Go online 24 hours a day, 7 days a week at www.dmv.ca.gov to:
• Renew your vehicle registration.
• Renew your driver license or identification (ID) card.
• Calculate registration fees.
• Verify and update vehicle registration insurance suspension information.
• Take a sample driver license test.
• Order special license plates.
• Get forms, brochures, and handbooks.
• Find answers to your DMV questions.
• Make appointments (except commercial driving test*).

Call 1-800-777-0133 for automated service 24 hours a day, 7 days a week to:
• Make appointments (except commercial driving test*).
• Renew your vehicle registration. See your renewal notice for the renewal ID number (RIN).
• Get forms and publications.
• Listen to general information.
• Verify and update vehicle registration insurance suspension information.

*To make a commercial driving test appointment or speak with a technician, call 1-800-777-0133 during our normal business hours.
For persons who are deaf or hard of hearing or with a speech impairment, call TTY 1-800-368-4327.

Privacy
The Department of Motor Vehicles strives to protect against loss, misuse, unauthorized access, or alteration of the information under its control. Our Privacy Policy is located online at www.dmv.ca.gov under the Privacy Policy link at the bottom of the page.
Be a Smart Shopper
Before buying a vehicle, it is important to know your rights and responsibilities. There are various agencies that can provide you with information regarding the vehicle purchase process; however, there are things you can do to protect yourself before signing a contract.

- Be aware that there is no “cooling off” period on vehicles purchased from a dealer unless you obtain a contract cancellation option, which is available when buying specified used cars from a licensed California dealer.
- Know and understand your rights as a consumer. See the Car Buyer’s Bill of Rights (FFVR 35) Fast Facts brochure.
- Know the value of the vehicle you wish to buy. Check the value with a vehicle pricing guide, newspaper ads, Internet, or by comparison shopping.
- All California dealers must have a National Motor Vehicle Title Information System (NMVTIS) report to show you. For a private sale, you may obtain a NMVTIS report at www.vehiclehistory.gov for a nominal fee.
- Read and understand your purchase contract. Don’t sign anything you don’t understand.
- Read and understand the manufacturer’s warranty and any additional warranties (service contracts) offered by a dealer.
- Compare interest rates.
- Understand the Department of Motor Vehicles (DMV) fees that are being charged to you.

NOTE: For registration fees, see the Registration Related Fees (FFVR 34) Fast Facts brochure. Because fees are subject to change, for the most current information visit our website at www.dmv.ca.gov.

- Understand that on vehicle documents an “or” between co-owners’ names indicates one owner can sell the vehicle without the other owners’ signature. When a slash (“/”) indicating “and” appears between the owners’ names, the signature of each owner is required.
- Understand the restrictions when buying an out-of-state vehicle. See the Buying a Vehicle From Out of State — Can You Register It In California? (FFVR 29) Fast Facts brochure.
- Check www.safecar.gov to find out if your vehicle has a safety recall notice that has not been repaired.

Transferring Title
DMV can assist you with the requirements necessary to transfer the title of a vehicle. Visit the DMV website at www.dmv.ca.gov.

To make a complaint, complete and mail DMV’s Investigations Record of Complaint Form (INV 172A). The form is available:
- On the DMV website at www.dmv.ca.gov under Forms.
- By calling 1-800-777-0133 to have it mailed to you.
- At your local field office.

The form provides the addresses of DMV Investigations district offices for mailing.

Warranties
New vehicles sold in California generally come with a manufacturer’s extended warranty, which states that the manufacturer of the vehicle will cover the cost of specific repairs under the terms of the warranty. A dealer may also offer you an additional written service contract for a fee, which is an agreement between you and the dealer and states the dealer will repair or pay the costs for the repair of certain mechanical problems. If you are unsure of the terms, coverage, duration, or exclusions of a service contract, don’t sign it. Shop around. Prices and coverages differ. You may want to consult your insurance agent or credit union for quotes. If you still have questions regarding service agreements, contact the California Department of Insurance Consumer hotline at 1-800-927-HELP (4357). Disputes regarding refunds for cancelled service contracts must be made at www.insurance.ca.gov or in writing to:
California Department of Insurance
300 South Spring St., South Tower
Los Angeles, CA 90013

Automotive Repairs
The California Department of Consumer Affairs (DCA) Bureau of Automotive Repair (BAR) is responsible for regulating automotive repair facilities. BAR provides brochures, information on how to maintain your newly purchased vehicle, and where to resolve disputes for repairs made by a licensed repair shop. There are 13 BAR field and region offices in the state of California. If you are unable to locate an office near you, you may contact:

California Department of Consumer Affairs
Bureau of Automotive Repair
10949 North Mather Blvd.
Rancho Cordova, CA 95670
Telephone: 1-800-952-5210 or visit www.dca.ca.gov

Odometer Disclosure
For questions regarding odometer disclosure requirements, misrepresentations, or suspected odometer tampering, contact:

Department of Motor Vehicles
Investigative Support Unit
PO Box 932391, MS L234
Sacramento, CA 94232-3890
Telephone: (916) 657-7244 or visit www.dmv.ca.gov

The Lemon Law
California requires the manufacturer of a new motor vehicle to provide a manufacturer’s written warranty that covers the cost to repair the vehicle during the warranty period. If you are dissatisfied with the repairs or have questions regarding your repair invoice, see the Lemon Law Buyback Vehicles (FFVR 17) Fast Facts brochure, or contact:

Department of Motor Vehicles
New Motor Vehicle Board
1507 21st Street, Suite 330
Sacramento, CA 95814
Telephone: (916) 445-1888 or visit www.nmvb.ca.gov

OR