



Vehicle Data Change Confirmation for REG 397s

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Effective: Immediately

New Information

The vehicle data information on the Application for Registration of New Vehicle (REG 397) form **must** match the system-generated vehicle data, including the vehicle make, year model, body type, and motive power, **or** a Statement of Facts (REG 256) form **must** be completed to confirm the accuracy of the REG 397.

Procedures

When a dealer submits a REG 397 with vehicle data that does not match the system-generated vehicle data, the dealer must submit a REG 256 stating that the data on the REG 397 is correct.

NOTE: A REG 256 is **not** needed when a vehicle industry news (VIN) memo is released stating that the generated vehicle data for specific vehicles is incorrect.

Background

The Department of Motor Vehicles (DMV) uses a vehicle identification number (VIN) decoding program to verify VIN accuracy and prepopulate vehicle data from the vehicle manufacturer. Previously, some REG 397 forms submitted to DMV contained vehicle data that did not match the vehicle data returned by the VIN decoding program, which resulted in correct vehicle data being changed based solely on erroneous data on the REG 397. The erroneous vehicle data stays on the record until it is identified, reported, and corrected.

Distribution

Notification that this memo is available online at www.dmv.ca.gov under Publications was made via California DMV's Automated Email Alert System in April 2017.

Reference

Vehicle Industry Registration Procedures Manual §6.010

Contact

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