

Motor Vehicle Contact Sheet

LO Help Line: 405-522-6669 | 800-522-8227

This guide **helps licensed operators reach the right team** quickly, ensuring faster resolutions and reducing misdirected calls and emails. To ensure efficient use of resources and timely resolutions, we recommend reviewing [the manual](#) first, which outlines many processes.

Corrections

Phone: LO line—Option 2—Option 1

Email: MVCorrections@service.ok.gov

Reasons to contact:

- ▶ Licensed operator title errors related to lien and title corrections (mileage, brands, misspelling on title and lien, etc.)
- ▶ Returned titles
- ▶ Void titles
- ▶ Undeliverable affidavit
- ▶ Insurance loss indicator questions
- ▶ Release title holds
- ▶ Notice of Transfer removals
- ▶ Provisional VINS
- ▶ Adding make to OneLink (Not for FDP)
- ▶ Canceling titles
- ▶ ELT Questions (Dealer or lienholders)
- ▶ Remove archived in legacy indicator
- ▶ Research escalated calls or Research items
- ▶ NMVTIS escalation calls or NMVTIS related items
- ▶ FDP updates on boat/motor

Research

Email: MVResearch@service.ok.gov

Reason to contact:

- ▶ Rebuild vehicle records

NMVTIS

Email: MVtitlevalidation@service.ok.gov

Reasons to contact:

- ▶ Title not verifying in OneLink
- ▶ NMVTIS discrepancies
- ▶ NMVTIS updates

Titles

Phone: LO Line—Option 2—Option 2
or 405-521-3221

Email: MVTitles@service.ok.gov

Reasons to contact:

- ▶ Title paperwork questions
- ▶ Court Orders
- ▶ OAN questions
- ▶ Assembled vehicles
- ▶ Body changes
- ▶ MH home cancellations/reinstatements
- ▶ Vintage title requests
- ▶ Transfer on Death
- ▶ OkCARS Duplicate Titles
- ▶ Paid title corrections (seller or buyer error)
- ▶ Documented boats
- ▶ Switched titles or MSO
- ▶ Out of business liens
- ▶ Import or export questions



Audit

Phone: LO line—Option 5

Email: MVAudit@service.ok.gov

Reasons to contact:

- ▶ Assistance with Audit stop flags
- ▶ Questions on collecting additional fees for IRP
- ▶ Encoding errors
- ▶ DAV vehicle replacements issues or reinstatement
- ▶ Inquiries on excise exemptions and fee exceptions
- ▶ System error messages
- ▶ Transaction support for OneLink
- ▶ Semi-monthly balancing issues

Banking

Phone: LO Line—Option 4

Email: MVBanking@service.ok.gov

Reasons to contact:

- ▶ Questions or issues about deposits
- ▶ Deposit adjustments
- ▶ Opening a Cash Drawer
- ▶ Ok.gov credit card issues

Refunds

Phone: 405-521-3683

Email: MVRefunds@service.ok.gov

Reasons to contact:

- ▶ Questions about customer refunds
- ▶ Issue with credit on an account

NSF

Phone: 405-521-2700

Email: MVBanking@service.ok.gov

Reasons to contact:

- ▶ NSF Stop Flag inquiries (amount owed)
- ▶ Questions about the NSF process
- ▶ NSF Stop Flag payments
- ▶ Checks sent in from SOK for processing/credit

Supply

Phone: LO Line—Option 7

Email: MVSupplyCorrespondence@service.ok.gov

Reasons to contact:

- ▶ Confidential plates
- ▶ State plates
- ▶ LO inventory orders
- ▶ Issue with plate transfers
- ▶ Volunteer Fire Department plates

Special Plates / Processing

Phone: LO line—Option 3

Email: MVPlates@service.ok.gov

Reasons to contact:

- ▶ Special plate questions
- ▶ Pre-registration questions
- ▶ OkCARS issues for renewals or special plates
- ▶ Handicap plates
- ▶ Renewal issues
- ▶ Aircraft

Dealer plates

Phone: LO line—Option 3

Email: MVDealerPlates@service.ok.gov

Reasons to contact:

- ▶ Dealer plates
- ▶ Boat and motor dealers
- ▶ Commercial Trailer dealer questions

Title 42

Phone: LO Line—Option 2—Option 3

Email: MVT42@service.ok.gov

Reasons to contact:

- ▶ Title 42 process questions
- ▶ Issues with Title 42 instruction sheet
- ▶ Title 42 re-approvals