



AVRS

A CVR Company

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DMV Registration Resource Guide

COMMON BPA ERROR CODES

0001 Field Required

The field appearing in parenthesis needs to be completed. If there is no specific field appearing in parenthesis, the vehicle is a salvage retention vehicle and must be brought to the DMV for processing.

0212 TTC Keyed Cannot Be Used To Clear TTC Of Pending Rec

Description: This error code occurs when a transaction that was started at an earlier date is attempting to be completed as a different transaction type.

Solution: Make sure that the transaction screen being used to clear the RDF is the same transaction screen that was used to start the RDF.

D098 Type License Not Compatible With Retrieved Type License

Description: When a plate is keyed in, the Type License code must match the vehicle type determined by the plate sequence.

Solution: Select to correct Type License code from the dropdown found at the bottom of the right hand column on the transaction screen.

D108 Smog Cert Required

Description: A smog certificate is needed for the vehicle being processed. A smog certificate is needed every two years at the time of renewal, or within 90 days of a date of transfer.

Solution: Chose 'Smog Cert Available' on the 'Smog Certificate Available' dropdown found in the left hand column on the transaction screen, and include a copy of the smog certificate with the transaction paperwork. If the vehicle has not been smogged, 'No -- Must RDF' can be selected in the 'Smog Certificate Available' dropdown should the customer wish to pay fees, otherwise the transaction can be cancelled until smog is complete.

Q007 Salvage or Non-Repairable Cert Outstanding

Vehicle will need to go to DMV for processing.

Q046 Clearing Inquiry Required

Description: Vehicle was RDF'd in a previous transaction, and now needs to be cleared.

Solution: Mark the check box for 'Clear Previous RDF?' found on the right hand side of the transaction screen, and then proceed to enter the date the customer originally paid fees into the 'Date RDF Issued' field.

Q201 Reg Suspended Call 1-866-664-4545/1-800-777-0133

Vehicle registration has been suspended by the DMV and cannot be processed by the BPA. Customer will have to call the number provided and discuss with the DMV what needs to be done to lift the suspension.

D056 LST TRF/ACQSTN/1ST OPER/FEE DUE/LOSS/WRECK DT CAN'T BE>

DT FEE REC'D

Description: RDF Date needs to be more current than the last transfer date, acquisition date, date of first operation, fee due date, or loss/wreck date.

Solution: Either delete the RDF date from the 'Date RDF Issued' field (This may add penalties to the total fees due) or send to DMV for processing.

D342 PR PWO DISP INVALID

Description: The selection made under 'Prior Plate with Owner Disposition' does not match that of DMV record.

Solution: Leave 'Prior Plate with Owner Disposition' field blank.

D345 PR PWO DISP REQUIRED

Description: DMV needs to know what happened to the original set of plates - why substitutes are being issued.

Solution: Select an appropriate indicator in the 'Prior Plate with Owner Disposition' dropdown menu found on the right hand side of the screen.

F134 R30-VS-RECORD STATUS

Description: Vehicle currently has unpaid citations on record. An RDF cannot be posted.

Solution: Transaction has to be done in one step, instead of paying fees and clearing at a later date.

Q045 TIP ALREADY SET ON RECORD

Description: A transaction has been performed on vehicle within the past 72 hours. Must wait for initial transaction to clear before processing again.

Solution: Try again in 24 hours to give time for previous transaction to clear.

D310 ORGANIZATIONAL CODE INVALID

Description: Vehicle has organizational plates. Fees due for organizational plates cannot be collected through the BPA program.

Solution: Refer to DMV for processing.

Q047 CLEARING INQUIRY INVALID

Description: Vehicle does not have fees posted, thus the attempt to clear a posting is invalid.

Solution: Unmark the checkbox for 'Clear Previous RDF?'

D086 R/O NAME INVALID

Description: The new owner name is not a valid entry.

Solution: Check new owner name field(s) and verify there are no symbols (. , / etc.) or unnecessary spaces present.

D087 R/O ADDRESS INVALID

Description: The new owner address is not a valid entry.

Solution: Check new owner address field(s) and verify there are no symbols (. , # / etc.) or unnecessary spaces present.

D205 DEALER # NOT IN X-REF FILE OR SYSTEM UNABLE TO READ RECORD

Description: The dealer number selected for the transaction has not been permitted by the DMV for processing.

Solution: Call AVRS so that a request for approval can be made to the DMV.

F170 SMOG CODE KEYED-VS-TTC OR CONDITION ON FILE

Description: DMV has record of smog for vehicle on file.

Solution: Leave 'Smog Certificate Available' blank on the transaction screen.

F180 INSURANCE INDICATOR 'Y' OR 'N' REQUIRED - SPACE OR 'U' NOT ALLOWED

Description: The DMV does not have insurance verification on record for this vehicle.

Solution: If proof is available, mark 'Yes' for 'Insurance Verification', or 'No' if insurance is not available and the customer wishes to post fees.

Q031 (MULTIPLE MESSAGES)

Refer customer to DMV field office for processing.

Q035 3P-VIN UNEQUAL IN VR RECORD

Description: The keyed VIN and Plate do not match according the DMV record.

Solution: Please check both fields and verify correct information was entered.

Q048 3-VIN: VIN & VR RECORD UNEQUAL

Description: The keyed VIN and Plate do not match according the DMV record.

Solution: Please check both fields and verify correct information was entered.

Q146 TTC CHANGE REQUIRED—KEY APPROPRIATE TTC

Description: The type of transaction attempted is not valid for selected vehicle.

Q009 THIS TRANS MUST BE SUSPENDED-BYPASS NOT ALLOWED

Description: The DMV has issued a suspension on the vehicle.

Solution: Refer to DMV for processing.

D424 KEYED INFORMATION DOES NOT MATCH DMV RECORDS INFORMATION

The entry keyed into the 'Current Owner Name' or 'Current Lienholder Name' field does not match DMV record. Please recheck the 'Current Registered Owner' and 'Current Lienholder Name' fields to ensure that they were entered identically as they appear on the Title or Registration.

D267 PNO ALREADY ON FILE OR TOO EARLY OR TOO LATE

Description: A PNO is already on file for the specified vehicle, or does not fall into the appropriate window of time to be placed into PNO status. Vehicle can be placed in PNO status up to 75 days before their expiration date, and up to 90 days after.

Solution: Leave the 'PNO Indicator' dropdown blank.

D268 INVALID CNO REQUEST

Description: Vehicle is not currently in Non-Operational status.

Solution: Uncheck the 'Cert Non-Operation Indicator' check box.

F186 EXCEEDS 44 FEE CODE LIMITATION, COLLECT TOTAL FEES DUE

Description: The total fees due exceed the 44 fee maximum through the BPA program.

Solution: Refer to DMV field office for processing.