VIN inspection, if a VIN cannot be determined, the department will assign a VIN.

4. The tow company will receive an email with the VIN and instructions on how to enter the vehicle into the portal.

5. Once in the portal, the 30-day clock to disposal will begin.

6. Within the 30 days, the tow company will need to contact their local MVI to put the previously assigned VIN on the vehicle.

- If the VIN has not been applied to the vehicle by an MVI within the 30 days, the title or junk certificate application will be delayed until that is completed.

7. The MVI will apply the VIN and inspect the vehicle.

- If the MVI is able to find a VIN and, in turn, owners, then the portal record will be updated with the VIN, mailings will be sent, and the 30-day clock will restart.

8. Once the 30-day clock runs out, the tow company can apply for a title or junk certificate.

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