Annual User Fee Exchange

Transponders are specifically programmed to be assigned to one VIN. The VIN is specific to each vehicle; therefore, transponders cannot be removed and attached to another vehicle. CBP will exchange a User Fee for a different vehicle if a written request is postmarked no later than 30 calendar days after it was issued. If the written request is not postmarked and arrives after the 30-day timeframe, the request will be denied. The paid vehicle must be listed in the account requesting the exchange at the time the written request is received. User Fees will not be exchanged due to a total loss.

Only valid requests will be granted. Annual User Fees cannot be exchanged for a different User Fee year.

The following documentation must be submitted for transponder exchanges:

- Unused/Used transponder or explanation of why the transponder cannot be returned.
- Itemized receipt that was sent to you with the transponder.
- New application for the vehicle that will be assigned the replacement transponder. Payment information is not required.
- Signed statement with a brief explanation of the circumstances that required the exchange, including a contact name and telephone number.

Examples of the 30-day exchange policy by order type:

Renewal order without a replacement transponder request: 30 days begins the day payment is made
Renewal order with a replacement transponder request: 30 days begins the day the order is mailed
New order: 30 days begins the day the order is mailed
Transferred vehicles do not qualify for an exchange request.

*Exception to the 30-day rule: If you purchased a transponder prior to January 1 st during renewal season, it may be exchanged through January 31 st of the renewal year.

Mail or Fax the above documents to:

U.S. Customs and Border Protection
ATTN: DTOPS Program Administrator
6650 Telecom Drive, Suite 100
Indianapolis, IN 46278

Fax: 317-290-3219

Need a Paper Application?
1. Visit the DTOPS website: https://dtops.cbp.dhs.gov/
2. After arriving at the site, click “Helpful Info” in the header
3. Select “Need a paper application?” from the dropdown

This page has instructions on how to fill out a paper application, and provides links to download them.