



June 20, 2011

**Registration and Title Bulletin # 029-11  
General Information**

**TO:** All County Tax Assessor-Collectors

**SUBJECT:**

**Update to Form VTR-275 and Release of Information under the DPPA**

**PURPOSE**

The purpose of this notification is to inform you of updates to the Request for Texas Motor Vehicle Information, Form VTR-275 and to remind you that the Driver's Privacy Protection Act (DPPA) restricts the release of personal information of vehicle owners.

**DETAILS**

The updated Request for Texas Motor Vehicle Information, Form VTR-275 is now available (see attached) and contains the following changes:

- The wording of the Statement on page one now specifies that no other Acts (such as Public Information or Open Records) supersede the Driver's Privacy Protection Act.
- The Permitted Use section on page two now states that customers must handwrite their initials in the listed reasons for the release of information. The initial fields are no longer fillable.
- The authorization option "Use for any other purpose specifically authorized by law that relates to the operation of a motor vehicle or to public safety. Please cite the specific law" no longer appears.

DPPA protected personal information includes the following:

- Name and address of vehicle owner
- Name and address of previous owner
- Name and address of lienholder
- License plate number
- Disabled placard numbers
- Temporary permit numbers

To ensure the privacy of vehicle records the following procedures must be followed at all times, unless advised otherwise by TxDMV:

**PHONE/E-MAIL/WRITTEN REQUESTS**

TxDMV does not verify, confirm or release personal information via telephone, e-mail or correspondence without obtaining and verifying all of the following:

- A current government issue photo identification such as:
  - A driver license or state identification certificate issued by a state or territory of the United States
  - A United States or foreign passport
  - A United States military identification card
  - A United States Department of Homeland Security or United States Citizenship and Immigration Services identification document
- A completed Request for Texas Motor Vehicle Information, Form VTR-275
- The applicable fee

**COUNTY ACTION**

Counties that do not have their own DPPA forms may use Form VTR-275.

Counties may continue to support law enforcement inquiries, if you are able to verify their identity. It is recommended that requests for vehicle owner information be routed to a supervisor for approval or referred to the department. In the absence of a Form VTR-275, counties should document (e.g. log name of officer, badge number, date of call/contact and information requested, etc.) for their own protection in case questions arise.

**CONTACT**

If you have any questions, please contact your local Regional Services Center.

Sincerely,



Randy Elliston, Director  
Vehicle Titles and Registration Division

Attachment