

Vehicle Licensing Guide

Cancelled Titles (Title Fraud)
<<<<<REVISION VLIC-3.570
END REVISION>>>>>

Original Date: 09/10/2009

Revision Date: 10/25/2018

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POLICY	
Title: Cancelled Titles (Title Fraud)	
Effective Date: September 10, 2009	Revision Date:
Authority: N/A	
Policy: When a cancellation order is issued for a vehicle title, no transactions can be processed on the vehicle record. If the system indicates that there is "title fraud" when processing a title, contact the LE special investigator following guidelines in this procedure.	
Exception: N/A	

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BACKGROUND

When the Vehicle Services Administration (VSA) issues a cancellation order for a vehicle title, the title record becomes "flagged" as invalid. The prior title issued then becomes the most current title.

No transactions can be processed on a vehicle record when it has been cancelled.

DMV Law Enforcement (LE) will attempt to retrieve the cancelled title from the customer. This procedure provides steps to follow if the customer applies for a title transaction using the cancelled title before LE has successfully retrieved it.

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FRONT COUNTER CSR

1. If the following is displayed upon inquiring on the vehicle or attempting to process a title
 - Title Fraud
 - DMV's address
 - A system generated customer number; unique to cancelled titles
2. Inquire on vehicle notes for the name and telephone number of the assigned Law Enforcement Special Investigator.
3. Contact the special investigator indicated on the vehicle notes.
 - If the CSR is unable to contact the Law Enforcement Investigator or there is not an Investigator name or telephone number listed on the vehicle notes, contact Law Enforcement and follow all instructions (in accordance with [LE-1.00](#)).

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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](#)
- DMV Law Enforcement (804) 367-1997 or (804) 367-1678

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