

# Vehicle Licensing Guide

## Replacement Title Requirements VLIC- 3.115

**Original Date:** 10/1976

**Revision Date:** 12/27/2021

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POLICY	
<b>Title:</b> Replacement Title Requirements	
<b>Effective Date:</b> 10/1976	<b>Revision Date:</b> 12/27/2021
<b>Authority:</b> Code of Virginia §§ <a href="#">46.2-607</a> , <a href="#">46.2-692</a> , <a href="#">46.2-214.4</a> , <a href="#">46.2-641</a>	
<b>Policy:</b> DMV will issue to eligible persons a replacement certificate of title upon submission of required documents and fees when the original title has become lost (stolen), mutilated, or illegible, provided no changes are made to the existing title certificate. <b>&lt;&lt;&lt;&lt;&lt;REVISION</b> Any certificate of title subject to a security interest (lien) will be sent to the party holding the security interest (lienholder). Lienholders may not pick up titles at the CSC since the titles will print at DMV headquarters in an overnight batch and be mailed to the lienholder the following business day. <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b>	
<b>Exceptions:</b> N/A	

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### DEFINITION

**REPLACEMENT TITLE**-A second or subsequent title issued upon application by the owner, lienholder, or his authorized agent, when the original/prior title has been lost (stolen), mutilated or is illegible.

### CUSTOMER REQUIREMENTS

1. Submit a completed Application for Replacement and Substitute Titles, application ([VSA 67](#)).
2. Submit the last issued Certificate of Title when the replacement reason is mutilated or illegible (required).
3. Present identification as proof of ownership or as an authorized representative.

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- If the owner(s) applies for a replacement title while a lien exists, the title will be sent to the lienholder. **END REVISION>>>>>**
  - Only one of multiple owners is required to apply for and be issued a replacement title.
  - A lienholder may apply for a replacement title without obtaining the owner's signature. The lienholder **MUST** sign the back of the [VSA 67](#) and provide identification.
  - The **Authorized Representative Designation** section on the back of the VSA 67 must be completed and signed by the vehicle owner to authorize release of the title to the person submitting the application.
4. Pay appropriate fee.

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### FRONT COUNTER CSR

1. Verify accurate completion of the "Replacement Title Certificate" section of the [VSA 67](#).

- a. Verify completion of the appropriate section of the application for the replacement title:
    - o Lost (stolen)
    - o Mutilated
    - o Illegible

**NOTE:** Customers MUST certify the title being replaced is either lost, mutilated, or illegible by completing and signing the appropriate section under the Replacement Title Certificate section on the VSA 67.
  - b. Verify the customer submits the last issued certificate of title when the replacement reason is mutilated or illegible (required).
    - o The date on the title submitted by the customer must be the latest title issued according to the system. If the system shows a title was issued AFTER the date printed on the submitted title, the submitted title is not valid.
2. Verify customer's identity to ensure that he is the owner/lienholder.
- <<<<<REVISION**
- a. If the owner(s) applies for a replacement title while a lien exists, the title will be sent to the lienholder. **END REVISION>>>>>**
  - b. If the customer presenting the [VSA 67](#) is not the owner/lienholder:
    - i. Verify the **Authorized Representative Designation** section on the back of the [VSA 67](#) is completed and signed by the owner giving the customer authority to pick up the title.
    - ii. Verify the customer's identity to ensure he is the authorized representative before releasing the title.
3. Inquire in the system on the vehicle's VIN to ensure that the most recent vehicle record is found.
- a. If no record is found for the VIN, inquire by title number, customer number or customer name.
  - b. If a record is returned by the system for the title number, customer number or customer name, inquire on the VIN associated with the record that was returned to locate the correct title to be replaced.
4. If a vehicle "stop" exists on the record:
- a. Process the stop in accordance with guidelines in [VLIC-3.565](#) or [VLIC-4.445](#).
  - b. If the stop prevents the title from being issued and cannot be immediately complied:
    - i. Return the documents to the customer, and
    - ii. Explain the condition(s) preventing title issuance and what steps they must take to comply the stop.
    - iii. Issue a Customer Return Form, listing what the customer must do to comply the stop.
5. If the current vehicle record is marked as sold and no subsequent record was established:
- a. Remove the "sold" indicator and the disposition date in the system to allow issuance of the replacement title.
  - b. Once the replacement title is issued, replace the "sold" indicator and vehicle disposition date on the record.
    - If the customer claims the vehicle was never sold, or that the record was marked incorrectly:
      - i. Check the record for an existing insurance monitor order or personal property tax stop.
      - ii. If either exists on the record and intent to avoid the monitor or payment of taxes fraudulently is suspected, before removing the "sold" indicator contact:
        - o [Insurance Services](#), or
        - o DMV Law Enforcement following guidelines in [LE-1.00](#).
6. When a replacement title is needed for a prior vehicle record (not the most current title record):

- a. Note the "sold" date from the PRIOR title record (the CSR will need to enter this date back into the disposition date field later).
  - b. Prepare a DL9 for sending to Systems Support Group (SSG) and include the following:
    - Customer(s) name(s)
    - Current title number
    - Prior title number
    - VIN
    - A brief explanation as to what action SSG needs to perform.
  - c. Send the DL9 to SSG, source code 167, requesting SSG to temporarily remove the "sold".
  - d. Inform the customer that they may wait in the lobby until SSG has removed the PRIOR sold date.
  - e. Periodically check vehicle notes for a response to the DL9 or look for the PRIOR sold date to be removed.
7. When a replacement title is needed for insurance purposes for a vehicle that has a stolen stop in the system:
- a. Verify submission of a letter from the insurance company, on company letterhead, identifying the vehicle by VIN and requesting a replacement title for insurance purposes.
  - b. Check the vehicle's VIN through NCIC following guidelines in the [Online Help Manual](#).
  - c. If a "STOLEN VEHICLE " message is returned by NCIC:
    - i. DO NOT REMOVE THE STOLEN STOP
    - ii. Proceed with the replacement transaction (with the stop in place),
    - iii. Indicate the reason for the replacement title as "stolen" (replacement reason MUST be "ST" to allow the transaction to process).
  - d. If the vehicle is NOT MARKED STOLEN in NCIC, remove the stolen stop in the system and proceed with the transaction. The stolen stop does not have to be placed back on the record if the vehicle is not marked stolen in NCIC.
8. Collect the appropriate fee.
9. Process the replacement title.
10. Give the title to the owner, or authorized representative.
- If the title has a lien, the replacement will print in the overnight batch and be mailed to the lienholder the next business day.
  - If a PRIOR "sold" indicator was removed by SSG (only by SSG), then the CSR MUST place the "sold" indicator back on the PRIOR title record with the original disposition date.
11. Record on the application and return to the customer any support documentation submitted for the transaction that is not retained by DMV (e.g. marriage license, divorce decree, death certificate, and/or original power of attorney drafted by a law firm).
12. Prepare transaction documents with correct barcode coversheet and place in appropriate area for document preparation.

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#### **DMV CONTACT CENTER ACTIONS**

- Do NOT promise the acceptability of documents to customers.
- Do NOT use phrases like:
  - "You have everything you need, just go to a CSC and they will issue your document."
  - Use phrasing such as:
    - "The documents you have listed sound like they may be acceptable: The CSC will make the final determination of your eligibility to receive your Virginia title and/or registration card."

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#### **POINTS TO REMEMBER**

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- Any title with a lien is sent to the lienholder. Lienholders may not pick up titles at the CSC since the titles will print at headquarters in an overnight batch and be mailed to the lienholder the next business day. **END REVISION>>>>>**
- If a title has not been previously printed, but a "sold" indicator has been placed on the CURRENT vehicle record, the CSR must remove the "sold" indicator prior to issuing the replacement title. If the vehicle has been re-titled since the "sold" indicator was placed, then the sold indicator CANNOT be removed by the CSR.
- A replacement title may be issued for submission as a PRIOR title when required by the system for a re-titled vehicle when necessary. If a PRIOR title must be submitted to comply with a system held placed on a CURRENT title, then a replacement title must be processed and printed to comply with the hold for the PRIOR title. If the PRIOR title record has a "sold" indicator, then SSG must be contacted to remove the "sold" indicator (refer to CSR Requirements).
- If the customer requested an electronic record to be kept of his title (CUST held), the release of the CUST held will generate an automatic paper title print at no fee, provided that no title was previously printed and no other stops or holds exist.
- Designated beneficiaries are not required to apply for a replacement title when unable to submit a certificate of title when applying to transfer title upon the death of the vehicle owner. The beneficiary may submit the Affidavit in Lieu of title ([VSA 12](#)) and the Application for Certificate of Title and Registration ([VSA 17A](#)) (or [VSA 17B](#)) to transfer ownership of the vehicle (refer to [VLIC-3.506](#)).

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## CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- VSA/[Titling Work Center](#)

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