

Vehicle Industry News

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Electronic ROS/TLP Procedures

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Effective: January 1, 2019

New Policy

When a vehicle is sold by a dealer, the dealer is required to create and issue a Report of Sale (ROS) form electronically, and if the vehicle does not display license plates, issue and attach temporary license plates (TLPs) to the vehicle.

NOTE: The Department of Motor Vehicles (DMV) implemented this new program December 12, 2018, with a few dealerships already participating. As a result, DMV may receive ROS forms with the revision date of January 2019.

Procedures

Dealers will:

- Use the electronic system provided by either their first-line service provider (FLSP) or DMV's contracted vendor, Fairfax Imaging, Inc., to electronically report vehicle sales to DMV, produce ROS forms (REG 51, REG 396, REG 397, REG 397A, and REG 398), and produce TLPs. Help Desk contact information for approved ROS/TLP system providers:

| <i>Vendor/FLSP</i> | <i>Website/Registration</i> | <i>Help Desk Contact</i> |
|--|--|--------------------------|
| Fairfax Imaging, Inc. (Free-State Vendor) | fairfaximaging.com | (844) 425-5824 |
| American Driving Records, Inc. (ADR) (FLSP) | sambasafety.com | (800) 888-3317 |
| Automated Vehicle Registration Service, Inc. (AVRS) (FLSP) | avrs.com/temptags | (707) 658-4100 |
| Dealertrack Registration and Titling Solutions (FLSP) | us.dealertrack.com/content/dealertrack/en/landing-pages/rts/catemptags.html | (800) 211-3644 |
| Motor Vehicle Software Corporation (MVSC/VITU) (FLSP) | catemptag.com | (818) 706-1949 |

NOTE: Preprinted ROS forms will **no longer** be accepted on or after January 1, 2019, unless the vehicle date of sale is prior to January 1, 2019.

Procedures, *continued*

- Be responsible for the cost of the standard paper for printing the ROS forms and special paper to produce TLPs. Special TLP paper can be obtained from the ROS/TLP system provider, not from DMV. Dealers are authorized to collect an additional \$5 document processing fee from the vehicle purchaser in accordance with *California Vehicle Code (CVC) §4456.5*.
- Continue to attach the temporary identification tear-off portion of the ROS forms and TLPs to the vehicle at the point of sale.

NOTE: TLPs will display an expiration date of 90 days from the date of sale that **cannot** be extended. However, a vehicle may continue to display the temporary identification portion of the ROS or TLP after 90 days if the owner provides proof that an application was submitted to DMV pursuant to CVC §4456(d) and it has not been more than 14 days since the permanent license plates were issued to the owner.

- Provide the privacy notice that will be printed on the last page of the REG 51, REG 397, and REG 397A, to the vehicle purchaser.
- Follow procedures for unused inventory of preprinted ROS forms once they start using the electronic system:
 - On a Statement of Facts (REG 256) form, include the following:
 - ROS form name/number.
 - Unused sequences for each ROS form.
 - A statement certifying that unused ROS forms were confidentially destroyed.
 - A statement certifying that dated ROS forms will be confidentially destroyed.
 - Retain the REG 256 forms for 4 years.
- **Not** be required to mail the five-day notification portion of the ROS form to DMV.
- Follow ROS form amendment procedures:
 - Search and find the ROS form that requires amendments in the electronic system.
 - Make the changes and submit the ROS electronically.
 - Print a copy of the amended ROS.
 - Strike through the original signed ROS and initial any corrections.
 - Complete a REG 256 indicating the changes made.
 - Attach a copy of the amended ROS, original ROS with strikethrough(s), initial(s), REG 256, along with other required documents and fees, and submit to DMV or their FLSP.

NOTE: The system will not allow amendments to ROS forms if 20 days for new vehicles or 30 days for used vehicles have elapsed since the date of sale, or if permanent license plates and registration were issued to the vehicle. If corrections to the ROS forms are required after 20 days for new vehicles or 30 days for used vehicles from the date of sale, strike through the original signed ROS, indicate the correction(s), and initial the correction(s). Do **not** make any changes to the electronic record if the required documents and fees were submitted to DMV or their FLSP, and follow existing procedures for ROS corrections. Dealers may correct errors on any part of the ROS forms **except** the Date of Sale, Odometer Disclosure section, ROS number, and TLP number.

Procedures, *continued*

- Perform the following “void/unwind” procedures:
 - Search and find the ROS forms to be voided in the electronic system.
 - Indicate the reason for void and submit electronically.
 - Complete a REG 256 indicating the reason for void.
 - Attach a copy of the REG 256 to the ROS and retain for your records (DMV does not require a copy of the “void/unwind” ROS form).

NOTE: A new vehicle that was marked as “void/unwind” can be sold as a new vehicle in the system. All current “void/unwind” procedures will apply.

- Perform the following “rollback” procedures:
 - Search and find the ROS forms to be rolled back in the electronic system.
 - Indicate the reason for rollback and submit electronically.
 - Complete a REG 256 indicating the reason for rollback.
 - Attach a copy of the REG 256 to the ROS and mail to DMV or their FLSP along with the other required documents and fees.

NOTE: A new vehicle that was marked “rollback” cannot be sold as a new vehicle in the system. All current “rollback” procedures will apply.

- Be able to generate TLPs with a new number and original expiration date if a customer returns to the dealership and reports the TLP assigned to the vehicle as lost or stolen.
- Be able to reprint TLPs with the same number and original expiration date if a customer returns to the dealership and reports the TLP assigned to the vehicle as damaged.

NOTE: If a vehicle displaying out-of-state license plates is sold at the dealership and will be registered in California, the dealer must remove the out-of-state license plates and generate TLPs to be attached to the vehicle.

Background

Assembly Bill (AB) 516 (Chapter 90, Statutes of 2016) requires DMV to develop a system that requires a dealer or lessor-retailer to electronically report the sale of a vehicle and produce TLPs. AB 516 restricts access to the dealer reporting system to authorized users of DMV’s Vehicle Registration and Occupational Licensing databases.

Distribution

Notification that this memo is available online at dmv.ca.gov under Publications was made via California DMV’s Automated Email Alert System January 2019.

Reference

California Vehicle Code §§1685, 4456, 4456.2, 4456.5, 5201, and 5202

Contact

Call the DMV Customer Communications Section at (916) 657-6560 for further clarification of this memo.