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CHAPTER 22

CORRECTIONS AND ADJUSTMENTS

22.000 Introduction

This chapter contains procedures for corrections and adjustments to Department of Motor Vehicle (DMV) records. Corrections are generally no-fee transactions. Adjustments are corrections to transactions which involve fees.

22.005 Certificates Describe the Wrong Vehicle

When the certificates issued for a vehicle do not describe the vehicle acquired by the owner:

- A Verification of Vehicle (REG 31) form is required to determine the correct vehicle descriptive information.
- The person in possession of the California Certificate of Title with the incorrect description (vehicle identification number) must give the title to the owner of the vehicle described and obtain the correct, properly endorsed California Certificate of Title for the vehicle in their possession.

The procedure below shows the procedure if the vehicle owner shown on the California Certificate of Title cannot be located:

<table>
<thead>
<tr>
<th>If the Transfer Has</th>
<th>The Procedures Below Must Be Followed</th>
</tr>
</thead>
</table>
| Been recorded      | • The incorrect California Certificate of Title properly endorsed for release and signed on the reverse side by the new owner must be picked up. The incorrect title must not be defaced, corrected or attempt to correct it.  
|                    | • A completed Statement of Facts (REG 256) form or memo explaining the circumstances must be submitted. |
| Not been recorded  | • The incorrect applicant’s name(s) on the back of the California Certificate of Title must be lined through and the correct owner(s) must endorse in the space available.  
|                    | • The applicant must complete must and sign a Statement to Record Ownership (REG 101) form.  
|                    | • The incorrect applicant complete a Statement of Error or Erasure (REG 101) form explaining the error and state they have no interest in the vehicle.  
|                    | • A REG 256 must be completed or memo explaining the circumstances. |
22.010 California Certificate of Title Held by the Lienholder/Legal Owner

**California Certificate of Title Held by a Lienholder**—The requirements for processing a correction when the lienholder has the California Certificate of Title are:

**The procedures below must be followed:**

- The customer must provide the necessary supporting documents, such as a Verification of Vehicle (REG 31) form or a Statement of Facts (REG 256) form.
- Fees are due. The California Certificate of Title and other items must be completed.
- The customer must mail a return envelope to the lienholder or mail the application directly to the lienholder with a return envelope.

22.015 Change or Correction of Lienholder/Legal Owner Address

(CVC §4159)

DMV must have current address information on lienholder/legal owner (LO) records to ensure proper notification for various types of actions. An LO is required to notify DMV of a change of address within 10 days.

**The applicant must submit one of the following:**

- A completed Notice of Change of Address (DMV 14) form.
- A letter on the LO’s business letterhead that clearly states “this is a request for a legal owner change of address,” and includes the:
  - Name and new address of the LO.
  - Vehicles to be updated listed by make, license plate number, and vehicle identification number (VIN).
  - Name(s) of the registered owner(s) of the vehicles.

LO change of address requests submitted on the DMV 14 or the LO’s business letterhead must be mailed to the address on the DMV 14:

DMV Change of Address
PO Box 942859
Sacramento, CA 94259-0001

22.020 Change or Correction of Lienholder/Legal Owner Name

(CVC §§4150 and 4453)

The lienholder/legal owner (LO) true full name must be shown on the California Certificate of Title and/or registration card. The certificates and vehicle record must be corrected if the LO name changes or is shown incorrectly on the certificates.

**Change of Name**—The following must be submitted:

- The Certificate of Title or an Application for Duplicate or Paperless Title (REG 227) form.
22.020 Change or Correction of Lienholder/Legal Owner Name, continued

— The LO new name must be printed on the back of the title; however, a signature is not required.
— The LO address must also be shown on the back of the title.

• A name change document as follows:

<table>
<thead>
<tr>
<th>If the LO Is</th>
<th>And Is</th>
<th>The Following Must Be Submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>An individual</td>
<td>N/A</td>
<td>The Name Statement portion of the Statement of Facts (REG 256) form completed by the owner.</td>
</tr>
<tr>
<td>A business</td>
<td>Operating as a corporation</td>
<td>A copy of the Board of Director’s Resolution authorizing the change.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Accept one copy for a fleet. Attach it to the title for one of the vehicles.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Make the notation “Name Change, Refer to License # (show #)” on each of the other titles.</td>
</tr>
<tr>
<td>Operating in partnership</td>
<td></td>
<td>A REG 256 completed by the owner stating there is no change in the business entity.</td>
</tr>
<tr>
<td>Owned by an individual</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** A change in business entity or structure is a transfer, not a name change. **Example:** The addition or loss of a partner, change from a partnership to a corporation, or merger of two or more corporations are business structure changes.

• A duplicate title fee. No fee is due solely for a name change.

**The following must be submitted to DMV headquarters:**

• The Certificate of Title or Application for Duplicate of Paperless Title (REG 227) form.
• The Name Statement portion of the Statement of Facts (REG 256) form completed by the owner.

**Correction of Name—The following must be submitted:**

• A duplicate title fee, if applicable. No fee is due solely for a name correction.

**The Procedures below must be followed:**

• Must determine the name is actually incorrect. Some names cannot be printed on the certificates exactly as written or shown on an application because DMV’s automated name index (ANI) would not recognize the name correctly in its divided/hyphenated state. In such cases, the name is correct as shown and it is important to explain this to the owner.
22.020 Change or Correction of Lienholder/Legal Owner Name, continued

**Example:** Divided or hyphenated surnames, such as De La Cruz or White-Smith, would appear on the certificates as DELACRUZ or WHITESMITH. This does not apply to separated business or company names.

- The incorrect name must be lined through on the front of the title.
- The correct spelling of the name must be clearly printed above the incorrect name.
- No entries on the reverse side of the title must be made.

22.025 Change or Correction of Registered Owner Address (CVC §§4159, 4160, 4453, and 14600)

Registered owners are required to notify DMV of a change of address or address correction within 10 days by submitting a fully completed Change of Address (DMV 14) form to the DMV’s address shown on the form or online at [www.dmv.ca.gov](http://www.dmv.ca.gov).

The California Certificate of Title and/or registration card are not required to be submitted and new documents are not issued.

The following must be submitted:
- A DMV 14.
- Print the correct address on the registration card and initial the entry.

The procedure below must be followed:
- Date line stamp the DMV 14.
- Forward all DMV 14 forms to DMV headquarters with the miscellaneous work.

**Note:** Do not update DMV 14 address changes.

22.030 Change or Correction of Registered Owner Name (CVC §§4150 and 4453)

The registered owner’s true full name must be shown on the California Certificate of Title and/or registration card. The certificates and vehicle record must be corrected if an owner’s name changes or is shown incorrectly on the certificates.

Change of Name—the following must be submitted:
- The California Certificate of Title or an Application for Duplicate or Transfer of Title (REG 227) form.
  - The owner’s new name must be printed on the back of the title; however, a signature is not required.
  - The lienholder/legal owner name and address (if any) must also be shown on the back of the title.
- If an out of state title is not available, the goldenrod registration with an Application for Title or Registration (REG 343) form completed with both names must be submitted.

**Example:** Cindy Jones aka Cindy Smith.
22.030  Change or Correction of Registered Owner Name, *continued*

- A name change document as follows:

<table>
<thead>
<tr>
<th>If the Owner Is</th>
<th>And Is</th>
<th>The Following Must Be Submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>An individual</td>
<td>N/A</td>
<td>The Name Statement portion of the Statement of Facts (REG 256) form completed by the owner.</td>
</tr>
<tr>
<td>A business</td>
<td>Operating as a</td>
<td>A copy of the Board of Director’s Resolution authorizing the change.</td>
</tr>
<tr>
<td></td>
<td>corporation</td>
<td><strong>The following must be accepted:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- One copy for a fleet.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- The title attached for one of the vehicles.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Must have the notation “Name Change, Refer to License # (show #)” on each of the other titles.</td>
</tr>
<tr>
<td>Operating in partnership</td>
<td>A REG 256 completed by the owner stating there is no change in the business entity.</td>
<td></td>
</tr>
<tr>
<td>Owned by an individual</td>
<td></td>
<td><strong>Note:</strong> A change in business entity or structure is a transfer, not a name change. Use tax or a Certificate of Use Tax Clearance (BOE 111) from the California Department Tax and Fee Administration (CDTFA) and smog certification may be required if the business structure changes. Example: The addition or loss of a partner, change from a partnership to a corporation, or merger of two or more corporations are business structure changes.</td>
</tr>
</tbody>
</table>

- A duplicate title fee and/or renewal, if applicable. No fee is due solely for a name change.

**The procedure below must be followed:**
- The application must be processed as a clearing transaction, unless special handling by DMV headquarters would otherwise be required.

**Correction of Name—The following must be submitted:**
- The California Certificate of Title or an Application for Duplicate or Transfer of Title (REG 227) form.
- The Name Statement portion of the Statement of Facts (REG 256) form.
- Duplicate title and/or renewal fees, if applicable. No fee is due solely for a name correction.

**The procedure below must be followed:**
- The name must be determined that it is actually incorrect. Some names cannot be printed on the certificates exactly as written or shown on an application because DMV’s Automated Name Index (ANI) would not recognize the name correctly in its divided/hyphenated state. In such cases, the name is correct as shown and it is important to explain this to the owner.
22.030 Change or Correction of Registered Owner Name, continued

**EXAMPLE:** Divided or hyphenated surnames, such as De La Cruz or White-Smith, would appear on the certificates as DELACRUZ or WHITESMITH. This does not apply to separated business or company names.

- The incorrect name on the front of the title must be lined through.
- The correct spelling of the name must be clearly printed above the incorrect name.
- No entries on the reverse side of the title must be made.
- Must be processed as a clearing item, unless special handling by DMV headquarters would otherwise be required.

22.035 Changing the Body Type Model (BTM) and/or Weight

**Changes made by the current owner**—To change the BTM and/or weight when modifications or alterations were made by the current owner.

**The following must be submitted:**

- The California Certificate of Title or Application for Duplicate or Transfer of Title (REG 227) form.
- A Verification of Vehicle (REG 31) form (completed after the change/alteration has taken place).
- Statement of Facts (REG 256) form with the Statement for Vehicles Body Change section completed by the owner.
- Evidence of purchase or ownership of the added parts. This may be the original on copies of bills of sale, invoices, sales slips, etc. A bond may be required if the owner does not have evidence for parts valued over $4,999.

**Note:** If a used body was removed from a different vehicle owned by the applicant and placed on the vehicle, the applicant must explain that on the REG 256. The license plate number of the vehicle from which the body was removed must be given.

- A weight certificate for the altered vehicle, unless the vehicle is one of the exceptions to the weight certificate requirement shown in the Weight Certificate Exceptions section in Chapter 13.
- Additional weight fees if the altered vehicle falls into a higher weight class.
22.035 Changing the Body Type Model (BTM) and/or Weight, continued

**NOTE:** If the change is due to a DMV or dealer error, see the Correcting a Vehicle Description Error section in this chapter.

**Changes made by a prior owner**—To change the BTM and/or weight when the owner acquired the vehicle with a BTM and/or weight which differs from that shown on the California Certificate of Title, the following must be submitted:

- The California Certificate of Title or Application for Duplicate or Transfer of Title (REG 227) form.
  - If the title is held by the lienholder, the applicant must submit the following documents to their lienholder for submission to DMV with the California Certificate of Title.
- A Verification of Vehicle (REG 31) form, unless the body type can be verified from the vehicle identification number (VIN) using a National Insurance Crime Bureau (NICB) *Passenger Vehicle Identification Manual* or *Commercial Vehicle Identification Manual*.
- A Statement of Facts (REG 256) form stating the vehicle was acquired with its current BTM and/or weight and no body changes or alterations were made since acquiring the vehicle.
- For commercial vehicles weighing:
  - Less than 10,001 pounds unladen, a weight certificate.

**NOTE:** A weight certificate is required even if the correction is for BTM only (changing the BTM could alter the weight of the vehicle).

- 10,001 pounds unladen or more, a Declaration of Gross Vehicle Weight (GVW)/Combined Gross Vehicle Weight (CGW) (REG 4008) form and a REG 256 with the estimated unladen weight.
- Additional fees due, if any.
  - A duplicate title fee is not charged, unless the California Certificate of Title is lost or stolen.

**The procedure below must be followed:**

- The body type must be verified using an NICB manual if a REG 31 is not submitted with the application.
- If the body type can be determined from the NICB manual, “body type OK per VIN” must be written on the application.
- Must be processed as a clearing item, unless special handling by DMV headquarters is required.

**NOTE:** If the vehicle is changing from auto to commercial or commercial to auto, the registration expiration date will change and weight fees may be due.
22.040 Correcting a Vehicle Description Error

If a vehicle owner claims a vehicle description error was made on the vehicle record and California Certificate of Title (other than motive power), the owner must submit documentation to confirm that in fact an error was made.

**NOTE:** The California Certificate of Title and/or registration card are **not** required to correct the license plate, sticker number, motive power, or address of the registered or legal owner.

To correct a vehicle description error on a vehicle record and California Certificate of Title, **the following must be submitted:**

- The California Certificate of Title or Application for Duplicate or Transfer of Title (REG 227) form.
  - If the title is held by the lienholder, the customer must submit the following documents to the lienholder for submission to DMV **with** the California Certificate of Title.
- A Verification of Vehicle (REG 31) form.
  - A substantial change in the vehicle identification number (VIN) may mean the California Certificate of Title is for a different vehicle. See the Vehicle Identification Number (VIN) Corrections section in this chapter.
- A Statement of Facts (REG 256) form with the circumstances of the error or correction and if the correction is needed as result of a dealer error.
- Documentation to confirm that an error was made, such as copies of documents submitted in a prior application obtained from DMV or dealer records. The copies must show that the documents submitted with the application had correct information which was not entered on the vehicle record.
- A weight certificate for vehicles under 10,000 pounds unladen, unless DMV records or dealer documentation includes proof of the correct weight. Examples of acceptable proof are a weight certificate, a document with the correct BTM and weight, such as the weight certification on an Application for Registration of New Vehicle (REG 397) form, an out-of-state title showing the empty, unladen, scale, or tare weight, and a prior California Certificate of title.
- Additional fees due, if any.
  - A duplicate title fee is not charged, unless the California Certificate of Title is lost or stolen.

**NOTE:** If the vehicle is changing from auto to commercial or commercial to auto, the registration expiration date will change and weight fees may be due.
22.040 Correcting a Vehicle Description Error, continued

The procedure below must be followed:
- A physical inspection of the vehicle and/or documents, must be done as appropriate.
- Obtain the document(s) necessary to confirm the error.
- Process as a report of deposit of fees (RDF) requesting the missing items if the applicant does not provide all the necessary documents and fees.
- Must be processed as a clearing item if all the necessary documents and fees are provided, unless special handling by DMV headquarters would otherwise be required.

See the California Certificate of Title Held by the Lienholder/Legal Owner or the Body Type Correction sections in this chapter for further instructions.

22.045 Credit From Prior Year Registration Fees

Fees paid on deposit for one registration year(s) cannot be credited to a subsequent registration year(s) unless the applicant provides substantiation that a refund of the prior year(s) fees is in order. Fees for all years must be collected if a refund is not justified.

**Example:** Fees were due and posted on a vehicle record in 2010. The customer returns in 2014 and the only fees generated are for 2011 through 2014. The 2010 fees are still due and cannot be applied towards 2011 through 2014 registration fees.

22.050 Incorrect License Plates and/or Year Sticker Issued

The following are procedures if incorrect license plates were issued:

<table>
<thead>
<tr>
<th>If the Error is on an application still in the office</th>
<th>The Procedures Below Must Be Followed</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Line through the incorrect license plate/sticker numbers and write “Wrong Plates Issued” on the DMV file copy.</td>
<td></td>
</tr>
<tr>
<td>• Recycle the license plates and destroy the sticker.</td>
<td></td>
</tr>
<tr>
<td>• Issue the correct license plates/stickers and process as a clearing item.</td>
<td></td>
</tr>
<tr>
<td>• Mail the new registration card, license plates, and stickers to the vehicle owner with a License Plate Correction (FO 37) form showing the office name and address.</td>
<td></td>
</tr>
</tbody>
</table>

If the Owner received a letter from DMV headquarters requesting surrender of the license plates

<table>
<thead>
<tr>
<th>The Procedures Below Must Be Followed</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pick up the license plates.</td>
</tr>
<tr>
<td>• Indicate the number of license plates and year sticker surrendered on the owner’s letter.</td>
</tr>
<tr>
<td>• Issue new license plates and stickers if all the letter’s requirements are satisfied.</td>
</tr>
</tbody>
</table>
22.055 Lienholder/Legal Owner Omitted (CGC §818.5)

When a lienholder/legal owner (LO) name is omitted on the California Certificate of Title because it was not shown on the registration application or due to a DMV error and an application is received to correct the omission, the application must be forwarded to the Involuntary Transfer Section (ITS) in DMV headquarters.

<table>
<thead>
<tr>
<th>If the</th>
<th>Then ITS Will</th>
</tr>
</thead>
<tbody>
<tr>
<td>Omission is a DMV error</td>
<td>• Cancel the incorrect title.</td>
</tr>
<tr>
<td></td>
<td>• Issue a corrected title to the LO, provided the vehicle has not been encumbered with another lien.</td>
</tr>
<tr>
<td>DMV has issued a title to a second LO due to another lien taken on the vehicle</td>
<td>• Place a stop on the vehicle record.</td>
</tr>
<tr>
<td></td>
<td>• Notify all parties that any outstanding Certificate of Title will not be honored until the matter is resolved.</td>
</tr>
<tr>
<td>Title was used by the registered owner to transfer ownership of the vehicle and a new title has been issued to the buyer</td>
<td><strong>NOTE:</strong> A resolution may be to submit the properly released California Certificate of Title or a court order.</td>
</tr>
</tbody>
</table>

**NOTE:** A courtesy stop may be placed on the vehicle record for 30 days to allow the dealer or LO to obtain a restraining order and stop the issuance of any title until a resolution can be made.

22.060 Mismatched License Plates

Occasionally the license plates in a plate envelope do not match.

**EXAMPLE:** 3SAM100 and 3SAM101 license plates together in the same envelope.

**The following must be submitted:**

- A completed Application for Replacement Plates, Stickers, Documents (REG 156) form.
- The mismatched plates.

**The procedure below must be followed:**

- Write both license plate numbers and “mismatched plates,” on the REG 156.
- Check the appropriate box on the REG 156 to indicate the number of license plates surrendered to DMV.
- Issue new license plates and stickers at no fee.
### Mixed License Plates and/or Registration Card

Use the following procedures when a customer says the license plates they received do not agree with the license plate number shown on the registration document(s):

<table>
<thead>
<tr>
<th>If the</th>
<th>The Procedure Below Must Be Followed</th>
</tr>
</thead>
</table>
| Customer currently owns both vehicles and the stickers and/or license plates were placed on the wrong vehicle | • The customer must attach the license plates to the correct vehicle.  
• The applicant must complete an Application for Replacement Plates, Stickers, Documents (REG 156) form and the fee for new stickers, if stickers were placed on the wrong license plates, must be collected. |
| Customer owned both vehicles, but sold one of the vehicles             | • The applicant must exchange the license plates with the buyer of the other vehicle.                                                                                   |
| License plates were obtained by the dealer                             | • The applicant must contact the dealer.                                                                                                                                   |
| Envelope contained the wrong regular series plates                     | • The following must be submitted:  
  — The wrong regular series license plates.  
  — A completed REG 156.  
• Write the number of license plates surrendered and “mixed license plates” on the REG 156.  
• New license plates and sticker, must be issued at no fee. |
| Envelope contained the wrong special license plates and the correct license plates cannot be located | • The following must be submitted:  
  — The wrong special license plates.  
  — A completed REG 156.  
• Write the number of license plates surrendered and “mixed license plates” on the REG 156.  
• The license plate and sticker fees, must be waived  
• The application must be sent to the appropriate Registration Processing Unit (RPU) in DMV headquarters for verification and processing.  
• A 60-day temporary operating permit (TOP) must be issued. |
22.070 New Vehicle Incorrectly Reported by the Dealer

Occasionally, a dealer incorrectly reports a new vehicle of a different description than the vehicle actually sold.

The following must be submitted:

• The California Certificate of Title or Application for Duplicate or Transfer of Title (REG 227) form.
• A Dealer Statement of Facts (REG 477) form completed with the descriptions of the incorrectly reported vehicle and the vehicle actually sold.
• Additional fees to register the proper vehicle, if due.

22.075 Nonresident Military (NRM) Becomes a California Resident

When an NRM owner or NRM spouse becomes a California resident during the registration year and wants to cancel their NRM exemption status:

The following must be submitted:

• The current registration card and the California Certificate of Title, if issued.
• A Statement of Facts (REG 256) form stating:
  — They are on active duty in the U.S. military service and wishes to cancel their NRM exemption.
  — Their state of residence when the NRM exemption was granted.
  — The date they became a California resident.
  — Their California address.
• The prorated vehicle license fee (VLF).

The procedures below must be followed:

• Line out the words “Nonresident Military” or “NRM” on the certificates.
• The VLF prorated from the month the applicant became a California resident to the end of the registration period must be collected.
• Do not collect penalties on a currently-registered NRM vehicle.
• Process a new registration card and California Certificate of Title, if issued.

22.080 Renewal or Planned Nonoperation (PNO) Fees Paid on the Wrong Vehicle (CVC §§4751 and 9562)

Both Vehicles Owned by the Same Owner—When the renewal of PNO fees are paid on the wrong vehicle and the registration for the correct vehicle expires, the following must be submitted:

• The incorrect registration card.
• A completed Statement of Facts (REG 256) form which explains fees were paid on the wrong vehicle and identifies the correct vehicle.
• Any additional fees due or a completed Application for Refund (ADM 399) form, which explains the mistake, shows the amount paid in error, amount to be applied to the correct vehicle, and amount requested as a refund.
22.080 Renewal or Planned Nonoperation (PNO) Fees Paid on the Wrong Vehicle, continued

The procedures below must be followed:
• Waive the late penalty if the registration was renewed in error, the owner did not operate the vehicle, and their intent was to file a Planned Non-Operation Certification (PNO-REG 102) form.

Vehicle Sold After Renewal/PNO Fees Are Paid—A refund cannot be issued when an owner pays the renewal or PNO fees and then sells the vehicle.

Fees Paid After The Vehicle Has Been Sold—A refund or transfer of fees may be considered, if renewal or PNO fees are paid by the owner after the vehicle is sold.

Transfer to New Owner Not Updated—If the vehicle record still reflects the seller’s name as the owner, the following must be submitted:
• The incorrect registration card.
• A REG 256 stating:
  — The vehicle was registered in error for the current registration year.
  — They did not operate the vehicle.
  — The registration fees paid were intended for another vehicle.
  — The license plate number, make, and VIN for the intended vehicle.
  — The name of the buyer of the vehicle.
  — The date of sale, if known.

Transfer to New Owner Updated—The applicant must provide evidence that the date of sale was before the date fees were paid if the vehicle record reflects a new owner’s name. A copy of the Notice of Release of Liability (REG 138) form is acceptable evidence.

The following must be submitted:
• Evidence that the date of sale was before the date fees were paid.
• A REG 256 explaining that fees were paid after the vehicle was sold.
• An ADM 399.

The procedures below must be followed:
• Call FOSU at (916) 657-8035 to have a VLT Stop 53 (Refer to Correspondence) placed on the vehicle.
• Attach the incorrect registration card and unused sticker to the ADM 399 and forward to the appropriate RPU in DMV headquarters for further action. The RPU will request the fees due from the new owner and adjust the fees due on the incorrect vehicle.

Note: Fees will not be refunded or transferred without documentation.
22.085 Two Renewal Notices Received for the Same Vehicle

When a vehicle owner receives two renewal notices for the same vehicle and inquires about the duplicate notice; the following must be submitted:

- A Statement of Facts (REG 256) form explaining the situation.
  
  **Example:** The vehicle left the state then returned and reregistered in California, is registered as special equipment, or is a revived junk.
- Documentation to substantiate the explanation, if available.
  
  **Example:** The out-of-state registration showing the vehicle was registered prior to expiring in California.

The procedures below must be followed:

- Determine which is the correct renewal notice.
- Close the incorrect vehicle record by doing one or more of the following:
  - Key the appropriate planned nonoperation (PNO) code in the PNO field.
  - Clear the transaction if all documents and fees are submitted, or issue a report of deposit of fees (RDF) requesting additional items needed to mark the record corresponding to the incorrect renewal notice.
  - If the vehicle’s record cannot be corrected, send the application to DMV headquarters.

When a vehicle owner receives two renewal notices for the same vehicle and renews using the wrong renewal notice; the following must be submitted:

- The incorrect registration card.
- Additional fees that may be due.

22.090 Vehicle Value Corrections

Over-Reported Vehicle Value

To correct the vehicle record, the following must be submitted:

- A Statement of Facts (REG 256) form containing:
  - The correct vehicle value.
  - The date the vehicle was purchased/acquired.
  - That they believe the incorrect value information was entered when originally registering the vehicle in their name.
- The California Certificate of Title or an Application for Duplicate or Transfer of Title (REG 227) form, unless there is a lienholder/legal owner (LO) shown on the vehicle record. If there is an LO on the record, refer to the California Certificate of Title Held by the Lienholder/Legal Owner section in this chapter.
- Fees due based on the corrected vehicle value.
- An Application for Refund (ADM 399) form for a refund of any fees over paid for prior transactions based on the incorrect value.
22.090  Vehicle Value Corrections, continued

Under-Reported Vehicle Value
To correct the vehicle record, the following must be submitted:
- A REG 256 containing:
  - The correct vehicle value.
  - The date the vehicle was purchased/acquired.
  - They provided incorrect value information when originally registering the vehicle in their name.
  - The Certificate of Title or an Application for Duplicate or Paperless Title (REG 227) form, unless there is an LO shown on the vehicle record. If there is an LO on the record refer to the California Certificate of Title Held by the Lienholder/Legal Owner section in this chapter.

The procedures below must be followed:
- The owner must not be asked why the value was reported incorrectly.

<table>
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<tr>
<th>If the Vehicle Is</th>
<th>Then</th>
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| Currently registered | • The applicant must be informed that DMV headquarters may send a bill for additional fees due based on the newly-reported vehicle value.  
  
  **NOTE:** If the applicant requests substitute license plates/stickers at the same time, issue a temporary operating permit (TOP). |
| Not currently registered | • The newly-reported (correct) vehicle value must not be entered.  
  • Collect fees and penalties due based on the current (incorrect) vehicle value.  
  • The applicant must be informed that DMV headquarters will send a bill for any additional fees due based on the newly-reported vehicle value.  
  • Issue a TOP. |

22.095  Vehicle Identification Number (VIN) Corrections (CVC §4451)
To correct the VIN or engine number shown on the certificates, the following must be submitted:
- The California Certificate of Title.
- A Verification of Vehicle (REG 31) form.

**IMPORTANT:** A substantial change in the VIN may mean the certificates are for a different vehicle. If the correction substantially alters the VIN on the certificates, documentation must be presented to substantiate that the VIN is not for another vehicle or a motor vehicle bond must be submitted.

The procedures below must be followed:
- The documentation presented must be acceptable for a VIN correction.