



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

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

### **Red Flag Referral Process**

## About this Guide

Effective December 2023, the ENF Division updated its Red Flag Referral (RFR) policy to better assist County Tax Assessor-Collectors with identifying and submitting potential fraudulent documents to the Department. The ENF Division has enhanced its submission criteria and updated its policy to include submissions from the Regional Service Centers.

# Table of Contents

About this Guide.....	ii
Table of Contents.....	iii
Red Flag Referral Criteria .....	1
Submission Guidelines for County Tax Assessor-Collectors.....	3
Process and Reject Transaction.....	3
Complete a Red Flag Submission Cover Sheet .....	3
Filing an Online Complaint.....	3
Step-by-Step Guide to Enter a Complaint.....	4
Submit Documents to the Enforcement Division.....	8
Submission Guidelines for Regional Service Centers .....	9
Fraudulent Document Should Be Seized.....	9
Complete a Red Flag Submission Cover Sheet .....	9
Submit Documents to the Enforcement Division.....	9

## Red Flag Referral Criteria

The Texas Department of Motor Vehicles (TxDMV) Enforcement Division (ENF) recommends that County Tax Assessor-Collectors (CTAC) and Regional Service Centers (RSC) rely on local law enforcement partners to report any instances of potential fraud. Working with law enforcement allows quick action on potential threats against our citizens and industries.

The red flag referral process (RFR) is an alternative that allows CTAC and RSC offices to refer potential motor vehicle title and registration fraud claims for further review and referral when law enforcement is not immediately available. To ensure efficient processing of relevant red flag transactions by the department, ENF recommends that 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 – The ENF does not handle signature forgery claims. If a CTAC or RSC 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 – The ENF does not provide direction regarding VTR policies or procedures. Please forward your procedural inquiries to your local RSC. Examples of procedural issues that the RSC handles 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 and upload digital copies of all documents related to the violation. 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 failed to issue a buyer's eTag
- d. Dealer issued multiple buyer tags to a customer
- e. Dealer sold the vehicle from an unlicensed location
- f. Dealer failed to remit VIT statements to the county
- g. Dealer failed to sell at least five vehicles in a year
- h. Dealer sold a type of vehicle for which they were not licensed
- i. Dealer under-reported sales price, used a 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. Altered or false vehicle evidence of ownership
2. Fraudulent or false information is applied to any titling document
3. Fraudulent repairs listed on rebuilt affidavits (Form VTR-61)
4. Fraudulent or altered forms of identification used to apply for title
5. Odometer rollbacks
6. False sellers or dealers listed as the seller
7. False addresses
8. Fraudulent statements of fact
9. Witnessing the acceptance of or soliciting a bribe
10. Misuse or unlawful access to TxDMV databases, resources, or associated information
11. Misuse or theft of TxDMV property, including related motor vehicle funds, license plates, registrations stickers, or handicap placards.

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

# Submission Guidelines for County Tax Assessor-Collectors

## Process and Reject Transaction

The document should be turned over to a local law enforcement agency for handling. If law enforcement is unavailable or declines to take possession of the fraudulent document, process the transaction and collect appropriate registration and title fees. Immediately reject the transaction using the “Reject Title In-Process” event through RTS. This will place a rejection remark on the record and prevent issuance of a title document.

## 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 the inclusion of the following information:

1. Submitting County Name and Date
2. Statement as to why the transaction was submitted as an RFR. Also, document any statements made by the customer to include any knowledge of the violation or admission of guilt
3. 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/LACE\\_RedFlagComplaintPurchaserInfo](https://txdmv.secure.force.com/Complaint/LACE_RedFlagComplaintPurchaserInfo)

You may also access this link through the TxDMV TAC Hub:

<https://www.txdmv.gov/tax-assessor-collectors>

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

Page 1: Fill out the form with county information as Complainant.



File a Complaint

1  Red Flag Referral      2 Transaction Information      3 Vehicle Information      4 Document Upload

### Information about the Transaction

Provide information about the purchase and/or the business where the vehicle was purchased.

#### Complainant Information

* Complainant Business Name	Dealer License Number (if applicable)	
<input type="text"/>	<input type="text"/>	
* First Name	* Last Name	* Phone Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
* Email Address	* Confirm Email Address	
<input type="text"/>	<input type="text"/>	

#### Complainant Address

* Country			
<input type="text" value="-None-"/>			
* Address Line 1	Address Line 2		
<input type="text"/>	<input type="text"/>		
* City	* State	* Zip	* County
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Page 1 continued: Provide information on the alleged offender that submitted the fraudulent transaction. After completing this section, select

NEXT

If submitting a referral based on a social media post, enter the social media profile name as the individual.

### Alleged Offender Information

Individual  Dealer

\* Individual/Dealer Name  Dealer License Number  Phone Number

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### Address Information

Country

Address Line 1  Address Line 2

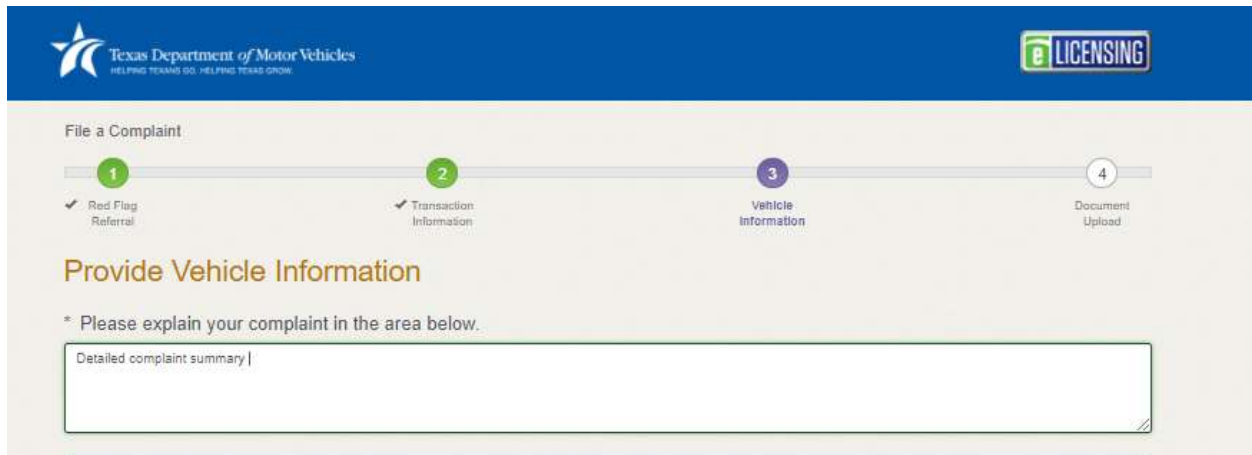
City  State

Zip  County

[CANCEL](#) [NEXT](#)



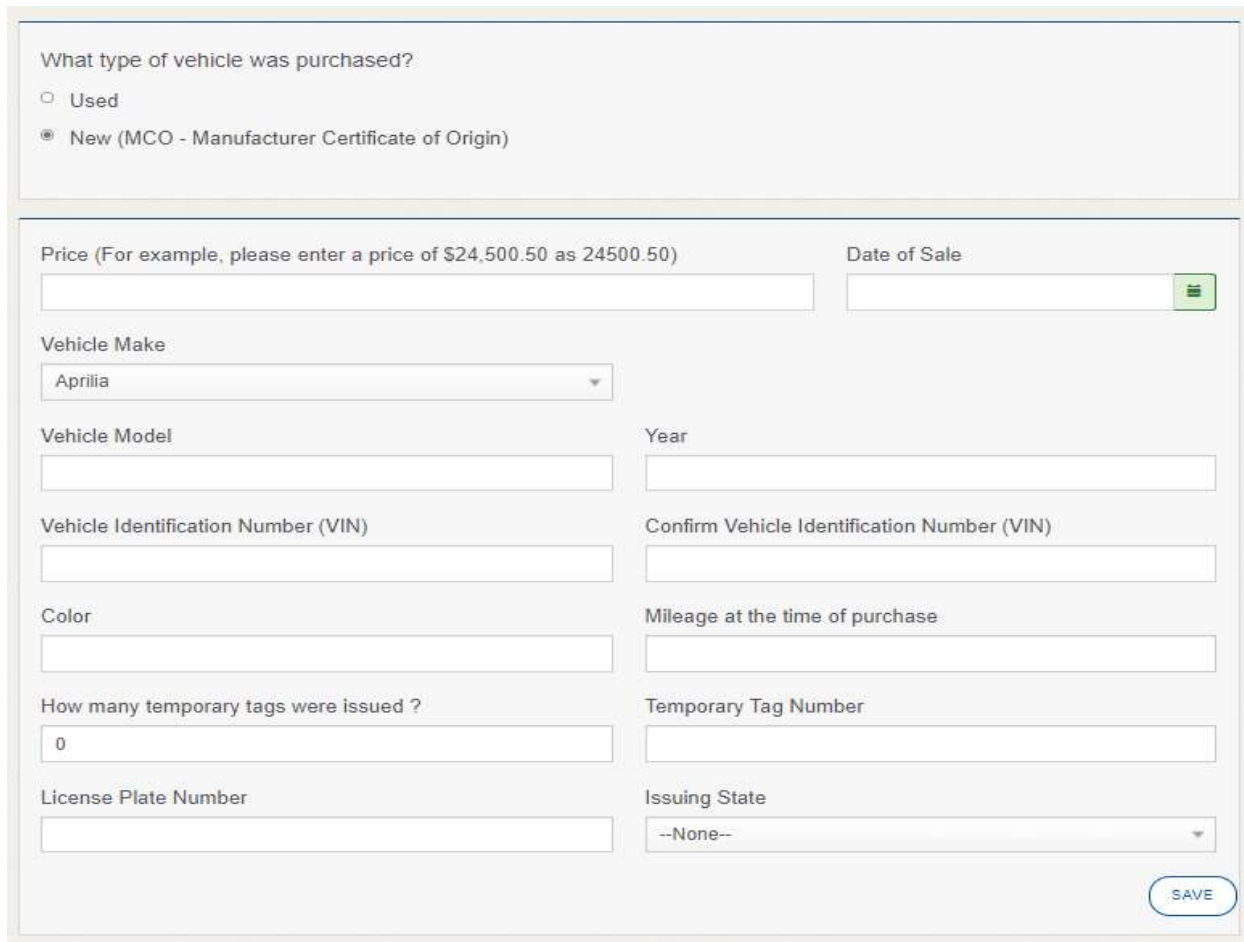
Page 2: Please provide a detailed summary of the complaint.



The screenshot shows the 'File a Complaint' interface. At the top, there is a blue header with the Texas Department of Motor Vehicles logo and the 'e LICENSING' logo. Below the header, a progress bar indicates four steps: 1. Red Flag Referral (checked), 2. Transaction Information (checked), 3. Vehicle Information (current step), and 4. Document Upload. The main heading is 'Provide Vehicle Information'. Below this, a note states: '\* Please explain your complaint in the area below.' A large text input field is provided for the 'Detailed complaint summary'.

Also, provide vehicle details (if applicable). If multiple vehicles are involved with a complaint, click [SAVE](#) after entering information for each vehicle.

If no vehicle is associated with a red flag complaint, such as reporting of online sales of disabled placards or temporary tags, please identify as much applicable information as possible.



The screenshot shows the 'Provide Vehicle Information' form. It includes the following fields and options:

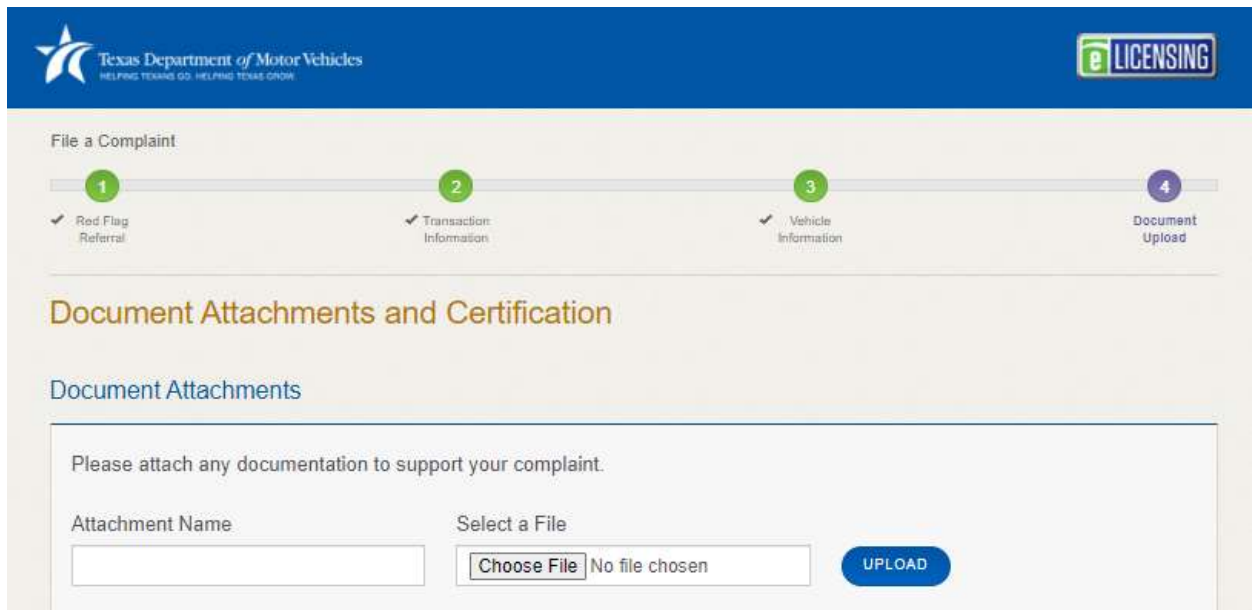
- What type of vehicle was purchased?
  - Used
  - New (MCO - Manufacturer Certificate of Origin)
- Price (For example, please enter a price of \$24,500.50 as 24500.50):
- Date of Sale:
- Vehicle Make:
- Vehicle Model:
- Year:
- Vehicle Identification Number (VIN):
- Confirm Vehicle Identification Number (VIN):
- Color:
- Mileage at the time of purchase:
- How many temporary tags were issued?:
- Temporary Tag Number:
- License Plate Number:
- Issuing State:

A [SAVE](#) button is located at the bottom right of the form.

Page 3: This 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.

Please be aware that you must submit the original transaction documents to the Department via mail outside of the online complaint system.



The screenshot shows the 'File a Complaint' progress bar with four steps: 1. Red Flag Referral (checked), 2. Transaction Information (checked), 3. Vehicle Information (checked), and 4. Document Upload (current step). Below the progress bar is the section 'Document Attachments and Certification' with a sub-section 'Document Attachments'. The main instruction reads: 'Please attach any documentation to support your complaint.' Below this, there is a form with an 'Attachment Name' input field, a 'Select a File' button with a 'Choose File' link and 'No file chosen' text, and an 'UPLOAD' button.

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

**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. If I am submitting this complaint based on a referral from a governmental body, I hereby certify, under penalty of perjury, all statements in this complaint are a true and correct representation of the information contained in the referral. Otherwise, I certify, under penalty of perjury, all statements in this complaint are true and correct.

Name  Date

Before clicking submit, please ensure all attachments have been included.

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

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

## 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 include any additional evidence that may support the allegation, such as copies of driver's licenses, bills of sale, or miscellaneous documents. Mail the referral to:

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

ENF staff will investigate your referral and may reach out to you in the event further information is required. For further information on an RFR, you may also request information by sending an email to [RedFlag@txdmv.gov](mailto:RedFlag@txdmv.gov).

# Submission Guidelines for Regional Service Centers

## Fraudulent Document Should Be Seized

The RSC should seize the fraudulent document being presented and turn it over to a local law enforcement agency. If law enforcement is unavailable or declines to take possession of the fraudulent document, follow internal documentary procedures, then mail the document(s) to ENF with a Red Flag submission cover sheet.

## 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 the inclusion of the following information:

1. Submitting County Name and Date.
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## Submit Documents to the Enforcement Division

Attach the ENF Red Flag Submission cover sheet to the front of the fraudulent transaction and include any additional evidence that may support the allegation, such as copies of driver's licenses, bills of sale, or miscellaneous documents. Mail the referral to:

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