# CHAPTER 10

## RENEWAL INSTRUCTIONS

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CHAPTER 10

RENEWAL INSTRUCTIONS

10.000  Allocated County of Temporary Use (CVC §4004.5)
The owner of a vehicle who, for more than 30 days, resides in or uses a vehicle for business purposes in, a county other than their county of legal residence may file a Statement of Facts (REG 256) form with the Department of Motor Vehicles (DMV) giving the name of the other county. The REG 256 may be filed with original or renewal applications. When this occurs, DMV will credit the vehicle to the county of temporary use for the period of time indicated by the owner. The credit is used for purposes of allocation of gasoline taxes only and does not affect smog inspection requirements for the vehicle.

**NOTE:** Do Not change the address shown on the renewal notice.

10.005  Application Lost in Processing (CVC §1651)
Reconstruct any renewal application that is lost after being sent to DMV with the least possible inconvenience to the customer.
The following must be submitted:
• A REG 156.

The Procedures below must be followed:
• Do Not request evidence of liability insurance; assume it was verified on the lost renewal application.
• Issue a no-fee sticker and registration card.

10.010  Changes Noted on the Renewal Notice
Vehicle owners sometimes indicate changes on the renewal notice, such as a new address, a change/deletion of the lienholder’s name, or a name correction. Address changes can be recorded when the renewal is processed. Other changes require additional documents and/or fees.

Process as follows:

<table>
<thead>
<tr>
<th>If the Notice Shows a</th>
<th>Then</th>
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<tbody>
<tr>
<td>Change of address</td>
<td>• Key the new address as shown.</td>
</tr>
<tr>
<td></td>
<td>• Collect the fees due and issue the sticker.</td>
</tr>
<tr>
<td>Change or deletion of a legal owner</td>
<td>• <strong>Do not</strong> change the legal owner information.</td>
</tr>
<tr>
<td></td>
<td>• Process a renewal transaction and collect the fees due and issue the sticker.</td>
</tr>
<tr>
<td></td>
<td>• Instruct the customer to submit the properly released title and transfee fee. For mail items, send the owner a Receipt of Change or Correction (REG 3117) form.</td>
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</tbody>
</table>
10.010 Changes Noted on the Renewal Notice, continued

Process as follows:

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<thead>
<tr>
<th>If the Notice Shows a</th>
<th>Then</th>
</tr>
</thead>
</table>
| Change of name or correction to a misspelled name | - Do not change/correct the name.  
- Process a renewal transaction and collect the fees due and issue the sticker.  
- Instruct the customer to submit the title and a REG 256 with the Name Statement section completed. |

10.015 Commercially-Registered Station Wagons (CVC §9404)

Renewals of commercially-registered station wagons are processed the same as other renewals, except that, if requested, metal tabs may be issued to vehicles assigned special interest license plates. Refer to the Metal Tabs section in this Chapter.

A station wagon cannot be registered as a commercial vehicle unless it is used:
- To transport passengers for hire, compensation or profit. The vehicle will not be used to transport property.
- In business and the vehicle is registered in the business name.
- In business and the employee of a business is required to own and operate a station wagon which is registered to the employee’s name.

Refer to the Conversion from Auto to Commercial License Plates section for changes from auto to commercial plates in Chapter 13.

10.020 Defective Sticker (CVC §1651)

Year Stickers—May be replaced for no fee if the customer states the sticker they received is defective. However, a substitute sticker fee is due for a sticker that is mutilated after being issued. Give the customer the benefit of any doubt.

The following must be submitted:
- A completed Application for Replacement Plates, Stickers, Documents (REG 156) form.

The Procedures below must be followed:
- Pick up the defective sticker and submit it with the REG 156.
- Issue a new sticker and registration card for no fee.

**Note:** Advise a customer who tears the sticker in half to stick both halves in the sticker well on the license plate. Point out that a little space between the halves is better than overlapping.

Month Stickers—May be issued without charge upon verification of the expiration month shown on either the registration card or vehicle record. Accept the applicant’s verbal statement that the sticker is lost or mutilated.
10.025 Disabled Person Parking Placard (CVC §§22511.55 and 22511.6)

Parking placards issued to permanently-disabled persons have a fixed expiration date of June 30, every odd-numbered year.

DMV automatically issues a renewal placard to placard owners prior to the June 30 expiration date, unless the placard owner is reported as being deceased in the Bureau of Vital Statistics death records. Refer to the Disabled Person Parking Placard section in Chapter 21 for additional information.

10.030 Early Renewal or Planned Nonoperation Certification (CVC §4601)

Vehicle owners may renew vehicle registration or file a planned nonoperation (PNO) up to 75 days prior to the registration expiration date.

Vehicles With PNO Status—If a PNO is on file for the vehicle and the owner is paying renewal fees for the upcoming registration year, do not collect fees for the current year. Stamp “Not Valid Until (date)” on the registration card. However, if the owner will use the vehicle prior to the upcoming registration year, current year fees are due.

Mandatory Renewal—Renewal fees must be paid on any application presented within 30 days of the registration expiration date except on an application for duplicate title (CVC §5902.5).

10.035 Enhanced Renewal Report of Deposit of Fees (RDF)

Renewal notices submitted through the enhanced renewal process in DMV headquarters without the correct fees or required smog certification are returned to the owner with a computer-generated Notice of Incomplete Renewal Document (NIRD), which is similar to a renewal notice and designed to be cleared through the enhanced renewal process.

10.040 Evidence of Financial Responsibility (CVC §4000.37)

Insurance companies are required to electronically report insurance information for all private-use vehicle liability policies. Commercial insurance policies and alternative forms of financial responsibility are not reported electronically.
10.040 **Evidence of Financial Responsibility, continued**

Renewal billing notices for customers whose insurance information is submitted electronically to DMV will not display the “Evidence of Liability Insurance” request on the front of the renewal billing notice.

**Do not** ask for an insurance card if the customer’s renewal billing notice does not indicate it is due. Customers without a renewal billing notice must provide evidence of insurance. For most customers that evidence would be an insurance card or binder. Out of country insurance cards are acceptable from Canada and Mexico (only if the insurer or vehicle owner’s address is in Mexico). Insurance from other countries is **not** acceptable. Compliance is verified with an insurance card or binder. Attach a copy of the insurance card or binder to the renewal document. An insurance card or binder must include the following information to be acceptable:

- Insured name on the policy or the vehicle owner’s name.
- Insurance company name.
- An insurance document with a future effective date is valid; however, it is not mandatory for an insurance document to be dated. If the policy expiration date is present, it must be valid for the registration period for which the fees are paid.
- A master insurance policy covering multiple vehicles, which is not vehicle–specific, may be accepted for multiple vehicle renewals submitted at the same time.

The vehicle description is not required, however if it is present, it must match the information on the registration card.

When an insurance company informs DMV that the required vehicle insurance policy or coverage is cancelled, or when the insurance is not received within 30 days after the registration issuance on original or transfer applications, the registration of the vehicle will be suspended until the registered owner sends in satisfactory proof of financial responsibility.

To reinstate a suspended vehicle registration, the registered owner is required to pay a reinstatement fee. Business partners are prohibited from processing vehicle transactions that have a registration suspension. Instruct the customer to contact DMV or their insurance company.
10.045 Evidence of Registration (CVC §§4000 and 5204)

Evidence of current vehicle registration is the valid registration card and the appropriate validation stickers displayed on the rear license plate of the vehicle, except as follows:

**Truck Tractors**—The year sticker is displayed on the front license plate.

**Commercial Motor Vehicle** with a declared gross vehicle weight of 10,001 pounds or more, the year sticker is displayed on the front license plate.

**Older Motorcycles**—Some older motorcycle license plates have a square sticker well which is too small to properly attach the month and year stickers. In such cases, instruct the owner to place the stickers on the license plate so they do not overlap. The stickers may extend beyond the margins of the sticker well.

10.050 Farm Labor Vehicles (CVC §4154)

Farm labor vehicle (FLV) registration cannot be renewed, unless the applicant submits a copy of a valid Farm Labor Vehicle Certificate (CHP 350A) issued by the California Highway Patrol (CHP). Vehicles identified as FLVs have “Farm Labor Vehicle” printed on the face of the registration card, which is issued by the Special Processing Unit (SPU) at DMV headquarters.

**FLV Renewal**—FLV owners are sent a renewal letter rather than a computer-generated renewal notice. The letter states the fees and the documents required for renewal.

**The following must be submitted:**
- The green copy of a valid Farm Labor Vehicle Certificate (CHP 350A).
- A smog certificate, if appropriate.
- Evidence of financial responsibility, if appropriate
- Collect all fees due and issue a sticker.
- Send the application to SPU in DMV headquarters.

10.055 Federal Heavy Vehicle Use Tax (FHVUT) (CVC §4750)

Evidence of Federal Heavy Vehicle Use Tax (FHVUT) payment is required before registration may be issued or renewed for commercial vehicles operated at a combined gross vehicle weight (CGW) of 55,000 pounds or more. CGW is the total weight of the power unit, any trailers towed, and the weight of the load. Refer to the Federal Heavy Vehicle Use Tax (FHVUT) section in Chapter 13 for procedures and acceptable proof of payment information.

10.060 Indian Tribes/Tribal Members

**California Indian Tribes and/or Tribal Member Vehicles**—Vehicles owned or leased by California Indian tribes and/or tribal members living on a federal Indian reservation or rancheria located in California are exempt from the vehicle license fee (VLF). This includes vehicles operated on or off public highways. The exemption must be established annually upon renewal of registration.

**The following must be submitted:**
- A Miscellaneous Certifications (REG 256A) form with the Indian Certifications section completed along with the registration application.
10.060 Indian Tribes/Tribal Members, continued

Federally-Recognized Indian Tribe Vehicles—Vehicles registered to a federally-recognized Indian tribe and used exclusively within the boundaries and jurisdiction of the tribe are exempt from all fees, including miscellaneous city/county fees, except the registration fee. The fee exemption must be established annually upon renewal of registration.

The following must be submitted:
- A REG 256A with the Indian Certifications section completed with the registration application.
- A letter written on Indian tribal letterhead which:
  - Is signed by an authorized tribal council member, such as the tribal chief or secretary.
  - Identifies the vehicle.
  - States the vehicle is owned by, and registered in, the federally-recognized Indian tribal name and will be used exclusively within the boundaries of Indian tribal land, including any incidental operation on the highways within those boundaries.

10.065 Late Renewals (CVC §§9552 and 9553)
Vehicle registration must be renewed on or before midnight of the current registration expiration date or within 60 days after the date the registered owner is notified that the vehicle registration must be renewed (vehicle registration renewal notice), whichever is later.

A penalty is added when the fees due are not paid and the owner does not file the required Planned Non-Operation Certification (PNO) (REG 102) form or file the PNO online for the vehicle.

Vehicles Not Currently Registered—Check the vehicle record for PNO status and:

<table>
<thead>
<tr>
<th>If a PNO Is</th>
<th>Then</th>
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<tbody>
<tr>
<td>On file</td>
<td>Refer to this Chapter for requirements.</td>
</tr>
<tr>
<td>Not on file</td>
<td>Fees and penalties are due.</td>
</tr>
</tbody>
</table>
| Not on file and the vehicle left California and returned in a subsequent registration year | Prior year fees and penalties are:  
  - Due if the vehicle left California after the registration expired.  
  - Not due if the vehicle left California before the registration expired. The owner must complete a Statement of Facts (REG 256) form with the dates the vehicle left, and returned to, California.  
| • Current year fees are due upon the vehicle’s date of entry into California. The owner may file a PNO if the vehicle was not towed or driven into California. |
10.070 Mail Applications (CVC §9557)

An application for renewal by mail is made when an application in an envelope addressed to DMV is placed in the U.S. mail or in a post box maintained by the U.S. Postal Service. The postmark date is generally considered the mailed date.

10.075 Mailing Registration Cards and Stickers

The procedures below must be followed:
- Staple the stickers to the back of the registration card.
- Mail in a sealed envelope by first class mail.
- Whenever possible, use one envelope to mail multiple items to the same owner.

10.080 Members of NATO

Members of a force or civilian component of the North Atlantic Treaty Organization (NATO), who are not United States citizens and are shown as the registered owner or lessee of a vehicle are exempt from the vehicle license fee (VLF) portion of the registration. NATO member countries are listed in the Nonresident Military (NRM) Exemption section in Chapter 12.

The following must be submitted:
- If applying in person, NATO member identification (ID) must be presented as follows:
  — A member of a force of a NATO country must present both of the following:
    • A personal ID card issued by the member’s home NATO country showing their name, date of birth, service organization, and a photograph.
    • Movement orders in the member’s home NATO country language and English certifying they are ordered to be in California. Scan each document to ensure it identifies the applicant, the member’s country, and the applicant’s assignment to duty in California. (Movement orders do not have a common format.)
  — A civilian component of a country that is a member of NATO must show a valid passport from their home country that describes their status information.
- Verify the applicant’s eligibility for the exemption.
- If applying in person, verify the applicant’s NATO member ID.

**NOTE: Mail applications may be processed without verification of NATO ID.**

- Dateline stamp and initial the ID and Movement Order or Passport Verified line on the REG 5046.
- Continue processing the transaction as usual.

**NOTE: It is not necessary to verify an applicant’s ID on returning report of deposit of fees (RDF) applications, if the REG 5045 has an original dateline stamp and initials.**

Refer to Chapter 12 for additional NATO members exemptions.
10.085 Metal Tabs
Month and year metal tabs may be issued to:

- Commercially-registered station wagons assigned special license plates.
- Commercial vehicles used in transit-mix cement, asphalt-bituminous spreading, or garbage operations. These can be identified by a body type model abbreviation of CM or GG (TRMX, BMIX, GBG, RBSH, or SPRBSH on older certificates).
- Other commercial vehicles bearing special license plates with a REG 256 from the vehicle owner.

10.090 Nonreceipt of Renewal Notice
When a vehicle owner indicates they did not receive a renewal notice, the vehicle record must be reviewed to determine if there are any conditions that would prevent a renewal notice from being generated.

Change of Address—If a change of address occurred and DMV was not notified, the renewal notice is destroyed when it is returned “unclaimed” to DMV.

“Mail To” Address on File—A “mail to” address can only be added/changed/deleted by submitting a Notice of Change of Address (DMV 14) form or submit a change of address online.

The procedures below must be followed:

- Key the new address.
- Instruct the applicant to complete a DMV 14 or submit a change of address online.
- Paper-clip the DMV 14 to the front of the application.

Notice of Release of Liability (NRL) on Record—If the applicant is:

- The registered owner of record, they must submit:
  — The usual renewal requirements.
  — The registration card or a REG 156.

The procedures below must be followed:

- Verify the applicant’s identity.
- Key the correct address, if incorrect.
- Collect the renewal fees and penalties, if due.
- Have the NRL removed from the record by following the instructions in the Removing a Notice of Release of Liability (NRL) From a Record section in this Chapter.

- Not the registered owner of record, they must submit:
  — An application to transfer the vehicle into their name.
  — Collect the fees due on a report of deposit of fees (RDF).
  — Instruct the applicant to return the documents required for transfer with the RDF receipt.
10.095 Nonresident Military Personnel (NRM) (50 United States Code §574)

Nonresident military members (NRM) of the U.S. Armed Forces stationed in California and their nonresident spouses are exempt from the vehicle license fee (VLF) portion of the California registration fees on any vehicle or trailer coach owned or leased by the NRM person or their nonresident spouse. The NRM or their nonresident spouse must be shown as a registered owner or lessee of the vehicle, and the vehicle cannot be operated for hire.

Military Identification (ID)—All branches of the U.S. Armed Forces and Uniformed Services issue a photo military ID card to military personnel and their dependents. The military member is the “sponsor” named on the dependent’s ID. In person applicants must present valid military ID to be eligible for the VLF exemption.

The following must be submitted:
- A completed Nonresident Military (NRM) Exemption Statement (REG 5045) form.
- If applying in person, the valid military ID.

NOTE: Mail applications may be processed without verification of military ID.

The procedures below must be followed:
- Verify the applicant’s eligibility for the exemption.
- Verify the applicant’s military ID if applying in person.
- Dateline stamp and initial the Military Identification Verified line on the REG 5045.
- Process the transaction as usual.

NOTE: It is not necessary to verify an applicant’s ID on returning report of deposit of fees (RDFs) applications if the REG 5045 has the original dateline stamp and initials.

10.100 Owner Responsibility Citations on Record (CVC §40002.1)

Registration renewal cannot be completed when the owner or lessee has unpaid owner responsibility citations (ORC) on record. All citations shown on the record must be cleared by the issuing agency before the renewal can be completed.

The following must be submitted:
- Proof of ORC Clearance—which is an Abstract of Court Record Release Adjudication (DL 106R) form that the court issues to both the cited owner and DMV when it clears an ORC.
  — A DL 106R with Disposition Code “Z” in the “Judgment” area is not acceptable; the applicant must contact the issuing court to obtain a corrected DL 106R.
- An ORC fee for each ORC.
10.100 Owner Responsibility Citations on Record, continued

The procedures below must be followed:

- Compare the DL 106R with the ORC on record.
- If there is a citation number discrepancy, you may contact the court to confirm the citation number for a discrepancy of one or two letters/numbers.
- If the applicant claims their ORCs are cleared, you may contact the issuing agency to obtain the clearance information. In such cases:
  - Complete a REG 256 with the name of the individual you spoke to, the disposition of the citation, and the conviction date.
  - Call the Registration Abstract Section (RAS) at (916) 657-5910 for instructions and/or removal of the ORC. ORCs can only be cleared by RAS at DMV headquarters.
  - Fax the DL 106R to RAS to remove the ORC.
  - Complete the renewal or other type of transaction as normal, once the ORC is removed from the record.

Renewal Notices—Renewal notices for vehicles with an ORC on record will include an “OWNER RESPONSIBILITY FEE” message, the amount due, and an insert listing each uncleared ORC by number, date of issuance, and name of issuing jurisdiction. Citation numbers on the renewal notice may have additional numbers or letters before or after the actual citation number.

Transfer, Junk, or Salvage Certificate Applications—The new owner is not responsible for the ORC citations. The ORC hold (VLT stop, RCC 48) will be deleted if the new owner name is different from the name on the abstract. However, if an ORC service fee was previously paid, or a DL 106R was submitted on a report of deposit of fees (RDF), the service fee is not refunded and a DL 106R must be part of the application. Send the paperwork to DMV headquarters for processing.

10.105 Parking/Toll Violations on Record (CVC §§4760 and 4761)

Registration renewal cannot be completed for a vehicle if the owner or lessee has unpaid parking/toll violations on record. All violations shown on the record must be cleared by the issuing agency or paid with the renewal fees before the renewal can be completed.

Erroneous Citations—Customers claiming citations are not theirs must resolve the claim with the parking agency. DMV cannot remove a citation without a release from the issuing parking agency or payment of the violation fine.

Proof of Payment to DMV—The owner may use the receipt issued by DMV when they paid the parking violation fees to DMV as proof of payment to reduce the possibility of the vehicle being impounded or immobilized. The receipt shows each parking and administrative fee paid.
10.105 Parking/Toll Violations on Record, continued

**Refunds**—If parking/toll violation fees are paid to a parking/toll agency and DMV, the refund must come from the parking/toll agency.

**Renewal notices** list up to three parking/toll violation fees and show the remaining number of citations, as well as the total fees due for those citations on the record at the time the notice was printed. Citation numbers on the renewal notice may have additional numbers or letters before or after the actual citation number.

**The following must be submitted:**
- A Notice of Payment of Parking Violation (REG 194R) form.
- A Notice of Disposition of Multiple Parking/Toll Violations (REG 197) form.
- A parking agency cash register receipt with the agency name or code, the citation number, and the date paid.
- A letter, on the parking agency letterhead, showing the citation number and the date paid or disposition of the citation.
- A cancelled check (both sides, if a photocopy is submitted) made payable to the appropriate parking agency showing the same bail amount as on the vehicle record and the citation number.

**Important:** Examine the proof of payment presented for the parking agency’s name, agency code number, citation number, and date paid or citation disposition. If the validity or acceptability of the document is in doubt, authorized employees may call the parking agency to verify disposition of a violation.

10.110 Planned Nonoperation (PNO) Status (CVC §4604)

The renewal fees for vehicles with PNO status must be paid on or prior to the date of first operation to avoid penalties.

**Certificate of Nonoperation (CNO/ REG 102) Form Required**—A CNO is required to renew the registration of:
- A commercial motor vehicle on PNO status.
- Any vehicle when evidence of use, such as a parking citation, is present. The date of first operation must be on or prior to the violation date on the citation.

**Invalid PNO Filings**—Registration stops, parking violations, transaction in process (TIP), and other record conditions may not allow filing of a PNO. Determination is based on the registration expiration dates, parking violation dates, stops, or record condition.

**The procedures below must be followed:**
- If a CNO is not submitted:
  —Assume the current workdate is the date of first operation.
- If a CNO is submitted:
  —Key the date of first operation indicated on the CNO.
10.115  Plates with Permanent Expiration Dates (CVC §§ 5002.5, 5002.8, and 9105)

The following license plates are assigned a permanent 12/31 expiration date but must be renewed annually:
- Congressional Medal of Honor (CMOH).
- Disabled Veteran.
- Foreign Organization Plates (Taipei Economic and Cultural Office [TECO]).
- Honorary Consul.
- Legislative (fee paid and exempt).

10.120  Privately-Owned School Bus (PSB) (CVC § 9102.5)

Renewal notices are not generated for PSB.

The following must be submitted:
- A School Bus Registration or Permit Application (REG 123) form signed by both:
  - An authorized agent of the school or the vehicle owner or operator.
  - The CHP officer who inspected and approved the vehicle for operation as a PSB.

The procedures below must be followed:
- Collect the PSB fee. (A penalty is not collected on this fee.)
- Remind the applicant that renewal notices are not sent for PSBs. It is the responsibility of the vehicle owner to submit a REG 123 and the renewal fee prior to the expiration date.

10.125  Registration Expiration Dates (CVC § 1651.5)

Registration expiration dates are programmatically assigned and cannot be changed, except as specifically required by the procedures in this manual.

10.130  Registration Renewal Notices (CVC § 1661)

Required Notification—DMV must notify vehicle owners that registration renewal fees are due at least 60 days prior to the registration renewal date. Before renewal notices are printed, address changes received by the United States Postal Service are compared to DMV’s database to ensure the computer-generated renewal notices are mailed to the vehicle owner’s latest address.

When an owner is not notified at least 60 days prior to the expiration date the renewal or PNO fees become delinquent 67 days after the notification date indicated on the vehicle record. The seven additional days allow for mailing time.
10.135 Registration Renewals (CVC §§4601 and 9552)

Every vehicle registration expires at midnight of the assigned registration expiration date. The registration must be renewed or a planned nonoperation (PNO) certification filed on or before the expiration date to avoid a late penalty.

**Mandatory Renewal**—Renewal fees must be paid on any application presented within 30 days of the registration expiration date, except on an application for duplicate title only (CVC §5902.5).

**Renewal Options:**
- **Online Renewal** at www.dmv.ca.gov—The option of online renewal is available to vehicle owners who have or have not received a renewal notice that shows the current address or who use the online Change of Address system to change their address prior to renewing their registration.
- **Automated Voice Recognition (AVR) Service**—The option of renewing by telephone is available, by calling 1-800-777-0133 for owners who have received a renewal notice that:
  - Shows the current address or will use the online change of address system to change the address prior to renewing their registration.
  - Includes a renewal identification number (RIN).
- **Self-Service Terminal (SST)**—Currently there are SSTs located in the lobbies of many DMV field and AAA offices. The requirements for use are the same as for online renewal.
- **By Mail**—Available to vehicle owners who have or have not received a renewal notice.
  - If the owner does not have a notice, they may still mail the fees (calculated by the online fee calculator, quoted by a DMV call center employee, DMV headquarters, or DMV field office, or estimated based on the previous registration card) and the previous registration card or note with the registered owners information to renew.

10.140 Removing a Notice of Release of Liability (NRL) From a Record

Renewal notices are not generated when the vehicle record contains a Notice of Transfer and Release of Liability (NRL).

The following procedure must be used to delete NRL information from the record:

<table>
<thead>
<tr>
<th><strong>If</strong></th>
<th><strong>Then</strong></th>
</tr>
</thead>
</table>
| The buyer’s name matches the name of the registered owner of record (usually because the NRL updated after the transfer) | • Print a copy of the vehicle record.  
• Dateline stamp and write “delete Subrecord J” on the printout.  
• Forward the printout to the Data Entry Unit at MS D190 in DMV headquarters with the miscellaneous work. |
### 10.140 Removing a Notice of Release of Liability (NRL) From a Record, continued

<table>
<thead>
<tr>
<th>If</th>
<th>Then</th>
</tr>
</thead>
</table>
| The buyer’s name does **not** match the name of the registered owner of record (for example: the sale was cancelled/voided) | • Verify that the customer and registered owner (as shown on the vehicle record) are the same person.  
• Have the customer complete a REG 256 with:  
  — The license plate number.  
  — The vehicle identification number (VIN).  
  — Section G completed stating the vehicle has not been sold and that they are the registered owner and in physical possession of the vehicle.  
  — Section H completed with the full printed name and signature of the customer.  
• Print a copy of the vehicle record.  
• Dateline stamp and write “delete Subrecord J” on the printout.  
• Forward the printout and REG 256 to the Involuntary Transfer Section (ITS) at MS D273 in DMV headquarters with the miscellaneous work. |
| A telephone inquiry is received for either of the situations described above | • Mail a REG 256 to the customer and instruct them to complete the REG 256 as listed above.  
• Instruct the customer to mail the completed REG 256 to:  
  DMV Registration Processing Unit MS C271  
  2415 First Ave.  
  Sacramento, CA 95818 |
| If the customer states that they do not own the vehicle and is receiving towing or parking/toll violation charges | • Have them complete a Record of Complaint Form (INV 172A).  
• Fax the completed INV 172A to ITS at (916) 657-5909. |

### 10.145 Renewal and Issuance of a Personalized License Plate

The personalized license plate renewal fee is **not** due when the plate is being assigned to a vehicle on which the renewal fees are being paid at the same time or have already been paid.
10.150 Renewal on Incorrect Renewal Notice

<table>
<thead>
<tr>
<th>If a Vehicle Owner</th>
<th>The Following Procedures Must be Followed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renews the registration for the wrong vehicle,</td>
<td>• Pick up the incorrect and correct registration cards.</td>
</tr>
<tr>
<td>because they used an incorrect renewal notice</td>
<td>• Collect any additional fees required.</td>
</tr>
<tr>
<td></td>
<td>— Do not refund any fees.</td>
</tr>
<tr>
<td></td>
<td>— Waive the generated late fees, unless paid late originally.</td>
</tr>
<tr>
<td></td>
<td>• Attach the incorrect registration card to the correct renewal notice.</td>
</tr>
<tr>
<td></td>
<td>• Forward the application to DMV headquarters, RPU.</td>
</tr>
<tr>
<td>No longer owns the vehicle renewed in error</td>
<td>• Have the vehicle owner complete an Application for Refund (ADM 399) form.</td>
</tr>
<tr>
<td></td>
<td>• Pick up the incorrect registration card and sticker.</td>
</tr>
</tbody>
</table>

10.155 Renewal Sticker Placed on the Wrong Vehicle

If year stickers were inadvertently placed on the wrong vehicle, the following procedures must be followed:

<table>
<thead>
<tr>
<th>If the Application</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is still in the office</td>
<td>• Have the customer submit any remnants of the erroneously applied sticker.</td>
</tr>
<tr>
<td></td>
<td>• Process a no-fee substitute sticker application for the vehicle the sticker was inadvertently placed on, if necessary.</td>
</tr>
<tr>
<td></td>
<td>• Submit any remnants of the erroneously applied sticker with your work.</td>
</tr>
<tr>
<td>Was already transmitted to DMV headquarters</td>
<td>• Have the customer submit any remnants of the erroneously applied sticker.</td>
</tr>
<tr>
<td></td>
<td>• Have the customer complete a REG 156 with the replacement box checked.</td>
</tr>
<tr>
<td></td>
<td>• Process a no-fee substitute sticker application.</td>
</tr>
<tr>
<td></td>
<td>• Process a no-fee substitute sticker application for the vehicle the sticker was inadvertently placed on, if necessary.</td>
</tr>
<tr>
<td></td>
<td>• Submit any remnants of the erroneously applied sticker with your work.</td>
</tr>
</tbody>
</table>

All incorrect and/or mutilated stickers must be turned in for destruction.

**NOTE:** If the incorrect sticker cannot be removed from the license plate, advise the applicant to place the new sticker over it.

10.160 Renewal With a Substitute License Plate (CVC §§4602 and 4457)

Process renewals submitted in conjunction with an application for substitute plates in accordance with the procedures in the Special License Plates-Substitutes in Chapter 20.
10.165 Renewal With an Original Personalized or Year of Manufacture (YOM) License Plate Application

An original personalized or Year of Manufacture (YOM) License Plate application may be combined with the renewal application. **The following must be submitted:**

- The renewal notice or prior year registration card for the vehicle.
- The usual requirements for the type of license plate ordered for personalized or YOM License Plate application processing in Chapter 21.
- The license plates currently assigned to the vehicle.
- The renewal fees and special license plate fee.

**The procedures below must be followed:**

- Issue a Temporary Operating Permit (REG 19), as shown in Chapter 25.
- **If a Personalized License Plate is Requested:**
  - Assign the personalized license plate to the vehicle. When assigning license plates, issue the year and month stickers.
- **YOM License Plate Requested:**
  - Attach the YOM License Plate Application (REG 352) form to the face of the renewal application.
  - Submit the application to the Special Processing Unit (SPU) in DMV headquarters.

10.170 Specialized Transportation Vehicle (STV) Renewals (CVC §9107 and CR&TC §10789)

Specialized transportation vehicles (STV) are vehicles purchased with federal funds by public or private nonprofit operations of specialized transportation service agencies for the purpose of providing transportation services for senior citizens and/or handicapped persons. STVs are subject to the annual registration fee and any miscellaneous county and law enforcement fees collected with the registration fee, but are exempt from the vehicle license fee and weight fee.

**Renewal Applications**—STV owners must establish the exemption each registration year. **The following must be submitted:**

- Submit a completed Specialized Transportation Vehicle Exemption Certification (REG 345) form with the renewal application.

10.175 Trailer Coach and Vessel Situs (CR&TC §11003.1)

Renewal notices for trailer coaches and vessels have a special area where the situs (location) address must be entered when the county in which the trailer coach or vessel is located and the registered owner’s address as shown on the notice are different. Correct the county code (CC) to reflect both the mailing address CC and the situs county CC.

10.180 Vehicle Owner Receives Two Renewal Notices

A recent change to the vehicle record may cause two renewal notices to generate. The renewal notice with the correct information should be submitted for renewal. Generally, this is the last notice received.
10.185 Vehicles Assigned Special Interest License Plates

Regular renewal notices are issued for vehicles assigned special interest license plates. The renewal notice includes the plate retention/renewal fees in the total due amount shown.

10.190 Vehicles With a Personalized License Plate Application in Process

When a personalized license plate application is in process and the customer has not received the license plates, advise the customer to:

- Mail the renewal fees with the renewal notice showing the license number currently on the vehicle to DMV headquarters in the return envelope provided with the renewal notice. The personalized license plate renewal fee is not due.
- Bring the registration card and the license plates currently assigned to the vehicle with them when they return to the office to pick up the personalized license plates.

10.195 Year of Manufacture (YOM) License Plates

Vehicles with Year of Manufacture License Plates are issued partial year registration (PYR) stickers. Instruct the customer to place the sticker on the auxiliary sticker well, not on the license plate.