

TECHNICAL ADVISORY

DIVISION OF MOTORIST SERVICES

DATE: March 24, 2017

**Technical Advisory
RS/TL17-008**

SUBJECT: Novitex Title Print Issue

Overview:

On March 21, 2017, the Florida Department of Highway Safety and Motor Vehicles (DHSMV) was made aware that a print issue occurred with the Novitex title print job.

Details:

Novitex experienced a print failure that went undetected by their quality review of the title print job. This failure resulted in partial prints of the vehicle/vessel/mobile home description information, vehicle identification number and title number, located just below the "Certificate of Title" heading.



We are aware that the issue began on March 9, 2017. Other days, though, could have been affected. The issue did not affect all titles printed; however, we will notify every customer whose title was printed on March 9, 2017 and any subsequent days for which we are made aware of an issue. The DHSMV will also provide no-fee replacements for affected titles. A self-addressed, stamped envelope will be included with the customer letters so that they may return the affected document and receive a corrected title in the mail.

Please note, if a misprinted title is presented in-office and the misprint does not affect the transaction requested by the customer, it is unnecessary to reprint the title prior to processing the transaction.

Additionally, if a customer has a more immediate need and comes to an office in-person to request a corrected certificate of title, please provide a no-fee replacement.

If you have questions, please contact the Field Support Help Desk (850) 617-3801.