

**Issue Date: February 13, 2024**

### **New Information**

Changes to the Department of Motor Vehicles Virtual Clerk system (utilized by Business Partner Automation [BPA] Program participants) were implemented to verify the registered owner address, including zip code, county code, and allocated county code. To improve data quality for impacted transactions, the Virtual Clerk system will verify the registered owner address updated to the vehicle record and smog status.

### **Procedures**

Continue to follow existing procedures in the *Vehicle Industry Registration Procedures Manual*, Chapters 1 and 10. If the below error message is displayed in Virtual Clerk, BPA Program participants should contact their First Line Service Provider for guidance:

*0331 ALLOCATED COUNTY CODE MUST NOT EQUAL COUNTY CODE*

### **Background**

The BPA Program allows participants to process vehicle registration-related transactions at their own locations/offices and issue license plates and stickers. Changes were implemented to verify compliance and ensure vehicles registered in the biennial and partial biennial smog counties are subject to smog requirements.

### **References**

*Vehicle Code* §§20, 1653, 1685, 4000.3, 4004.5, and 8800

*Health & Safety Code* §§44011, 44011.1, and 44015

*Vehicle Industry Registration Procedures Manual*, Chapters 1, 10, and Appendix 1C

VIN 2014-15 Vehicle Out of State—Temporary Smog Exemption

### **Distribution**

Notification that this memo is available at [dmv.ca.gov](https://dmv.ca.gov) under Vehicle Industry Services was made via the California DMV Automated Email Alert System in February 2024 to the following:

- Dealers
- Registration Services