



# Paid Corrections

Motor Vehicles Division

3-18-2025

## Revision History

<b>Effective Date of SOP:</b> 3/18/2025	<b>SOP Number:</b> G.08
<b>Functional Area Name:</b> Motor Vehicles	<b>Division Name:</b> Titles
<b>Last Review Date:</b> 3/14/2025	<b>Last Reviewer:</b> Tiffany Doane, Motor Vehicle Manager
<b>Next Review Date:</b> 3/14/2026	<b>Next Reviewer:</b> Motor Vehicle Manager
<b>Executive Approval Date:</b> 3/18/2025	<b>Approved By:</b> Caitlin Owen, Chief Development & Support Officer

## Overview

This standard operating procedure (SOP) covers common paid corrections procedures processed by Title Consultants (TCs).

## Purpose

This SOP provides step-by-step procedures for TCs to follow when processing paid corrections.

## Policy Statement

These procedures apply to TCs helping customers in the SOK Storefront with title transactions and working in the back-office processing mail-in title work.

## Compliance

**LO Manual Page 22-23 – Title Corrections (LO Corrections)**

## Systems

System	Function
OneLink	Platform for storing customer information and processing Motor Vehicles transactions
Laserfiche	Image storage database where customer-submitted documents are stored – accessible through OneLink

National Motor Vehicle Title Information System (NVMTIS)	National title tracking database used to check vehicle title history.
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## Roles

Role	Responsibilities
Title Consultant (TC)	Processes title work in-store with customers or in back-office via mail.
MV Supervisor	Available to answer questions or resolve issues that arise during the standard processing of title work.
Central Processing Division (CPD)	Receives, sorts, and scans incoming customer mail to forward to titling department. Sends all outgoing mail, including printing and mailing titles.
Licensed Operator (LO)	Third-party operators approved by SOK to process Motor Vehicles transaction. Will often be the source of paid corrections cases for SOK.

## Procedures

### Background: Paid Title Corrections

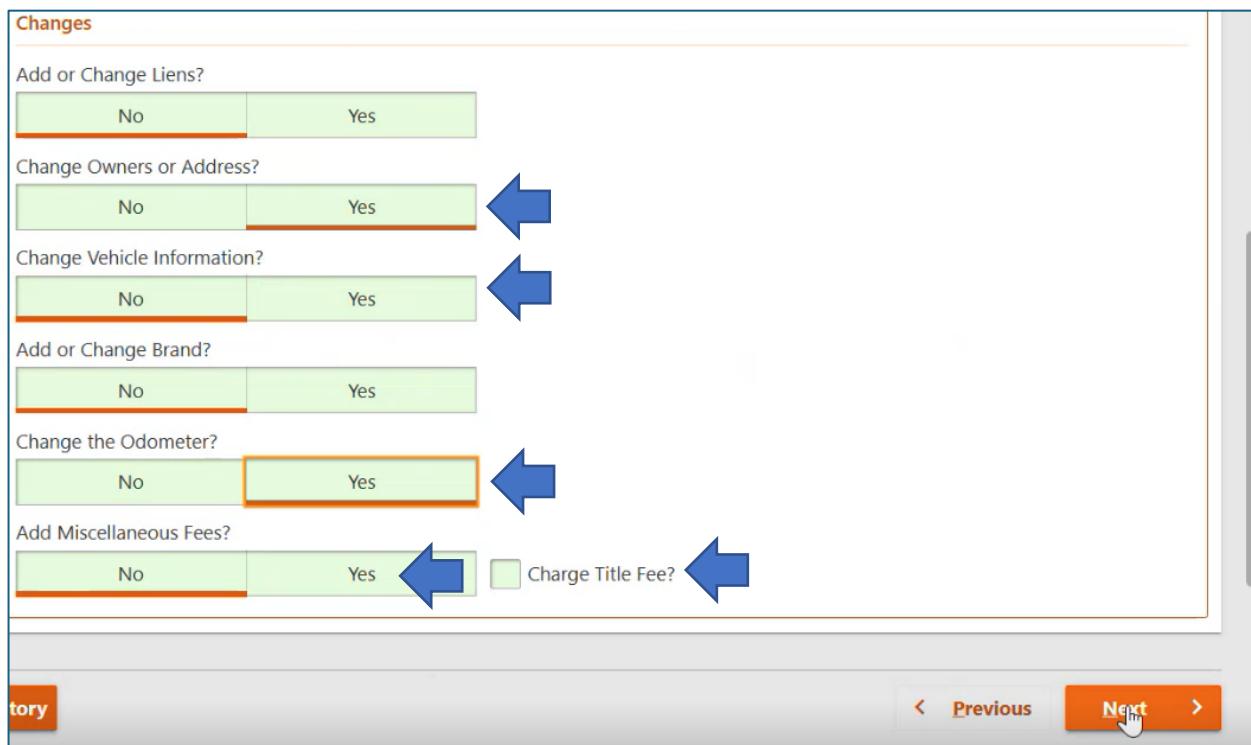
Once an error is determined to be the result of a customer or third-party mistake; TCs will assist customers with the appropriate documents and fees needed to issue a corrected title.

This determination is made with the documents that were turned in to the Licensed Operator at the time of titling. If the LO has the original documents or copies of the original documents in their office, those may be used for correction purposes. However, copies from customers or dealers are not acceptable. If the LO's report has been sent to SOK, the imaged documents will be required before proceeding.

**Corrections that are the result of LO error are performed by the Corrections section at no charge to the customer.**

The first step to every correction is to obtain supporting documents from imaging or research to group with the customer-submitted paperwork.

Paid corrections are processed as corrected titles with any necessary changes to title information being made during that process.



Changes

Add or Change Liens?

No	Yes
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Change Owners or Address?

No	Yes
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Change Vehicle Information?

No	Yes
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Add or Change Brand?

No	Yes
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Change the Odometer?

No	Yes
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Add Miscellaneous Fees?

No	Yes
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Charge Title Fee?

Previous      Next

**Note:** In paid corrections cases, select **Yes** on **Miscellaneous Fees** and the **Charge Title Fee** checkbox.

The following is a generalized list of required documents. Certain situations may require other documentation. Contact a supervisor or administrator with question or for exceptions.



## Process #1: VIN Corrections

### Required Documents:

1. Oklahoma title
2. One of the following, depending on the source of the VIN error:
  - a. If the Oklahoma title was processed from an out-of-state title, a statement from the previous state's DMV stating that an error was made and listing the incorrect and correct VIN is required.
  - b. If the Oklahoma title was processed from a Manufacturer's Statement of Origin (MSO), a statement from the manufacturer listing the incorrect and the correct VIN is required.

**Note:** If the Oklahoma title was processed with an MSO, the most likely cause of the error is a switched MSO situation.

- c. In certain situations, a VIN inspection from a LO will be acceptable.

### Fees:

Standard Fees	
Title Fee	\$11.00
Mail Fee	\$1.73
<b>Total</b>	<b>\$12.73</b>

## Process #2: HIN and Serial Corrections (Boat & Motor)

### Required Documents:

1. Oklahoma Title
2. An acceptable form of verification of HIN/Serial number. Acceptable forms vary depending on the source of the error:
  - a. If the Oklahoma title was processed with an out-of-state title, a statement from the previous state's DMV stating that an error was made and listing the incorrect and correct HIN/Serial number is required
  - b. If the Oklahoma record was processed with a bill of sale (many states do not title boats or motors), a notarized corrected bill of sale from the seller is required.

**Note:** If the seller is unavailable, the following procedure may be used instead:

- i. A notarized written statement from the buyer that they are unable to contact the seller along with a HIN/Serial number inspection completed by a LO, lake patrol or any Oklahoma law enforcement agency.
- ii. If a LO performed the original inspection, wrote the wrong HIN, and confirmed it, the customer would need to provide an error affidavit from the LO and a new LO inspection



**Note:** LO inspections may be done on the reverse side of the Boat/Motor Title Application, SOK form BM-26 or SOK form BM-10. If inspection is done by lake patrol or law enforcement, the inspection must be on a letterhead statement from that agency. Statement must include the inspection date, inspector's name, and HIN/Serial number of the boat/motor.

**Fees:**

<b>Standard Fees</b>	
Title Fee	\$2.25
Duplicate Registration	\$1.00
Mail Fee	\$1.73
<b>Total</b>	<b>\$4.98</b>

## Process #3: Name Corrections

**Required Documents:**

1. Oklahoma title
2. Notarized affidavit from seller stating how the name should read. Affidavit must include the VIN.

**Note:** Affidavit does not have to be notarized if on dealership letterhead

**Note:** In certain cases, a copy of the customer's driver's license is usable as proof of correct name. This is only possible if the correct name is not drastically different than the incorrect name. If unsure whether a driver's license will suffice, ask a supervisor or administrator. Faxed copies are acceptable if they are legible.

**Fees:**

<b>Standard Fees</b>	
Title Fee	\$11.00
Mail Fee	\$1.73
<b>Total</b>	<b>\$12.73</b>

## Process #4: Odometer Corrections

*For full guidelines on Odometer Corrections, see LO Manual Page 23-29*

**Background:**

The first step in making an odometer correction is determining the source of the error.

If the person requesting the correction does not know the required information, names or dates, they can request a title history and complete a Vehicle Information Request ([Form 769](#)).

Then, a TC must research in by looking at imaged documents in Laserfiche to find the source of the error and to determine what dates are needed for the correction.



Odometer correction correspondences must be mailed to TCs – they cannot be faxed or emailed.

In some instances, the customer will not have the Oklahoma title and needs to request a duplicate title. The LO may have all the necessary correction documents except for the OK title and be ready to process a duplicate title. They can email the documents for review and the odometer correction can be made so that they can process a duplicate title. This can only be done if the LO is ready to process a duplicate title.

There may be times where the odometer has been incorrect and carried forward for several owners, in those cases an error affidavit is required from each seller and a corrected ODO from each party involved.

**Required Documents:**

1. Current Oklahoma title
2. Notarized error affidavit stating a mistake was made and what the correct odometer reading should be. This can be done by either seller or buyer, though preferred from seller.

**Note:** If the Oklahoma title was processed with an out-of-state title and a LO inspection reflects the wrong odometer, a new VIN inspection reflecting the current Odometer reading - preferably from the same LO – is required, as well as a notarized error affidavit from the LO that wrote the wrong odometer.

3. Odometer Disclosure Statement ([Form 729](#)) completed by the same buyer and seller who originally signed the inaccurate odometer statement. The date must match the date of the assignment on title or odometer when the error occurred.

**Note:** The signatures cannot be from the same person – the form must be signed by two different individuals. If using Power of Attorney (POA), still must have two different signatures.

**Note:** In rare instances where the seller is not available to sign the odometer statement, an Affidavit of Availability of Transferor can be used in lieu of the seller's signature. A VIN inspection from a LO will be required with the current mileage and coding for the correction will be "NONE" instead of "actual mileage".

After completion of an odometer correction, TCs must send an email to NMVTIS for NMVTIS to be updated with the correct mileage.

<b>Standard Fees</b>	
Title Fee	\$11.00
Mail Fee	\$1.73
<b>Total</b>	<b>\$12.73</b>

## References

1. List of forms relevant to paid corrections
  - a. [BM-26 - Application for Certificate of Title for a Boat or Outboard Motor](#)
  - b. [BM-10 - Boat or Outboard Motor Serial Number Confirmation](#)
  - c. [Form 769 – Vehicle Information Request](#)
  - d. [Form 729 – Odometer Disclosure Statement](#)