

Vehicle Licensing Guide

Reactivating/Reestablishing a Vehicle Record VLIC-3.445

Original Date: 02/10/2007

Revision Date: 10/25/2018

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POLICY	
Title: Reactivating/Re-establishing a Vehicle Record	
Effective Date: Month February 10, 20017	Revision Date:
Authority: DMV Policy	
Policy: To process a transaction on vehicle records that are placed on an inactive status, or purged from the vehicle history file, DMV will: <ul style="list-style-type: none">• Reactivate vehicle records that are inactive status on the vehicle history file.• Reestablish vehicle records purged from the vehicle history file (CSC management only). No fee is charged for title reactivation or reestablishment.	
Exception: N/A	

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BACKGROUND

Title records with no activity over a period of time are placed in an inactive status on the vehicle history file in the system until the file is purged. Any vehicle records created before 1994, with no activity since that time, may have been purged from the vehicle history file.

Inactive or purged vehicle records are discovered when an inquiry is done on the vehicle record. An inquiry is performed when a customer requests some action on the vehicle record (i.e. process substitute title, replacement title, vehicle registration, etc.).

Always inquire on a vehicle record by VIN 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.

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CUSTOMER REQUIREMENTS

1. Submit vehicle owner proof of identity.
2. Submit one of the following as proof of ownership:
 - Virginia Certificate of Title
 - Virginia registration
 - Virginia personal property tax bill/receipt
 - Several lesser ownership documents (i.e. bill of sale, insurance policy, etc.) to be used in combination with other documents to prove Virginia ownership at the discretion of CSC management (refer to [CSCOM-201](#)).
3. Submit the appropriate application for the type of transaction applied for (i.e. substitute title, replacement title, registration etc.), when applicable.
4. Pay fee, if applicable.
 - There is no fee to reactivate or reestablish vehicle records.

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FRONT COUNTER CSR-REACTIVATE/REESTABLISH VEHICLE RECORD

1. Verify customer's proof of identity.
2. Check application for completeness (if applicable).

3. Inquire on vehicle record by VIN.

4. If **"Record is in an inactive status"** message displays:

- a. Verify customer's Virginia ownership documents.
- b. Verify the customer is the current owner of the vehicle (a more current record does not exist).

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c. Reactivate vehicle record. **END REVISION>>>>>**

NOTE: If the owner (or a co-owner) of a vehicle is deceased, follow the [FRONT COUNTER CSR-DECEASED/PURGED CUSTOMER RECORDS](#) procedures at the end of this procedure.

5. If **"No record found"** message displays:

- a. Verify the VIN was keyed correctly.
 - I. Rekey VIN if keyed incorrectly.
 - II. Inquire again on the vehicle record using the customer name, number, or title number.
 - III. If correct vehicle record displays, verify the customer is the current owner of the vehicle.
 - IV. Process the requested transaction.
- b. If additional inquiries return a **"No record found"** message, request customer's Virginia ownership documents.
- c. Request CSC management assistance to verify customer's proof of Virginia ownership document(s) (i.e. Virginia title, registration, or personal property tax bill/receipt, etc.).
- d. If CSC management accepts the vehicle ownership documents as proof the customer owns the vehicle, CSC management only is authorized to reestablish the title in the system.
 - o If manager's discretion is used to accept the documents, record manager's discretion on the application (refer to [CSCOM-201](#))

NOTE: CSC management is authorized to accept a bill of sale or insurance policy, if submitted in combination with other Virginia ownership documents that are sufficient to establish the customer's Virginia ownership of the vehicle.

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6. Prepare documents with correct barcode coversheet and place in appropriate area for document preparation. **END REVISION>>>>>**

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FRONT COUNTER CSR-DECEASED/PURGED CUSTOMER RECORDS

1. Follow the guidelines below when reactivating an inactive vehicle record and you receive one of the system messages below:

- o **"CUSTOMER MARKED AS DECEASED-T63413410"**
 - i. Remove the deceased indicator from the customer's record,
 - ii. Inquire on the vehicle record by VIN,
 - iii. Follow the process for reactivating the vehicle record under [FRONT COUNTER CSR-REACTIVE/REESTABLISH VEHICLE RECORD](#),
 - iv. Once the vehicle record is reactivated, process the customer's requested transaction,
 - v. Place the **"deceased"** indicator back on the customer's record.
- o **"CUSTOMER NUMBER DOES NOT EXIST"**

NOTE: This message displays when a vehicle record is reactivated and a deceased owner (or co-owner) has been purged from the system.

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- i. Scan the customer's document(s) via Landing Zone to the [Data Integrity Work Center](#) and wait for an email alert. **END REVISION>>>>>**
 - o Include the note "add deceased customer record".
 - o Include the customer's phone number (if the customer provides a number) to enable the work center to contact them directly when necessary.
 - o If the scanner is inoperable:
 - Fax the documents to the Data Integrity Work Center.

- Include the note "add deceased customer record" to the fax cover sheet.
- ii. Data Integrity will:
 - Reestablish the purged customer's record in the system using the SSN (if available) or the assigned customer number,
 - Contact the CSC when the customer's record is added.

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- iii. CSC reactivates the vehicle record following the guidelines in this procedure under [FRONT COUNTER CSR-REACTIVATE/REESTABLISH VEHICLE RECORD](#). **END REVISION>>>>**
- iv. Once the vehicle record is reactivated, process the customer's requested transaction,
- v. Submit a Landing Zone request to Data Integrity and request that the customer record be deleted.

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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](#)
- DMS/[Data Integrity Work Center](#)

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