## CHAPTER 20

### DUPLICATES AND SUBSTITUTES

**Table of Contents**

- Application for Duplicate or Transfer of Title (REG 227) .......................................................... 20.000
- Application for Replacement Plates, Stickers, Documents (REG 156) Form .................................. 20.005
- Certificates of Title and Transfer of Ownership ........................................................................... 20.010
- Certificates of Title for Dealer to Auto Auction Sales ................................................................. 20.015
- Certificates of Title Lost After Release by the Lienholder ......................................................... 20.020
- Commercial Vehicle Registration Act (CVRA) Weight Decals and Year Stickers ................. 20.025
- Disabled Person (DP) Parking Placards ...................................................................................... 20.030
- Disabled Person (DP) Parking Placard Identification (ID) Cards .......................................... 20.035
- License Plates for Victims of Domestic Violence, Stalking, Rape, or Sexual Battery .... 20.040
- Moped License Plates or ID Cards ......................................................................................... 20.045
- Nonreceipt of Certificates/License Plates/Stickers/Disabled Persons (DP) Parking
  Placards ................................................................................................................................. 20.050
- Notarized Lienholder Signatures for Duplicate Certificates of Title .................................... 20.055
- Permanent Fleet Registration (PFR) ........................................................................................... Refer to Chapter 13
- Registration Cards Only .......................................................................................................... 20.060
- Salvage or Nonrepairable Vehicle Certificates ....................................................................... 20.065
- Special Equipment (SE) License Plates/Stickers, Identification (ID) Cards .................... 20.070
- Special License Plates—Duplicates ....................................................................................... 20.075
- Special License Plates—Substitutes ..................................................................................... 20.080
- Stickers Only .......................................................................................................................... 20.085
CHAPTER 20

DUPLICATES AND SUBSTITUTES

20.000 Application for Duplicate or Transfer of Title (REG 227) (CVC §§4457, 4458, 4459, 4466 and 5752)

A duplicate California Certificate of Title must be obtained when the original is lost, stolen, mutilated, illegible, or a paperless title. An Application for Duplicate or Transfer of Title (REG 227) form must be completed by the legal owner/lienholder (LO) of record for a vehicle two model years old or newer or by the registered owner (RO), when there is no LO on record, and submitted with the duplicate fee.

**Note:** A Lien Satisfied/Title Holder Release (REG 166) form and any other types of lien releases for California titled vehicles two model years old or newer are not acceptable. The LO must request the title. Renewal fees and parking violations are **not** required to be paid to issue a duplicate Certificate of Title only.

Refer to Chapter 11 for procedures when a REG 227 is submitted in conjunction with a transfer application.

**Verification of RO Name and Address**—Before a duplicate title application can be submitted solely to issue a duplicate title to the RO, the owner’s name and address shown on the REG 227 **must be** verified against the Department of Motor Vehicle (DMV) records.

**Note:** This applies to mail applications, but **does not** apply if the LO of record is applying for the duplicate title or if there is any type of transfer being submitted.

The following must be submitted:

- A REG 227 with the following sections completed:
  - Section 1: RO’s name, address, driver license/identification (DL/ID).
  - Section 3: Missing Title Statement.
- If being submitted by a registration service and the name or address of the RO **does not** match the vehicle/vessel registration records, a Registered Owner Notarized Certification (REG 5065) form with the following sections completed:
  - Section 1: Completed by the RO. Only one RO signature is required, even when there are multiple ROs.
  - Section 2: Completed by the registration service.
  - Section 3: Completed by the notary.

**Note:** A REG 5065 is not required when submitted by or through a lienholder, dealer, dismantler, insurer, agent of an insurer, salvage pool, business, or court-appointed bankruptcy referee, **whether or not the name or address matches DMV’s records.**
20.000 Application for Duplicate or Transfer of Title (REG 227), continued

- Any remnants of a mutilated or illegible title.
- If DMV’s records indicate that a duplicate title was issued in the past 90 days and the address does not match the VR record, a Verification of Vehicle (REG 31) form completed by the California Highway Patrol (CHP).
- The duplicate title fee and any other fees.

The procedures below must be followed:
- If the REG 227 is presented in person:
  - Verify the applicant’s photo DL/ID card and write the DL/ID number in the upper-right corner of the REG 227.
  - Review the REG 227 for the correct vehicle description, the RO name, address, and DL/ID number shown in the designated space (or in Section 1 on forms without a designated space).
- Process the application as follows:

<table>
<thead>
<tr>
<th>If the RO Name</th>
<th>And the REG 227 Is Submitted by</th>
<th>Process the Application as</th>
</tr>
</thead>
<tbody>
<tr>
<td>And address <strong>and</strong> DL/ID number match the name, address, and DL/ID number on the vehicle registration (VR) record</td>
<td>The RO in person</td>
<td>Clearing, if all requirements are submitted.</td>
</tr>
</tbody>
</table>
| And DL/ID number match and the address on the application matches the address on the DL/ID record | **NOTE:** If a duplicate title was issued in the past 90 days and the address does not match the VR record, a REG 31 completed by CHP is required | **•** Clearing, if the RO can present:  
  —Their DL/ID.  
  —Proof of ownership for the vehicle (photocopy is acceptable).  
  **•** Forward to DMV headquarters if the RO does **not** have:  
  —Their DL/ID.  
  —Proof of ownership for the vehicle (photocopy is acceptable).  
  The LO in person or by mail | Clearing, if all requirements are submitted.  
**NOTE:** A REG 5065 is **not** required. |
### 20.000 Application for Duplicate or Transfer of Title (REG 227), continued

<table>
<thead>
<tr>
<th>If the RO Name</th>
<th>And the REG 227 Is Submitted by</th>
<th>Process the Application as</th>
</tr>
</thead>
<tbody>
<tr>
<td>And address, <strong>and</strong> DL/ID number match the name, address, <strong>and</strong> DL/ID number on the VR record</td>
<td>The RO or others by mail</td>
<td>Clearing, if all requirements are submitted.</td>
</tr>
</tbody>
</table>
| Or address **do not match** the VR record                                      | The RO or others by mail         | Forward to DMV headquarters and request the RO to appear in person to present:  
|                                                                                |                                 | - Their DL/ID.                                                  |
|                                                                                |                                 | - Proof of ownership for the vehicle (photocopy is acceptable). |
|                                                                                |                                 | **Note:** A REG 5065 is **not** required if submitted by a legal owner, dealer, dismantler, insurer, agent of an insurer, salvage pool, business or court-appointed bankruptcy referee. |
| Address, **and** DL/ID number match the name, address **and** DL/ID number on the VR record | A registration service in person or by mail | Clearing, if all requirements are submitted.                    |
| Or address **do not match** the VR record                                      |                                  | Clearing, if all requirements are submitted.                    |
|                                                                                | **Note:** A REG 5065 is **required.** |

**Note:** The REG 227 may be **submitted** by someone other than the RO of record, but it must be **signed** by the RO. When a REG 227 is submitted in conjunction with a transfer, see Chapter 11.

**Inquiries**—An inquiry will help you determine if a duplicate title was recently issued, or if the name and/or DL/ID number on a REG 227 matches the vehicle subrecord. DL/ID numbers appear on most registration records.
20.000  Application for Duplicate or Transfer of Title (REG 227), continued

Acceptable Photo ID (CVC §4466 (a)(2)(A))—The following must be submitted:

• A California photo DL/ID card.
• If the RO is a resident of another state or country, the RO shall present their out-of-state or out-of-country DL/ID and one of the following secondary photo IDs.
  — Valid passport.
  — Military ID card.
  — ID card issued by another state or U.S government agency.
  — Student ID card issued by a college or university.
  — ID card issued by a California-based employer.

Acceptable Proof of Ownership Documents (CVC §4466(a)(1))—Proof of ownership may be any of the following documents (original or a photocopy, if the photocopy matches DMV’s records):

• California Certificate of Title.
• Registration card.
• Registration renewal notice (original only).

Exclusions—The RO is not required to appear in person with proof of ownership for the vehicle and acceptable photo ID if:

• The RO name, address, and DL/ID number shown on the application match the name, address, and DL/ID number on DMV’s records.

OR

• The application is submitted by or through one of the following:
  — The LO, if the LO is not the same person as the RO or the lessee.
  — A dealer or an agent of the dealer.
  — A registration service.
  — A dismantler, as part of the dismantler’s transaction.
  — An insurer or an agent of the insurer, as part of the insurer’s transaction.
  — A salvage pool on behalf of an insurance company.

Owner Verification for Company/Business-Owned Vehicles

The procedures below must be followed:

• Verify the ID of the authorized representative.
• Print the authorized representative’s ID number.
• Initial the application.
## 20.000 Application for Duplicate or Transfer of Title (REG 227), continued

<table>
<thead>
<tr>
<th>If the Address on the Application</th>
<th>And the Payment Is</th>
<th>Process the Application as</th>
</tr>
</thead>
<tbody>
<tr>
<td>Matches the VR record</td>
<td>On a company check that matches the RO on the VR record</td>
<td>Clearing, if all requirements are submitted.</td>
</tr>
<tr>
<td><strong>Not</strong> on a company check</td>
<td></td>
<td>Clearing in postal mode, if all requirements are submitted.</td>
</tr>
<tr>
<td><strong>Do not</strong> match the VR record</td>
<td>On a company check or not on a company check</td>
<td>Forward to DMV headquarters and request:</td>
</tr>
</tbody>
</table>

- A letter from the company on their letterhead that details the old and new addresses, and requests a duplicate title.
- Proof of ownership, which is either a:
  - California Certificate of Title (photocopy is acceptable).
  - Registration card (photocopy is acceptable).
  - Renewal notice.

**Note**: A REG 5065 is **not** required.

### Vehicles Registered in the Name of a Trust
If the VR record shows the RO as a trust, consider the trustee the RO for ID and issuance purposes.

When the record of a vehicle registered to a trust does not show a trustee or the trustee is different from DMV’s record:

- Accept a Statement of Facts (REG 256) form stating they are the appointed trustee.
- Trust documents are not required.
20.005 Application for Replacement Plates, Stickers, Documents (REG 156) Form (CVC §§4457, 4458, and 4466)

The Application for Replacement Plates, Stickers, Documents (REG 156) form is used to replace lost, stolen, mutilated, or illegible license plates, stickers, registration cards, disabled person parking placards and identification (ID) cards, CVRA weight decals and/or year stickers, and vessel certificates of number and/or stickers.

A REG 156 completed by the RO is required before replacements are issued. A REG 156 may be completed by the dealer or agent of the dealer, such as a registration service, whether or not it is submitted as part of a dealer transfer transaction. The dealer’s agent or registration service does not need to provide proof of their own identity DL/ID. If the REG 156 is submitted by a registration service, the application must include a REG 5065 when the name or address of the RO does not match the vehicle/vessel registration records.

**Note**: A REG 5065 is not required if submitted by a legal owner, dealer, dismantler, insurer, salvage pool, business, or court-appointed bankruptcy referee whether or not the name or address matches DMV’s record.

**Policy**—The DMV’s policy is that a REG 156 is:

- **Required** when the RO applies in person. The REG 156 must show the RO name, address, and signature.
- **Not required** when the request is made in a letter signed by the RO of record provided there are no changes being made.

**Note**: Do not process telephone requests for duplicate/substitute license plates.

These procedures apply to all applications for substitute and duplicate license plates when one or both license plates are lost, stolen, mutilated/illegible, or not received.

**Counter Items**—The following steps are mandatory, for duplicate or substitute license plates.

**The following must be submitted:**

- A REG 156.
- Valid photo ID as follows:
  - A California photo DL/ID card.
  - If the RO is a resident of another state or country, they shall present their out-of-state/country DL/ID and one of the following secondary photo IDs:
    - Valid passport.
    - Military ID card.
    - ID card issued by another state or U.S. government agency.
    - Student ID card issued by a college or university.
    - ID card issued by a California-based employer.
20.005 Application for Replacement Plates, Stickers, Documents (REG 156) Form, *continued*

- Any remaining license plate.
- The replacement fee and other fees, if applicable.

The procedures below must be followed:

- Visually verify that the person presenting the application is the same person as on the ID.

- Write the DL/ID number and state of issuance, if other than California, on the REG 156.

- Use the following charts for additional processing instructions:

Name and address on the application match:

<table>
<thead>
<tr>
<th>If the Applicant Is</th>
<th>And the Name and Address on the Application Match the</th>
<th>The Following Must be Submitted</th>
<th>The Procedures Below Must be Followed</th>
</tr>
</thead>
<tbody>
<tr>
<td>The RO</td>
<td>Vehicle registration (VR) record and the California DL/ID (if submitting a California DL/ID)</td>
<td>N/A</td>
<td>• Key the appropriate type of transaction code (TTC).</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>NOTE:</strong> Auto clubs may issue license plates when the RO applies in person and there is no change of address.</td>
</tr>
<tr>
<td>A company/business RO</td>
<td>VR record</td>
<td>Payment on a company check that matches the RO on the VR record</td>
<td>• Key the appropriate TTC.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Issue license plates.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>NOTE:</strong> If payment is not on a company check that matches the RO on the VR record, the procedure below must be followed:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Issue a 60-day temporary operating permit (TOP).</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Advise the applicant that the license plates will be mailed.</td>
</tr>
</tbody>
</table>
20.005 Application for Replacement Plates, Stickers, Documents (REG 156) Form, continued

Name and address on the application match:

<table>
<thead>
<tr>
<th>If the Applicant Is</th>
<th>And the Name and Address on the Application Match the</th>
<th>The Following Must Be Submitted</th>
<th>The Procedures Below Must Be Followed</th>
</tr>
</thead>
</table>
| The RO with an out-of-state/country DL/ID and an acceptable secondary photo ID | VR record | N/A | • Key the appropriate TTC.  
• Issue license plates.  
**NOTE:** Auto clubs may issue license plates when the RO applies in person and there is no change of address. |
| The RO with an out-of-state/country DL/ID and an unacceptable secondary photo ID | N/A | • **Forward** the application to DMV headquarters for verification with the other state.  
• Photocopy the DL/ID and attach the photocopy to the application.  
• Complete a REG 256 explaining the applicant **did not** provide a secondary ID and that verification from the applicant’s home state is required.  
• Issue a 60-day TOP. |
| A registration service | NOTE: A REG 5065 is not required | N/A | • Key the appropriate TTC.  
• Issue license plates. |
| Not the RO or a registration service | | N/A | • Advise the applicant the license plates will be mailed to the owner. |
20.005 Application for Replacement Plates, Stickers, Documents (REG 156) Form, *continued*

Name or address on the application *do not* match:

<table>
<thead>
<tr>
<th>If the Applicant Is</th>
<th>And the Name or Address on the Application do not Match the</th>
<th>The Following Must Be Submitted</th>
<th>The Procedures Below Must Be Followed</th>
</tr>
</thead>
</table>
| The RO with an out-of-state/country DL/ID and an unacceptable secondary photo ID | VR record | N/A | • **Forward** the application to DMV headquarters for verification with the other state.  
• Photocopy the DL/ID and attach the photocopy to the application.  
• Complete a REG 256 explaining the applicant *did not* provide a secondary ID and that verification from the applicant’s home state is required.  
• Issue a 60-day TOP. |
| The RO | | | • **Determine if license plates have been issued within the last 90 days.**  
• **Key the appropriate TTC and change the VR address.**  
• Issue license plates. |

- The California Certificate of Title (or photocopy), California registration card (or photocopy), or renewal notice.  
- A police report, if the license plates were reported stolen.  
- A Verification of Vehicle (REG 31) form completed by CHP, if substitute license plates have been issued within the last 90 days.
20.005 Application for Replacement Plates, Stickers, Documents
(REG 156) Form, continued

Name or address on the application **do not** match:

<table>
<thead>
<tr>
<th>If the Applicant Is</th>
<th>And the Name or Address on the Application do not Match the</th>
<th>The Following Must Be Submitted</th>
<th>The Procedures Below Must Be Followed</th>
</tr>
</thead>
</table>
| The RO              | Address on the California DL/ID (if submitting a California DL/ID) | A completed Change of Address (DMV 14) form | • Key a printout to verify the DL address on record.  
• Change the DL address from the DMV 14.  
• Issue license plates. |
| A registration service | VR record | A REG 5065 | • Key the appropriate TTC.  
• Issue license plates. |
| Not the RO or a registration service | VR record | • The California Certificate of Title (or photocopy), registration card (or photocopy), or renewal notice.  
• A police report, if the license plates were stolen.  
• A REG 31 completed by CHP, if substitute license plates have been issued within the last 90 days. | • Return the application on a report of deposit of fees (RDF) for the RO to appear in person.  
• Issue a 60-day TOP. |

**NOTE:** A REG 5065 is **not** required

**NOTE:** The spouse of a nonresident military (NRM) RO may use an out-of-state DL/ID to apply for substitute/duplicate license plates. If the spouse is **not** the RO, forward the application to RPU I in DMV headquarters for further verification.
20.005 Application for Replacement Plates, Stickers, Documents (REG 156) Form, continued

Mail Items

The procedures below must be followed:

• Verify the name and address on the application matches the VR record and the California DL/ID record.
• If they match, key the appropriate TTC and process.
• If either the name or address on the application is different from the VR record or the California DL/ID record, RDF the application for the RO to appear in person. Refer to the previous chart and request the following items, as appropriate:
  — California DL/ID or out-of-state/country DL/ID and acceptable secondary photo ID.
  — Proof of ownership.
  — Police report, if license plates are reported stolen.
  — REG 31 completed by CHP, if substitute license plates were issued within the last 90 days.
  — The remaining license plate to be surrendered to DMV if one plate is reported lost, stolen, mutilated, or destroyed.

Applications Submitted by Industry Members—License plates may be issued directly to a dealer or an agent for the dealer, dismantler, insurer or agent for the insurer, registration service, or salvage pool presenting an application on behalf of their customer (see previous sections). If a DMV Occupational Licensee (dealer, registration service, etc.) submits the application, write the Occupational License number below the RO’s ID number on the face of the application.

A licensed registration service must submit a complete notarized REG 5065 with the application when the name or address of the RO does not match the VR records.

The sections are completed as follows:

• Section 1—completed by the RO. Only one RO signature is required even when there are multiple owners.
• Section 2—completed by the registration service.
• Section 3—completed by the notary.

NOTE: A registration service may submit any standardized notarized form in lieu of the REG 5065 which certifies to the name, address, and signature of the RO shown on the application.

Vehicles Registered in the Name of a Trust—If the VR record shows the RO as a trust, consider the trustee as the RO for ID and issuance purposes. When a trust record:

• Does not show a trustee.
• Shows a trustee different from DMV’s record, accept a REG 256 stating they are the appointed trustee. Trust documents are not required.
20.005 Application for Replacement Plates, Stickers, Documents (REG 156) Form, continued

The procedures below must be followed:

- Check the DL/ID of the person presenting the application, unless the application is submitted by a dealer or registration service.
- Pick up remaining license plate(s), if only one license plate was lost/stolen, etc. If none, write “0 license plates picked up” on the REG 156 and initial the notation.
- Issue substitute license plates over the counter to a registration service, if the name and address do not match, if accompanied by a REG 5065.
- Issue substitute license plates over the counter to a dealer or registration service.
- Forward questionable applications to RPU in DMV headquarters. Complete a REG 256 explaining why you question the application.

You must not do the following:

- Accept a REG 156 when the applicant cannot provide either a California DL/ID or an out-of-state/country DL/ID and a secondary photo ID, unless submitted by a dealer or registration service.
- Process telephone requests for duplicate/substitute license plates.
- Mail license plates to an RO (mail applications) when the address on the application is different from the address of record. The RO must appear in person with proof of ID and the other items as required.
- Issue substitute license plates over the counter if license plates have been issued in the last 90 days, unless the applicant provides a REG 31 completed by CHP.

Exceptions—These procedures do not apply to:

- Vehicles sold through lien sales.
- Revived junk/salvage vehicles.
- Vehicles with unavailable records.
- Disabled Person Placards.
- License plate interchange transactions.
- Vehicles registered under the International Registration Plan (IRP).
- Vehicles registered under the Permanent Fleet Registration (PFR) program.
- Implements of husbandry, tow dollies, and vehicles that were issued an ID plate under CVC §§5014 (special equipment) or 5014.1 (permanent trailer ID program).
20.010 Certificates of Title and Transfer of Ownership (CVC §§4459, 5752, and 5911)

The basic transfer requirements listed in Chapter 11 apply when a REG 227 is used to transfer ownership of a vehicle, when the California Certificate of Title is lost, stolen, mutilated, or illegible.

The following must be submitted:

- A Vehicle/Vessel Transfer and Reassignment Form (REG 262) to report the odometer mileage. Refer to Chapter 11.
- A properly completed REG 227 endorsed for transfer by the seller and buyer:
  - The registered owner (RO) and legal owner/lienholder (LO) names of record must be shown.
  - The LO’s releasing signature must be notarized for a vehicle three model years or older.
  - Section 3, Missing Title Statement, must be completed and signed as follows:

<table>
<thead>
<tr>
<th>If the Title Was/Is</th>
<th>The Certification Is Signed by the</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost by/stolen from the RO or lost after the LO released interest</td>
<td>RO.</td>
</tr>
<tr>
<td>Lost by/stolen from the buyer,</td>
<td>Buyer.</td>
</tr>
<tr>
<td>Illegible or mutilated,</td>
<td>RO of record or the buyer.</td>
</tr>
<tr>
<td>Not received by the RO or LO after issuance,</td>
<td>The RO or LO, as appropriate.</td>
</tr>
</tbody>
</table>

**NOTE:** The certification may be signed by a person authorized with power of attorney. A REG 227 must be completed by the LO of record for a vehicle two model years old or newer or by the RO when there is no LO on record.
20.015 Certificates of Title for Dealer to Auto Auction Sales
(CVC §§4459, 5752, and 5911)

A dealer may request a title in the dealership name for any dealer inventory vehicle being sold to an auto auction that will not accept a REG 227. The basic transfer requirements listed in Chapter 11 apply, except when the REG 227 is submitted in lieu of the California title, the following must be submitted:

- A REG 227 with the “New Owner” and “Dealer” sections completed.
- A REG 256 explaining the vehicle is to be sold by an auction.
- A REG 262 to report the odometer mileage. Refer to Chapter 11.
- Fees due. Use tax is not due and a smog certification is not required.

**Note:** The process in this section cannot be used for other types of applications, such as lien sales, etc. A REG 166 and any other types of lien releases for California titled vehicles two model years old or newer are not acceptable.

Refer to Chapter 11 if Rush Title expedite processing is requested.

An out-of-state dealer may request a transfer of title to their dealership name when a used vehicle is purchased from an auto auction and their home state will not accept a REG 227.

When processing a REG 227 from an out-of-state dealer or registration service representing the out-of-state dealer, follow the chart below:

<table>
<thead>
<tr>
<th>If the Out-of-State Dealer Is Requesting</th>
<th>Then</th>
<th>And the Vehicle Must Be</th>
</tr>
</thead>
<tbody>
<tr>
<td>A transfer of title to the dealership name, for a vehicle purchased at an auto auction using a REG 227</td>
<td>The transfer is allowed</td>
<td>Last titled and registered in California (expired registration is okay).</td>
</tr>
</tbody>
</table>

**Note:** If evidence that the vehicle is registered in another state is presented to waive fees, this process is not allowed. Process as a “Nonresident” following current procedures, if the vehicle is located in California.

**The following must be submitted:**

- A copy of the current out-of-state dealer license issued in the name of the dealer requesting the title.
- A REG 227 properly endorsed by the RO.
- If there is a legal owner (LO) and the lien is being released, the REG 227 or a REG 166 properly endorsed and the endorsement must be notarized.
20.015  Certificates of Title for Dealer to Auto Auction Sales, continued

<table>
<thead>
<tr>
<th>If the Out-of-State Dealer Is Requesting</th>
<th>Then</th>
<th>And the Vehicle Must Be</th>
</tr>
</thead>
<tbody>
<tr>
<td>A transfer of title to the dealership name, for a vehicle purchased at an auto auction using a REG 227</td>
<td></td>
<td>Last titled and registered in California (expired registration is okay).</td>
</tr>
</tbody>
</table>

**NOTE:** If evidence that the vehicle is registered in another state is presented to waive fees, this process is not allowed. Process as a “Nonresident” following current procedures, if the vehicle is located in California

| The use of an alternate address for the LO of record from their main business address | The RO and LO of record will remain the same, but the alternate address will be used for the LO | Last titled in California. |

**The following must be submitted:**

- A copy of the current out-of-state dealer license issued in the name of the dealer requesting the title.
- A letter written on the LO’s letterhead authorizing the use of that specific, alternate address and including the vehicle identification number and make.
- A REG 227 which shows the complete LO information in the new LO section. A signature on line 2 is not required.
20.015 Certificates of Title for Dealer to Auto Auction Sales, continued

<table>
<thead>
<tr>
<th>If the Out-of-State Dealer Is Requesting</th>
<th>Then</th>
<th>And the Vehicle Must Be</th>
</tr>
</thead>
<tbody>
<tr>
<td>A duplicate title for a vehicle they accepted in trade in the other state and there is no LO on the vehicle record</td>
<td>RO of record will remain the same and the out-of-state dealer may be recorded as the new LO</td>
<td>Last titled in California.</td>
</tr>
</tbody>
</table>

The following must be submitted:

- A copy of the current out-of-state dealer license issued in the name of the dealer requesting the title.
- The REG 227 properly endorsed by the RO on line 2 with the dealer as the new LO in the appropriate section of the REG 227.
- A REG 256 explaining the vehicle was accepted as a trade-in and a title is being requested because the dealer’s home state will not accept a REG 227.
- All current and past due California registration fees must be paid, if due. Use tax and smog certification are not required.

A duplicate title for a vehicle they accepted in trade in the other state and there is a LO

Last titled in California. The following must be submitted:

- The same requirement as in the previous section.
- The lien release on the REG 227 or REG 166 must be notarized.

20.020 Certificates of Title Lost After Release by the Lienholder
(CVC §§5752 and 5911)

The legal owner/lien holder (LO) notarized release on the REG 227 or a notarized lien satisfied is required to replace a title that was lost after being released by the LO for a vehicle three model years or older. Refer to the Notarized Lienholder Signatures for Duplicate Certificates of Title section in this chapter. The Missing Title Statement (Section 3) on the REG 227 must be completed by the person who lost the title after the LO of record released interest.

For a vehicle two model years old or newer, a lien release on REG 227, REG 166, or any other types of lien releases are not acceptable. The LO must apply for duplicate title.
20.025 Commercial Vehicle Registration Act (CVRA) Weight Decals and Year Stickers

All CVRA-registered vehicles are issued CVRA weight decals and CVRA year stickers in addition to the regular Auto Commercial Trailer Motorcycle (ACTM) year sticker. CVRA year stickers correspond in color to the ACTM stickers.

**Exception:** Permanent fleet registration (PFR) vehicles—CVRA/PFR registered vehicles are issued CVRA weight decals and year stickers that are gold with PFR printed in black.

For issuance of replacement CVRA weight decals and/or CVRA or PYR year stickers, **the following must be submitted:**

- A REG 156.
- The fees due.

**The procedures below must be followed:**

- Generate the fee for either the duplicate CVRA weight decals or CVRA/PFR year stickers. **Do not** waive or absorb this fee.
- Issue the decals and/or stickers on complete transactions only.

**Note:** Issue both the CVRA weight decals and year stickers if a REG 156 is received and it is not clear which is being requested.

20.030 Disabled Person (DP) Parking Placards (CVC §22511.55 and §22511.56)

A placard owner may obtain a substitute DP placard if the original placard (permanent or temporary) is lost, stolen, or mutilated.

**The following must be submitted:**

- A REG 156.
- The fee, if applicable, for a temporary DP placard only. No fee is required for a replacement permanent DP placard.

**The procedures below must be followed:**

- Verify that the applicant had an unexpired DP placard.
- Pick up and destroy any mutilated DP placard.
- Issue a new DP placard and ID card.
20.030 Disabled Person (DP) Parking Placards, continued

An application for DP placard (REG 195) form, with the Doctor’s Certification of Disability section completed, is required after a DP placard is cancelled for any reason (for example, misuse, fraud reported by law enforcement, or erroneous application).

The following must be submitted:
- A new REG 195 with Sections A through E completed by applicant as appropriate and Sections F and G completed by doctor.

The procedures below must be followed:
- Review REG 195 and verify the form is complete.
- Issue a new DP placard.

DP placards renewals are no longer automatically mailed to out-of-state addresses.

The following must be submitted:
- A REG 156 to renew their DP placard when their address is listed as out-of-state.

**NOTE:** Substitute DP placards are not allowed for an organization. The organization must reapply for an original DP placard.

20.035 Disabled Person (DP) Parking Placard Identification (ID) Cards

A DP placard owner may obtain a duplicate of a lost, stolen, mutilated, or illegible DP placard ID card.

The following must be submitted:
- An Application for Replacement Plates, Stickers, Documents (REG 156) indicating disposition of the original DP placard ID card.

The procedures below must be followed:
- Pick up and destroy any mutilated DP placard ID card.
- Issue a no-fee duplicate DP placard ID card.

20.040 License Plates for Victims of Domestic Violence, Stalking, Rape, or Sexual Battery (CVC §§4467 and 1808.21(e); CCC §1708.7; and CPC §649.9)

DMV is required to immediately issue substitute license plates for registered owners (RO) who are victims of domestic violence, stalking, rape, or sexual battery. The victim/subject must appear in person at a DMV office.

The following must be submitted:
- Proof of ownership for the vehicle, such as the title or registration card.
20.040 License Plates for Victims of Domestic Violence, Stalking, Rape, or Sexual Battery, continued

- A photo identification (ID) acceptable for current substitute license plates procedures.
- The license plates currently assigned to the vehicle.
- The fee(s) due.
- **One** of the following:
  - A copy of a police report, court documentation, or other law enforcement documentation identifying the owner of the vehicle as the victim of a incident of domestic violence, as specified in *California Civil Code* (CCC) §1708.6; the subject of stalking, as specified in CCC §1708.7 or *California Penal Code* (CPC) §646.9; the victim of a rape, as defined in CPC §§261 or 262; or the victim of a sexual battery, as defined in CCC §1708.5.
  - A written acknowledgement, dated within 30 days of submission, on the letterhead of a domestic violence agency or rape crisis center that the RO is actively seeking assistance or has sought assistance from that agency within the past year.
  - An active protective order (restraining order) as defined in *California Family Code* §6218, or issued pursuant to *California Code of Civil Procedures* §527.8, which names the RO as a protected party.

The following must be submitted:

- Visually verify that the person presenting the application is the RO of record and is the person on the photo ID. A list of acceptable photo IDs can be found in the Application for Duplicate or Paperless Title section in this chapter.
- Review the REG 156. It must contain the RO’s name, DL/ID number, address, and signature. The box labeled CVC §4467 must be checked.
- Check the appropriate box in Section B on the REG 156 to show the number of license plates picked up. Special interest license plates may be exchanged for regular series license plates.
- Review the police report, written acknowledgement, or restraining order. Date stamp and initial the REG 156 as evidence that one of the required documents was presented.
- Key the appropriate TTC.
- Collect the appropriate substitute license plate fee.
- Issue substitute license plates.

**Vehicles Registered in the Name of Trust**—If the record shows the RO is a trust (no trustee named), have the trustee complete a REG 256 certifying that they are appointment as trustee to the trust.
20.040 License Plates for Victims of Domestic Violence, Stalking, Rape, or Sexual Battery, continued

Record Suppression Requests—If a subject of stalking or a victim of domestic violence asks to have their record suppressed, refer them to the DMV Confidential Records Unit at (916) 657-7142 for assistance.

20.045 Moped License Plates or ID Cards (CVC §5035)

A moped owner may obtain replacements for a lost, stolen, mutilated, or illegible moped license plate and/or ID card.

The following must be submitted:
- A Motorized Bicycle Instruction/Application (REG 230) form with Sections B and D completed.
- The appropriate fee(s). Refer to Appendix 1F.

20.050 Nonreceipt of Certificates/License Plates/Stickers/Disabled Person (DP) Parking Placards (CVC §4457)

**DP Parking Placards**—A no-fee replacement DP placard is issued when the (permanent or temporary) DP parking placard issued is not received within 30 days of the issue date, as determined from a vehicle identification number (VIN) inquiry using the applicant’s six-digit birth date followed by the first three letters of the last name (EXAMPLE: MMDDYYDOE). Refer to the Disabled Person (DP) Parking Placards section in this chapter for the requirements.

**Salvage Certificate**—A no-fee replacement is issued when the original Salvage Certificate is not received within 30 days of the issue date. Refer to the Salvage or Nonrepairable Vehicle Certificates section in this chapter for the requirements.

**Certificate of Title, Registration, and/or Plates/Stickers**—No-fee replacements are issued when the title, registration, license plates, and/or stickers issued are not received within 30 days of the issue date. The Not Received from DMV box must be checked on the application form. Refer to the specific section in this chapter for the requirements.

**Note:** In general, allow 30 days before processing a nonreceipt application.

20.055 Notarized Lienholder Signatures for Duplicate Certificates of Title (CVC §5752)

The legal owner/lienholder (LO) releasing signature on an Application for Duplicate or Transfer of Title (REG 227) form, including when used to transfer an Electronic Lien and Titleholder (ELT), **must be** notarized.
20.055 Notarized Lienholder Signatures for Duplicate Certificates of Title, continued

**EXCEPTION:** A notarized signature is **not** required when:

- A sole RO signs the LO section to transfer the legal ownership to a financial institution.
- An insurance company and/or an agent for the insurance company transfers a total loss salvage vehicle to the insurance company **and** an acceptable lien satisfied document from the LO indicated on DMV’s records is submitted.

**Note:** The LO’s releasing signature **must be** notarized if the insurance company sells the vehicle using the REG 227.

**Notary Requirements**—A *California* notary’s stamp **must** include the notary’s name, the commission number and expiration date, the county and state in which the commission number was granted, and the state seal. An *out-of-state* notary’s stamp is acceptable as submitted, since other states may not require the same information as California.

Notarization may be:

- Next to the LO’s releasing signature on the REG 227.
- On a separate sheet of paper attached to the REG 227.
- On any other document submitted in lieu of the releasing signature on the REG 227 that shows satisfaction of the lien, such as a REG 166.

**Do not** question the validity of the notarized signature, the notarization stamp, or the notary’s signature.

**RDF Procedure**—When the LO’s releasing signature on a REG 227, or an acceptable attachment, is **not** notarized as required, return the application on a report of deposit of fees (RDF) using Reason Code B and completed as Signature of “notary” on Section F with notary’s stamp.

**Note:** A REG 227, REG 166, and any other type of lien release for a California-titled vehicles two model years old or newer are **not** acceptable.

20.060 Registration Cards Only (CVC §§4457 and 9265)

The registered owner (RO) must apply for a duplicate vehicle registration card when the original is lost, stolen, mutilated, or illegible.

**EXCEPTION:** A duplicate registration card application and fee are **not** required in conjunction with any other application (for example, a transfer).

**The following must be submitted:**

- A REG 156.
- The duplicate registration card fee.

**The procedure below must be followed:**

- Issue a new registration card.
20.065 Salvage or Nonrepairable Vehicle Certificates (CVC §§4459 and 9265)

When a salvage certificate is lost, stolen, or mutilated to the extent that essential information is no longer legible, the insurance company or person who applied for the original salvage or nonrepairable vehicle certificate may apply for a duplicate.

**The following must be submitted:**
- An Application for Salvage Certificate or Nonrepairable Vehicle Certificate (REG 488C) form.
- A Statment of Facts (REG 256) form, which describes the vehicle and certifies to the disposition of the original salvage or nonrepairable vehicle certificate.
- The duplicate fee and any other fees.

**The procedures below must be followed:**
- Collect the duplicate fee and any other fees. Refer to Appendix 1F for fees.
- Process the duplicate certificate application and clear normal.
- Forward the application to the Special Processing Unit (SPU) in DMV headquarters, if the salvage owner is not shown on the database.

**Note:** The salvage owner only displays on the database when an automated salvage certificate has been issued. The salvage owner is not updated when a salvage certificate is issued manually.

**Nonreceipt of Salvage Certificate**—Issue a no-fee duplicate salvage certificate when DMV’s records show a salvage certificate was issued, and the applicant states it was not received. Allow 30 days from issuance of the salvage certificate before processing a nonreceipt application.

**The following must be submitted:**
- A REG 488C.
- A REG 256, certifying they did not receive the original salvage certificate issued by DMV.

20.070 Special Equipment (SE) License Plates/Stickers/Identification (ID) Cards (CVC §9261)

An SE registered owner (RO) may obtain replacements for lost, stolen, mutilated, or illegible license plates, stickers, and ID cards.
20.070 Special Equipment (SE) License Plates/Stickers/Identification (ID) Cards, continued

The following must be submitted:
• An Application for Special Equipment Identification Plate (REG 88) form.
• The fees due.

**Note:** If the SE renewal fee is due and both the billing notice and last-issued ID card are lost, the RO places a check mark in the “Renewal Special Equipment Plate” box. A duplicate ID card fee is not due in conjunction with renewal or an application for a substitute plate.

The procedure below must be followed:
• Forward the application to the Special Processing Unit (SPU) in DMV headquarters.

20.075 Special License Plates—Duplicates (CVC §4457)

**Duplicate license plates** are issued for the following types of special license plates:

<table>
<thead>
<tr>
<th>Amateur Radio License</th>
<th>Disabled Veteran</th>
</tr>
</thead>
<tbody>
<tr>
<td>California 1960s Legacy (personalized)</td>
<td>Environmental License Plates (ELP) (personalized)</td>
</tr>
<tr>
<td>California Agriculture (CalAg) (personalized)</td>
<td>Exempt</td>
</tr>
<tr>
<td>California Arts Council (personalized)</td>
<td>Ex-Prisoner of War (POW)</td>
</tr>
<tr>
<td>California Coastal Commission (Whale Tail) (personalized)</td>
<td>Kids - Child Health and Safety Fund (personalized)</td>
</tr>
<tr>
<td>California Firefighter (personalized)</td>
<td>Lake Tahoe Conservancy (personalized)</td>
</tr>
<tr>
<td>California Memorial (personalized)</td>
<td>Legislative (fee-paid)</td>
</tr>
<tr>
<td>California Museums (personalized)</td>
<td>Pet Lover’s Veterinary Board (personalized)</td>
</tr>
<tr>
<td>Citizens Band Radio (personalized)</td>
<td>Veterans’ Organization (personalized)</td>
</tr>
<tr>
<td>Collegiate (only UCLA is available) (personalized)</td>
<td>Yosemite Foundation (personalized)</td>
</tr>
<tr>
<td>Congressional Medal of Honor</td>
<td></td>
</tr>
</tbody>
</table>
20.075 Special License Plates—Duplicates, continued

**Exceptions**—Duplicate license plates **cannot** be issued when the application is for **two lost or stolen** personalized special interest license plates for passenger or commercial vehicles or **one license plate** for motorcycles or trailers **unless** the vehicle is registered to an exempt agency. Exempt vehicles are **always** issued duplicate license plates (CVC §4458). The Special Processing Unit (SPU) places a “plates lost or stolen” status on the record and the configuration cannot be issued for four years from the date reported lost or stolen.

When duplicate license plates **cannot** be issued, the owner must select a new configuration and pay the duplicate fee or be issued regular series license plates, as explained in this section.

When duplicate license plates **cannot** be issued and the license plate owner selects a new configuration as a substitute, **the following must be submitted:**

- A Special Interest License Plate Application (REG 17) form.
- The duplicate/substitute license plate fee and any other fees.

**Note:** A license plate owner **cannot** select a new configuration for the duplicate fee when the issuance of duplicate license plates is acceptable.

The procedures below must be followed:

- Write “Substitute ELP” in bold letters at the top of the REG 17.
- Collect the duplicate/substitute license plate fee shown in Appendix 1F.
- Make the reservation as an **original request**. Refer to Chapter 7.
- Issue a 60-day temporary operating permit (TOP).
- If the vehicle is not registered in the license plate owner’s name, the usual registration and/or transfer documentation is required.
- Place the REG 17 as the top document.
- When duplicate license plates **cannot** be issued, complete a REG 256 with the ELP configuration, license plate owner’s name, date the license plates were lost or stolen, make and vehicle identification number (VIN) of the vehicle the license plates were assigned to and notify DMV headquarters by:
  - Forwarding the REG 256 to SPU.

DMV headquarters will place a “plates lost/or stolen” status on the vehicle record and that configuration **cannot** be reissued for four years from the date reported lost/stolen.

**Amateur Radio (HAM) License Plates**—HAM license plates were originally issued with spaces; however, DMV is now issuing these license plates without spaces. All existing license plates with spaces are still valid.
20.075  **Special License Plates—Duplicates, continued**

If a customer requests new HAM license plates without spaces, **the following must be submitted:**

- A Special License Plate Application (REG 17A) form.
- A REG 256 stating they wish to keep the current license plates until the new license plates are received and that the current plates will then be destroyed.

**The procedures below must be followed:**

- Waive the duplicate license plate fee.
- Forward the application to SPU in DMV headquarters.

**The following must be submitted:**

- A REG 17 with the correct spacing indicated (particularly important if the owner retains one plate) and checked for issuance of duplicate plates.
- The fees due.

**The procedures below must be followed:**

- Confirm that the REG 17 shows the disposition of the original license plate(s), the number of license plates surrendered, and if new stickers are needed.
- Refer to the *Reg Tech DART* (Job Aid 9) for processing codes.
- Attach the DMV File Copy to the REG 17 and circle the license plate configuration choice.
- Issue a 60-day TOP and sticker(s), as necessary.

Advise the customer to:

- Place the stickers (if issued) on the remaining plate and place the license plate at the rear of the vehicle if **one license plate** remains on the vehicle.
- Keep the stickers attached to the receipt until the new license plates are received if **no license plates** remain on the vehicle.

**Other License Plate Series—The following must be submitted:**

- A REG 156 or REG 17A, as appropriate.
- The fees due.

**The procedures below must be followed:**

- Confirm the license plate application shows the number of license plate(s) taken up and if new stickers are needed. If the application is for a nonreflectorized Exempt License Plate, pick up both license plates and indicate that two plates are to be ordered.
- Collect the appropriate duplicate license plate fee.
- Issue a 60-day TOP.
- Advise the license plate owner that the TOP **does not** give any privileges normally associated with display of the special license plates. **Example:** The TOP would not have the same parking privileges afforded vehicles with Disabled Veteran License Plates.
20.075 **Special License Plates—Duplicates, continued**
* Forward the application to DMV headquarters. The license plate owner name keyed **must** match the vehicle record or an error message will be returned. If an error message is received:
  — Ask the customer if the name keyed is the license plate owner’s name. If the name on the vehicle record appears to be incorrect, accept the application and forward it to DMV headquarters. Write “verification of plate owner name required” on the DMV File Copy.
  — Issue a 60-day TOP. DMV will key the duplicate request when the license plate owner name is verified.

20.080 **Special License Plates—Substitutes (CVC §§4457 and 4458)**
Substitute (not duplicate) license plates are issued for the following special license plates. The requirements for issuance are shown:

<table>
<thead>
<tr>
<th>Type of Plate</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antique Motorcycle</td>
<td>The following must be submitted:</td>
</tr>
<tr>
<td>Disabled Person</td>
<td>• The correct substitute license plate application.</td>
</tr>
<tr>
<td>Historical Vehicle</td>
<td>• Any remaining license plates.</td>
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<tr>
<td>Horseless Carriage</td>
<td>The procedures below must be followed:</td>
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<tr>
<td></td>
<td>• Collect the fee due.</td>
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<td></td>
<td>• Issue a 60-day Temporary Operating Permit (REG 19).</td>
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<td></td>
<td>• Forward the application to DMV headquarters.</td>
</tr>
</tbody>
</table>
### 20.080 Special License Plates—Substitutes, continued

<table>
<thead>
<tr>
<th>Type of Plate</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• California 1960s Legacy (sequential)</td>
<td>The following must be submitted:</td>
</tr>
<tr>
<td>• California Agriculture (CalAg) (sequential)</td>
<td>• The correct substitute license plate application.</td>
</tr>
<tr>
<td>• California Arts Council (sequential)</td>
<td>• Any remaining license plates.</td>
</tr>
<tr>
<td>• California Coastal Commission (Whale Tail) (sequential)</td>
<td>The procedures below must be followed:</td>
</tr>
<tr>
<td>• California Firefighter (sequential)</td>
<td>• Collect the substitute license plate fee.</td>
</tr>
<tr>
<td>• California Memorial (sequential)</td>
<td>• Issue a REG 19.</td>
</tr>
<tr>
<td>• California Museums (sequential)</td>
<td>• Forward the application to the Special</td>
</tr>
<tr>
<td>• Collegiate (sequential)</td>
<td>Processing Unit (SPU) in DMV headquarters.</td>
</tr>
<tr>
<td>• Foreign Organization (TECO)</td>
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<td>• Gold Star Family</td>
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<td>• Honorary Consul</td>
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<tr>
<td>• Kids - Child Health and Safety Funds (sequential)</td>
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<tr>
<td>• Lake Tahoe Conservancy (sequential)</td>
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<tr>
<td>• Legion of Valor</td>
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<td>• Moped</td>
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<td>• Pearl Harbor Survivor</td>
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<tr>
<td>• Pet Lover’s Veterinary Board (sequential)</td>
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<tr>
<td>• Purple Heart Recipient</td>
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<tr>
<td>• Special Equipment</td>
<td></td>
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<tr>
<td>• Veterans’ Organization (sequential)</td>
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<tr>
<td>• Yosemite Foundation (sequential)</td>
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</table>
20.085 Stickers Only (CVC §§4457 and 4853)

The registered owner (RO) must apply for a substitute sticker when the year sticker is lost, stolen, mutilated, or illegible.

The following must be submitted:

- An Application for Replacement Plates, Stickers, Documents (REG 156) form.
- The fees due.

The procedures below must be followed:

- If the REG 156 shows a new address:
  — Key the new address
  — Give the RO a Change of Address (DMV 14) form.
  — Advise the RO to mail the completed DMV 14 to the address shown on the form to correct the address on their DMV records.
- Collect the substitute sticker fee.
- Issue the appropriate year sticker.

Month stickers are replaced for no fee and a REG 156 is not required. Verify the month of expiration from the registration or VR record and issue a new month sticker.