

Transponder Exchange

Because a transponder is assigned to a specific conveyance, it cannot be removed and attached to another conveyance. CBP will exchange a User Fee for a different conveyance if a written request is postmarked no later than **30** calendar days after it was issued. The request must also be made prior to a transfer of the renewed conveyance to another company. Only valid requests will be granted.

The following documentation must be submitted for transponder exchanges:

- Unused/Used transponder.
- Itemized receipt that was sent to you with the transponder.
- New application for the vehicle that will be assigned the replacement transponder.
New Payment is no longer required.
- Signed statement with a brief explanation of the circumstances that required the exchange, including a contact name and telephone number.

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

Mail the above documents to:

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

Need a Paper Application?

1. Visit the DTOPS website: <http://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.