
ATTEMPT TO CONTACT

When the Department of Motor Vehicles requires evidence of an "Attempt to Contact" from the owner or lienholder of a vehicle, the following is required:

- The owner or lienholder must be contacted, requesting signature(s) on the documents required to complete the transaction (Bill of Sale, Application for Duplicate Title etc., depending on the requirements). Signatures must be notarized. **Caution:** Do not mail original documents. Mail photocopies of any documents.
- If a signature is required on an original document, and it is a secure document (i.e. Secure Power of Attorney, Title) a signed photocopy is not acceptable.
- A letter should be sent Certified Mail – Return Receipt Requested or by an alternative delivery service (i.e. FedEx, UPS, DHL, OnTrac, or a local courier service) with a method for tracking the letters delivery status. A return receipt or the alternative provides evidence of delivery or the attempt to deliver. Receipts issued for the delivery service are required for proof of "Attempt to Contact." Retain copies of everything sent to the owner or lienholder.
- If the letter is returned with a forwarding address, the letter is to be forwarded to the new address by Certified Mail – Return Receipt Requested or an alternative delivery service (i.e. FedEx, UPS, DHL, OnTrac, or a local courier service) with a method for tracking the letters delivery status.
- If the letter is returned as "Undeliverable," do not open it; or
- If a signed Return Receipt or an alternative delivery services "Proof of Delivery" is received and fifteen (15) days have passed since the date of receipt:
 - All documents for the vehicle, along with the returned letter, or the proof of delivery will need to be brought to the Department of Motor Vehicles.
 - The Department will review all paperwork and recommend what steps still need to be taken or will assist with the registration and titling of the vehicle. **Note:** This does not guarantee processing can be completed.
- If the owner(s) or lienholder(s) provide the necessary signatures, the receipt or returned letter is not needed.
- Prior to registration or title issuance, a VIN inspection (VP-15) is also required for the vehicle being registered.
- Additional comments/instructions: