



Transponder 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. Transponders 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, unless expedited delivery is requested for the new transponder.
- 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 1st during renewal season, it may be exchanged through January 31st 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.