



Texas Department *of* Motor Vehicles  
HELPING TEXANS GO. HELPING TEXAS GROW.

## **Step-by-Step Guide**

### **Red Flag Referral Process**

## About this Guide

Effective August 1, 2021, the Compliance and Investigations Division became part of the Texas Department of Motor Vehicles Enforcement (ENF) Division. The merger provides an opportunity for ENF staff to streamline functions and implement efficiencies to better serve stakeholders. Revitalizing the red flag referral (RFR) program is one effort that seeks to better assist County Tax Assessor-Collectors with relaying potential fraudulent activity to the Department. The ENF Division will transition what is currently an entirely paper process to the existing Dealer Complaint website and begin tracking RFRs electronically upon submission. This will allow the Division to immediately realize efficiencies related to internal workflow tracking and will deliver an avenue for staff to provide feedback and support on queries following referral submission.

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## Red Flag Referral Process

The red flag referral process is designed to utilize the resources of the County Tax Assessor-Collectors (TAC) and the Texas Department of Motor Vehicles (TxDMV) to identify and curb suspected fraudulent activities related to title and odometer transactions. To ensure efficient processing of relevant red flag transactions by the department, ENF recommends the below-listed transactions be directly referred to the office best suited for handling. Submission through the RFR process for these transactions will further delay resolution for the owner.

1. Signature Forgeries - If a customer or a TAC believes a signature has been forged, the offense should be reported to the local police or sheriff's department. If a local law enforcement agency requires assistance from the TxDMV, they may contact [RedFlag@txdmv.gov](mailto:RedFlag@txdmv.gov) to reach an investigator.
2. Procedural Inquiries - Forward to your local TxDMV Regional Service Center (RSC). ENF does not provide direction regarding VTR policies or procedures. Examples of procedural issues that are handled by the RSC include:
  - a. Incorrect use of a Power of Attorney
  - b. Seller/buyer signed on the incorrect line
  - c. Switched evidence of ownership
  - d. Civil disputes of ownership
  - e. Discrepancies on the weight of a vehicle
  - f. Operation of law
3. Administrative Dealer Violations - Submit via the Motor Vehicle Dealer Online Complaint System (<https://txdmv.secure.force.com/Complaint/>) as a Motor Vehicle General or Declaration/Monthly Report Complaint Type. Physical documents related to administrative dealer violations DO NOT need to be sent through the RFR process. Some examples of dealer violations that do not fall under the RFR process include:
  - a. Dealer gave title transfer documents to buyer to submit to the tax office.
  - b. Dealer failed to transfer the title on time
  - c. Dealer issued multiple buyer tags to a customer
  - d. Dealer sold the vehicle from an unlicensed location
  - e. Dealer failed to remit VIT statements to the county
  - f. Dealer failed to sell at least five vehicles in a year
  - g. Dealer sold a type of vehicle for which they were not licensed

- h. Dealer under-reported sales price, used false date of sale, or submitted a false trade-in.

The following transactions should be submitted to ENF through the Red Flag Referral process for further investigation -

1. Fraudulent or false information is applied to any titling document.
2. Fraudulent repairs listed on rebuilt affidavits
3. Fraudulent or altered forms of identification used to apply for title
4. Altered/fraudulent titles
5. Odometer rollbacks
6. False sellers or dealers listed as the seller
7. False vehicle inventory tax (VIT) statements
8. Fraudulent statements of fact
9. Skipped assignments of ownership
10. Employees entering false standard presumptive values (SPV) on the Form VTR-130-U
11. Witnessing the acceptance of or soliciting a bribe
12. Witnessing any tax employee stealing vehicle-related funds, license plates, registration stickers, or handicapped placards
13. Accessing any title or personal records for non-business purposes
14. Fraudulent mechanic's or storage liens

The following steps must be taken when any of these situations arise.

## Request a Title Rejection

Process the transaction and collect registration and title fees. Immediately contact your local Regional Service Center and request a title rejection remark be placed on the record to stop a Texas title from being issued. Locate the list of TxDMV Regional Service Centers via the TAC Hub at <https://www.txdmv.gov/tax-assessor-collectors>.

## Complete a Red Flag Submission Cover Sheet

Document a narrative of the events that led up to the transaction being submitted as a red flag referral. A Red Flag Submission cover sheet form has been developed to capture this critical data. ENF staff requires inclusion of the following information:

1. Submitting County Name and Date
2. Statement as to why the transaction was submitted as an RFR
3. Any statements made by the customer to include any knowledge of the violation or admission of guilt
4. Any additional evidence that may support the allegation, such as copies of Driver's Licenses, bills of sale, miscellaneous documents
5. TAC employee name, signature, and contact telephone number or email

## Filing an Online Complaint

File an RFR complaint online. This will allow the ENF to assign a case number to your RFR and enable the Department to track your submission.


Access the complaint form directly at:

<https://txdmv.secure.force.com/Complaint/>


## Step-by-Step Guide to Enter a Complaint

### 1. Complaint form home screen.

https://tdmv.secure.force.com/Complaint/



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### Submit a Complaint

Be advised provide as much information and documentation as possible in order to facilitate timely processing of your complaint.

\* Please Select Complaint Type

--None--

\* Please select a term below that best describes you as the Complainant

--None--

CANCEL NEXT

### 2. Under the Complaint Type tab, select **Motor Vehicle General**.

\* Please Select Complaint Type

Motor Vehicle General

If your complaint is about a dealer's sales, you should complete the Motor Vehicle General Complaint Form. If we find evidence of a violation of the laws we enforce we may initiate administrative action in the name of the DMV against the person or entity. Please be advised that any civil penalty collected by the DMV is by law credited to a specified state fund. The Texas Department of Motor Vehicles cannot pursue a private claim for damages on your behalf. You may have a civil claim(s) against the dealer or person that are separate and apart from our administrative action. We encourage you to seek private legal counsel to assist you in determining your rights, time limits to file civil claims, and other options in this matter.

\* Please select a term below that best describes you as the Complainant

This field is required.

3. For the Complainant tab, select **Tax Authority**.

\* Please select a term below that best describes you as the Complainant

This field is required.

--None--

Consumer

Dealer

Law Enforcement

VTR Internal

Insurance Company

Financial Institution

Legislative Source

Motor Vehicle Industry Association

Other Association

Other State Agency

Anonymous

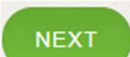
**Tax Authority**

DMV-ENF

DMV-MVD

SAO Hotline



4. This leads to the complainant information page. Please enter the following information:
- Business Name – Your County Name
  - First & Last Name of TAC employee submitting the RFR
  - Telephone number and email address where TAC employee can best be reached.
  - County office address.
  - Once this information is entered, press 

Your Business Name (if applicable)

\* First Name

Middle Name

\* Last Name

\* Day phone

Home/Work Phone

Fax

Email Address

Confirm Email Address

Address Information

---

\* Country

\* Address Line 1

Address Line 2

\* City

\* State

\* Zip

\* County

How do you want us to contact you?

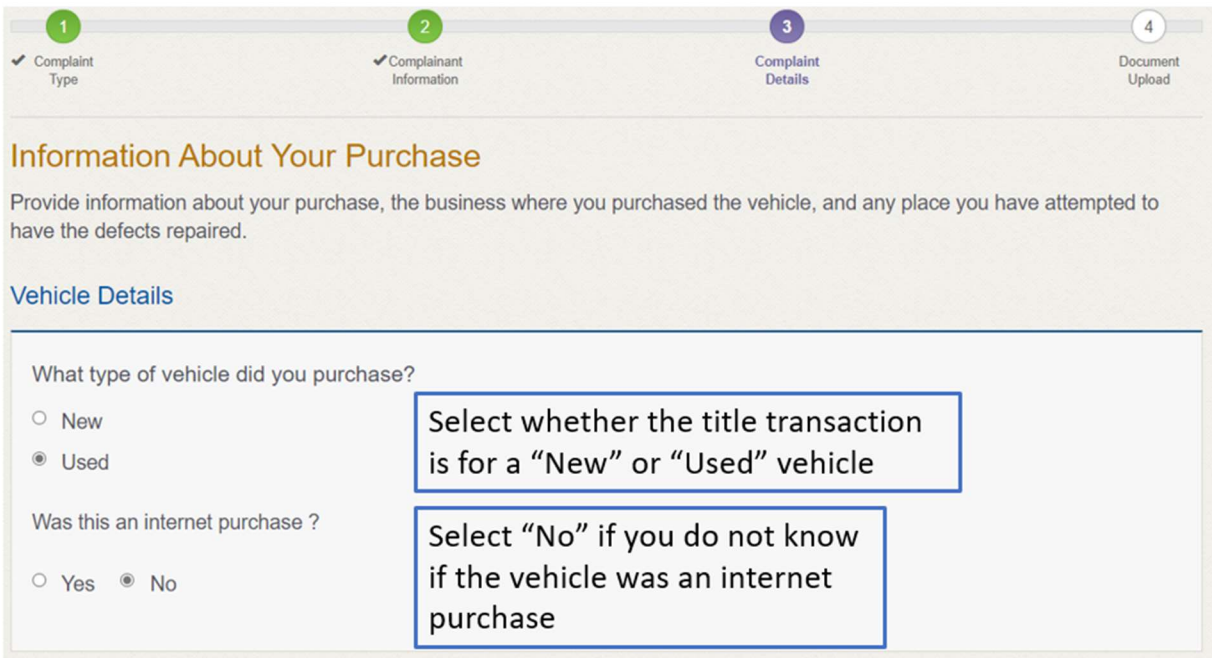
☒ Email

☒ Day Phone

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5. The following page relates to information on the RFR being submitted for review.
- For the type of vehicle purchased, please indicate if the vehicle is a **used** or a **new** vehicle (supported by a Manufacturer's Certificate of Origin).
  - If you have knowledge of the vehicle being purchased through an online source, select **Yes**. If not, select **No**.



The screenshot shows the 'Complaint Details' step of a four-step process. The steps are: 1. Complaint Type, 2. Complainant Information, 3. Complaint Details (current step), and 4. Document Upload. The main heading is 'Information About Your Purchase' with a sub-instruction: 'Provide information about your purchase, the business where you purchased the vehicle, and any place you have attempted to have the defects repaired.' Below this is a section titled 'Vehicle Details' containing two questions with radio button options. The first question is 'What type of vehicle did you purchase?' with options 'New' and 'Used' (selected). The second question is 'Was this an internet purchase ?' with options 'Yes' and 'No' (selected). Two blue-bordered callout boxes provide guidance: the first points to the 'Used' option and says 'Select whether the title transaction is for a “New” or “Used” vehicle'; the second points to the 'No' option and says 'Select “No” if you do not know if the vehicle was an internet purchase'.

1 Complaint Type

2 Complainant Information

3 Complaint Details

4 Document Upload

### Information About Your Purchase

Provide information about your purchase, the business where you purchased the vehicle, and any place you have attempted to have the defects repaired.

#### Vehicle Details

What type of vehicle did you purchase?

☐ New


☒ Used

Was this an internet purchase ?

☐ Yes ☒ No

Select whether the title transaction is for a “New” or “Used” vehicle

Select “No” if you do not know if the vehicle was an internet purchase

6. The secondary section requires information about the vehicle owner or dealer.
- a. If the RFR is based on a **Texas dealer**, enter the dealer license number only. No other information needs to be entered. Press 

Did you purchase your vehicle from an individual or dealer ?

☐ Individual ☐ Dealer

Dealer Name	Dealer License Number	Phone Number
<input type="text"/>	<input type="text" value="P12345"/>	<input type="text"/>

Address Information

---

Country

Address Line 1	Address Line 2
<input type="text"/>	<input type="text"/>

City	State	Zip	* County
<input type="text"/>	<input type="text" value="-None-"/>	<input type="text"/>	<input type="text" value="-None-"/>

Is this the same address where you first saw and bought the vehicle ?

☐ Yes ☐ No

- b. If the RFR is for an **individual** or **out of state dealer**, enter the buyer's name, phone number, and address as follows, then press

NEXT

Did you purchase your vehicle from an individual or dealer ?

☐ Individual ☐ Dealer

Dealer Name Dealer License Number Phone Number

Ima Buyer (999) 911-9000

Address Information

Country

USA

Address Line 1 Address Line 2

123 Anywhere Rd

City State Zip \* County

Austin Texas 78731 Travis

Is this the same address where you first saw and bought the vehicle ?

☒ Yes ☐ No

7. The following page captures information on a dealer sale. As you are a TAC authority, you do not need to fill out the top portion of the page. Please leave this section blank.


**Provide Vehicle Information**

Who did you speak to at the dealership ?


First Name	Last Name	Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please provide information about the transaction.

Did you have a trade-in ?	--None-- ▼
Did you sign a power of attorney to the dealer ?	--None-- ▼
Did you receive a copy of all the papers you signed ?	--None-- ▼
Did you receive a copy of the sales contract ?	--None-- ▼
Did you sign a form to choose what county to register the vehicle in?	--None-- ▼
Did you receive a copy of the Buyer's Guide ?	--None-- ▼
Did you buy an extended warranty ?	--None-- ▼
Did you pay cash for the vehicle ?	<input type="text"/>

8. You are required to fill the secondary portion of this section with the sales price and vehicle information pertinent to the RFR.
  - a. Ensure that you provide a brief explanation as to why this transaction is being submitted as an RFR. Then press 
  - b. This page will allow the entry of multiple transactions if it concerns the same owner/dealer.

Provide Information about the vehicle purchased.

Price (For example, please enter a price of \$24,500.50 as 24500.50) <input type="text" value="1000.00"/>		Date of Sale <input type="text" value="09/01/2021"/>
Vehicle Make <input type="text" value="Ford"/>		
Vehicle Model <input type="text" value="F15"/>	Year <input type="text" value="2015"/>	
Vehicle Identification Number (VIN) <input type="text" value="1FAFP123456789123"/>	Confirm Vehicle Identification Number (VIN) <input type="text" value="1FAFP123456789123"/>	
Color <input type="text" value="Black"/>	Mileage at the time of purchase <input type="text" value="10000"/>	
How many temporary tags were issued ? <input type="text"/>	Temporary Tag Number <input type="text"/>	
License Plate Number <input type="text" value="123ABCD"/>	Issuing State <input type="text" value="Texas"/>	
		

Please explain your complaint in the area below.

Provide a brief explanation as to why this transaction is being submitted for red flag review.

9. The final page allows for the upload of scanned copies of the transaction.  
Although this is not required, it is **HIGHLY RECOMMENDED** to upload scans as it will allow ENF to quickly assign your case to an investigator.
  - a. Please be aware that you must submit the original transaction documents to the Department via mail outside of the online complaint system.

1  
✓ Complaint Type

2  
✓ Complainant Information

3  
✓ Complaint Details

4  
Document Upload

### Document Attachments and Certification

#### Document Attachments

Please attach any documentation to support your complaint.

Attachment Name

Select a File

No file chosen

Existing Attachments

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Name	Action

10. The final webpage requires a certification from the TAC employee. Enter first and last name along with a date, and press



- a. A complaint ID will be assigned by the system. Please capture this information on the ENF Red Flag Submission cover sheet.

**Certification**

The Texas Department of Motor Vehicles maintains the information collected through this form. With few exceptions, you are entitled on request to be informed about the information that we collect about you. Under Sections 552.001 and 552.023 of the Government Code, you also are entitled to receive and review this information. Under Section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect.

By submitting this form, you are consenting to the disclosure of this information in any manner necessary to investigate and prosecute this claim. Failure to include any supporting documentation will delay the processing of your complaint.

☒ I understand that the information I am submitting may be shared with the other interested parties to my complaint in order to resolve this matter. I hereby certify, under penalty of perjury, that all statements in this complaint are true and correct.

Name Date

[CANCEL](#) [PREVIOUS](#) [SUBMIT](#)

## Submit Documents to the Enforcement Division

Once the online complaint is completed, please attach the ENF Red Flag Submission cover sheet to the front of the title transaction, and mail the referral to:

Texas Department of Motor Vehicles  
Vehicle Titles and Registration Division  
PO Box 26420  
Austin, TX 78755-0420

## Reminders

ENF staff will work to investigate your referral and may reach out to you in the event further information is required. Please allow four to six weeks for a response to be returned. For further information on an RFR, you may also request information by sending an email to [RedFlag@txdmv.gov](mailto:RedFlag@txdmv.gov).