RE: [External] Returning illegible plates

1 message

Alsvan, Eric T <ealsvan@pa.gov> Thu, Mar 28, 2024 at 10:33 AM
To: Jo Naccarato <jo@paautolicensebrokers.com>, John Yurconic <jtyurconic@yurconic.com>, Joey Grasso <jgrasso@netitle.org>, Carol Flament <carolflament@hotmail.com>
Cc: "Rhodes, Jim" <jbrhodes@pa.gov>, "Davis, Natina" <natdavis@pa.gov>

If the customer provides you with the illegible plate during the replacement, those can be dropped off in the messenger room. There is a bin for returned plates in the messenger room. If the customer doesn't have the plate with them, you can provide the customer with our returned tag address if the customer wants to send that plate back in to PennDOT. Do not put illegible plates in with the OLM packet of paperwork. If the customer doesn't have the plate with them, no need to get if from them.

If the customer would like to return a registration plate that is no longer valid or required, they can send it to:

Bureau of Motor Vehicles

Return Tag Unit

P.O. Box 68597

Harrisburg, PA 17106-8597

Eric Alsvan | Customer Service Division Chief

PA Department of Transportation | Bureau of Motor Vehicles

1101 South Front Street | Harrisburg, PA 17104

Phone: 717.705.5775 | Fax: 717.772.5774

www.dmv.pa.gov

From: Jo Naccarato <jo@paautolicensebrokers.com>
Sent: Wednesday, March 27, 2024 2:48 PM
To: Alsvan, Eric T <ealsvan@pa.gov>; John Yurconic <jtyurconic@yurconic.com>; Joey Grasso <jgrasso@netitle.org>; Carol Flament <carolflament@hotmail.com>
Subject: [External] Returning illegible plates

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Eric: I was going to wait until our next meeting but according to the emails I am getting I don't think that is a good idea. Up until the new memo came out about the illegible plates and the OLMs being allowed to process the reissue I thought PennDOT did not want the General Reissuance or the illegible plates back. I guess that was not correct according to the memo. I am getting emails from OLMs that are asking if the plates should be returned with the paperwork. That would certainly make for a mess with the OLM packets. First do they really have to be returned and if so, do we stick with the MV141 procedure to return them? Thank You Jo A Naccarato, Co-Chair Pennsylvania OnLine Messenger Association