

Original Date: 07/01/1975  
Revision Date: 04/10/2018

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<b>POLICY</b>	
Title: Substitute Title Requirements	
Effective Date: July 01, 1975	Revision Date: April 10, 2014
Authority: Code of Virginia §§ <a href="#">46.2-627</a> , <a href="#">46.2-633.2</a> , Assistant Attorney General 08/02/1999 Memorandum	
<b>Policy:</b> DMV will issue a substitute title when information on the previously issued title needs to be changed, provided the applicant submits acceptable proof to support the change and pays required fees.	
<<<<<REVISION <b>Exception:</b> A substitute title will be issued at no fee if it is verified that DMV made an error on the originally issued title. <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b>	

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**OVERVIEW**

A substitute title is issued when information on a title record changes (see below):

- Correct an error on an existing title certificate.
- The customer has legally changed his or her name (refer to [DLG-0501](#)).
- Change a customer's address and the customer requests an updated title be issued.
- Issue a clear title after liens have been satisfied (refer to [VLIC-3.615](#)).
- Change the name of the lienholder.
- Change the name on the title to the survivor having right of survivorship after the death of the co-owner.

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- Add, remove, or change a designated beneficiary on an existing certificate of title.
  - To add a designated beneficiary at time of original titling, follow guidelines in [VLIC-3.506](#) and [Beneficiary Titling](#) table. **END REVISION>>>>>**
- Change the vehicle identification number (VIN) or assign a new VIN to a vehicle currently titled (refer to [VLIC-3.450](#)).
- Correct a VIN on an existing title (refer to [VLIC-3.455](#)).
- Change the name(s) of trustee(s) for a trust (refer to [VLIC-3.515](#)).

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**CUSTOMER REQUIREMENTS**

1. Submit current title (if applicable), or other proof of ownership document.
2. Submit original supporting document(s) required to complete the transaction such as:
  - Name change documents (refer to [DMV 141](#))
  - Certified or notarized death certificate
    - If the customer's record is marked DECEASED, no death certificate is required.
  - Lien satisfaction
3. Submit all applications required to change the existing vehicle record (if applicable):
  - For customer and vehicle address changes, submit an Address Change Request Form ([ISD 01](#)).
  - For customers removing the name of a deceased co-owner when an e-lien exists on the title, submit an application for Transfer of Certificate of Title with Lien ([SUT 4](#)).

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- For customers adding, removing, or changing a designated beneficiary on an existing title, submit a Beneficiary Transaction Request ([VSA 18](#)).
  - To add a designated beneficiary at time of original titling, follow guidelines in [VLIC-3.506](#) and [Beneficiary Titling](#) table. **END REVISION>>>>>**
- For customers changing the name of the trustee(s), submit an amended trust document with a date that is later than the date on the original trust.

4. Submit a completed Application for Replacement and Substitute Titles ([VSA 67](#)).
  - All owners listed on the vehicle record must apply for and sign the VSA 67 (when required) to request a substitute title.
    - A VSA 67 is NOT REQUIRED if the owner is submitting a current Virginia Certificate of Title under any of the following conditions:
      - For changes or corrections,
      - With alterations or erasures,
      - Is reassigned incorrectly and owner is requesting a new title,
      - Is titled as survivor with “rights of ownership” and the surviving owner is requesting the deceased’s name be removed,
        - For customers applying to release the name of a deceased co-owner from titles with an outstanding e-lien (lien is electronic and no paper title has been printed), no title must be presented. Once the name is removed, no title will print.
    - The requested change is due to a verified DMV error,
    - The applicant is requesting a substitute title upon satisfaction of the lien.
      - Submit the most current title displaying the lien, or a lien release from the lienholder to release the lien.
5. Present identification as proof of ownership or as an authorized representative.
  - 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.
6. Pay substitute title fee.
  - If the substitute title has an unsatisfied lien, it will be mailed from Headquarters (HQ) to the lienholder on the next business day.

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#### FRONT COUNTER CSR

1. Verify submitted title certificate is the last issued title.
  - 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. Always require submission of the title with the most current title issue date as shown in the system.
  - If the current title is lost, destroyed, stolen, or otherwise unavailable and either of the following conditions exists, the customer is not required to apply for a replacement title before obtaining a substitute title.
    - The vehicle is titled to multiple owners with rights of survivorship and the surviving owner is applying to remove a deceased owner's name from the title, OR
    - The owner/lienholder is requesting a clear title after a lien has been satisfied.
2. Verify supporting document(s) are original and support the change being applied for.
3. Verify ALL applications are completed accurately.
  - When required, the Substitute Title Certificate section of the VSA 67 must be completed, and signed by all owners listed on the vehicle record to authorize changes to the vehicle record.
    - The VSA 67 is NOT REQUIRED if the owner is submitting a current Virginia Certificate of Title under any of the following conditions:
      - For changes or corrections,
      - With alterations or erasures,
      - Is reassigned incorrectly and owner is requesting a new title,
      - Is titled as survivor with “rights of ownership” and the surviving owner is requesting the deceased’s name be removed,
        - For customers applying to release the name of a deceased co-owner from titles with an outstanding e-lien (lien is electronic and no paper title has been printed), no title must be presented. Once the name is removed, no title will print.
      - With the lien release signed on the front of the title, or on a separate lien release document issued by the lienholder requesting a clear title,
        - Process lien and e-lien releases following established guidelines in [VLIC-3.615](#).
      - The requested change is due to a verified DMV error.

## FRONT COUNTER CSR (Continued)

- DMV errors must be verified by either reviewing the imaged/microfilmed documents or, if the transaction documents have not yet been submitted for imaging, the documents still at the CSC.

**NOTE:** If the customer is not required to submit a VSA 67, note on the submitted title the reason why a substitute title was issued.

- When submitting the VSA 18 to add, change, or remove a designated beneficiary from the title record, verify all of the following apply:
  - Vehicle is solely owned (one owner),
  - The owner is a person (not a business),
  - Vehicle has no liens, and
  - The beneficiary has no interest in the vehicle.
- 4. Verify the customer's identity to ensure he is the owner.
  - If the customer presenting the VSA 67 is not the owner:
    - 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.
    - Verify the customer's identity to ensure he is the authorized representative before releasing the title.
- 5. Inquire on vehicle record
  - Always inquire by the VIN first to ensure the most current vehicle record is found.
  - If unable to find the vehicle record by VIN, then inquire by customer name, customer number, or title number.
  - For VIN corrections, check the National Crime Information Center (NCIC) for a stolen vehicle report before processing a substitute title.
- 6. Process requested change to the vehicle record following appropriate procedural guidelines.
- 7. Check record to ensure no held or stop exists.
  - If a "CUST" held exists on the record, ask customer if they would like to release the held. The substitute title fee is not charged unless the title had a lien (not elien) or was printed anytime in the past.

**NOTE:** For customers applying to release a title HELD from a vehicle record, process in accordance with [VLIC-3.575](#). No application is required when releasing a title HELD provided all required documents and information for its release are submitted.
- 8. Record legal documents on the application that are reviewed as a part of the verification or authorization process for reissuing the title (i.e., powers of attorney, evidence of ownership, death certificates, etc.).
  - If the customer is not required to submit a [VSA 67](#), note on the submitted title the reason why a substitute title was issued.
- 9. Return any documentation presented that is not required for processing a title (e.g. marriage license, divorce decree, death certificate, and/or original power of attorney drafted by a law firm). These documents must be noted on the application then returned to the customer.
  - Surrendered titles that are signed off by the lienholder upon satisfaction of the lien MUST be document imaged.
  - Lien release letters/documents that verify lien satisfaction MUST be document imaged.
- 10. Collect the substitute title fee.
  - Not required for corrections due to DMV error (fee exceptions must be noted on the application).
- 11. Process the substitute title and give to the customer.
  - If a lien exists on the title, the title prints at HQ and is mailed the next business day to the lienholder.
- 12. Prepare transaction documents with correct barcode coversheet and place in appropriate area for document preparation.

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## DMV CONTACT CENTER ACTIONS

- **For titles returned to DMV as undeliverable:**
  - a. Determine if the title has been returned to DMV undelivered.
    - If a date appears in the title undelivered field, the title was returned to DMV on that date.
  - b. Verify the customer and lienholder address.
  - c. Update the address (if applicable) for the customer following address change procedures ([DLG-0601](#)).

- d. Send a DL-9 to the [Titling Work Center](#), source code 211, to request an update to the lienholder's address (when required).
  - i. Advise the work center if the customer's address was updated, and
  - ii. Advise of the date that the title was returned undelivered to DMV, requesting that the title be mailed to the corrected address.
- **For corrections to the vehicle record:**

**IMPORTANT:** Do NOT make changes without close review of the required supporting information (i.e., OnBase documents, etc.) to substantiate the changes.

  - a. Review the documents used to title the vehicle in Virginia to determine what corrections need to be made.
  - b. For DMV keying errors, advise the customer that:
    - i. The record will be corrected and a substitute title issued once DMV receives the outstanding title.
      - CSR will send a DL9 to 211 and the microfilm/document copies to the Titling Work Center.
    - ii. Ask the customer to forward the title to DMV, [Titling Work Center](#):
      - If there is an electronic lien, correct the VIN and call the [Electronic Lien & Title Work Center](#) at 367-2715, option #2, about the correction.
  - c. For VIN corrections that are not due to DMV keying errors, follow guidelines in [VLIC-3.455](#).
- DMV Direct agents do not:
  - o Promise the acceptability of documents to customers.
  - o Use phrases like:
 

"You have everything you need. Just go to a CSC and they will issue your document."
- DMV Direct agents do use phrasing such as:
 

"The documents you have listed 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

1. If the substitute title has a lien, it will print in overnight batch at Headquarters and be mailed the next business day to the lienholder.
2. Customers may request a lien be satisfied in the system without being issued and paying for a substitute title.
3. Customers applying to title a vehicle with a lien when a lien release is submitted at time of titling are NOT required to first submit a VSA 67 and be issued a substitute title to show the lien is clear before processing the title. The prior lien is marked as satisfied and released when processing the new title.
4. DMV will process a substitute title at NO FEE, if it is verified that DMV committed an error when processing the original Virginia title certificate (this includes reprints).
5. If the customer's paperwork indicates a DMV keying error resulted in an incorrect VIN AND a VIN inspection is required to correct the title, the customer DOES NOT have to pay the VIN Inspection Fee.
6. If the customer's title is lost, he will apply for a replacement title. If the customer is the titled owner of the vehicle and is now out of state, the DMV DIRECT agent can produce a no fee vehicle transcript.

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#### CONTACT

For additional information contact :

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

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