



TOW TRUCK UNIVERSITY® TOWING OPERATIONS

# The Towing Trade, Taught Right

Vance Dugger • 877-823-9696 • [towtruckuniversity.com](http://towtruckuniversity.com)

START HERE

# Nobody Is Born Knowing This Job

Every operator you admire started with zero hours behind the wheel of a wrecker. The difference between a six-month washout and a twenty-year professional is not talent — it is training. This program is built for the person who has never touched a winch line.

# What You'll Learn

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- 01 Towing fundamentals — trucks, hookups, and load securement
- 02 Secondary towing and police-ordered recovery
- 03 Crime scene and evidence-hold procedures
- 04 Body shop, dealership, and storage lot delivery
- 05 Federal and state law that governs every tow you make
- 06 DOT drug and alcohol policy — what it means for your career

## MODULE ONE

# Start With the Truck

Before you learn the rules, you learn the equipment. Wheel lift versus flatbed. Where the tie-down points live on a unibody car. How much winch line to pull and when to stop pulling. We teach hookups on the trucks you will actually be assigned, so nothing you learn is theoretical.

- Light-duty and medium-duty equipment operation
- Damage-free hookup on every common vehicle type
- Load securement and DOT tie-down standards
- Pre-trip inspection that keeps you legal and safe



## MODULE TWO

# Know the Law Before It Knows You

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Three layers of rules govern every vehicle you move. Most new operators learn them the hard way. You won't.

### Federal

FMCSA regulations, hours of service, CDL thresholds, cargo securement standards, and DOT vehicle marking and inspection requirements.

### State

Licensing and permits, towing and storage rate rules, mandatory notification timelines, lien procedures, and consent-tow requirements.

### Local and Rotation

Police rotation list standards, municipal impound rules, response time obligations, and the conduct requirements that keep you on the list.



### MODULE THREE

# The Call Nobody Warns You About

Sooner or later dispatch sends you to a scene with police tape around it. A secondary tow, an evidence hold, a fatality investigation. What you do in the first sixty seconds determines whether you help the investigation or compromise it — and whether your company keeps its rotation spot.

- Scene arrival, chain of command, and taking direction from law enforcement
- Evidence preservation — what you never touch, move, or clean
- Documentation and photo requirements for held vehicles
- Secure transport and evidence-hold storage handling

## MODULE FOUR

# Drug and Alcohol Policy Is Not Paperwork

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If you hold a CDL, you are in a federal testing program. Here is what that actually means — explained plainly, before your first test.

- Pre-employment testing — what happens before you are cleared to drive
- Random selection — how the pool works and why it is not personal
- Post-accident testing — the triggers and the time limits
- Reasonable suspicion — what supervisors are trained to observe
- Prescription and over-the-counter medication disclosure
- Return-to-duty process and the Clearinghouse record that follows you

## MODULE FIVE

# Delivery Is a Handshake

The body shop, the dealership, and the storage lot are your repeat customers. They decide whether your company gets called again. A clean drop with correct paperwork and zero new damage is how a driver becomes the one they ask for by name.

- Pre-load and post-delivery damage documentation with photos
- Correct paperwork, signatures, and release authority
- Shop etiquette, bay access, and safe unloading
- Key handling, personal property, and vehicle condition reporting
- Building the relationships that generate repeat calls



WHO THIS IS FOR

# Built for Beginners

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## Experience Required

Start with no towing background

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## Core Modules

Equipment, law, secondary, delivery,  
compliance

100%

## Towing-Specific

No generic safety filler

# Two Ways to Start

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## Learning On the Job

- Figure out the law after a violation
- Learn hookups by damaging a customer's car
- Discover testing rules when you are already tested
- Lose the rotation spot before understanding it
- Cost paid in claims, fines, and lost contracts

## Training at Tow Truck University®

- Know federal, state, and local rules before day one
- Practice damage-free hookups on real equipment
- Understand the drug program before your first test
- Protect the rotation spot from your first call
- Cost paid once, up front, in a classroom

# Your First 90 Days

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1

## Orientation

Industry overview, safety culture, and what a professional operator actually does all day.

2

## Equipment Certification

Hands-on hookup, winching, and securement training until it is muscle memory.

3

## Law and Compliance

Federal, state, and local regulations plus the DOT drug and alcohol program.

4

## Field Readiness

Secondary tows, delivery standards, and documentation — then you are cleared to run calls.



GET STARTED

# Your First Call Is Coming

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