



SERVICE BULLETIN

SERVICE BULLETIN No. 2022-03

JULY 12, 2022

Topic – TDLR Replaces the VSF 11, Vehicle Claims Form...

Effective July 4, 2022, the Texas Department of Licensing and Regulations announced that it has replaced the Vehicle Storage Facility, (VSF) vehicle claims form used for the past 17 years known as the VSF 11, with two new forms:

- [VSF 12](#): This form is used by insurance companies, tow companies, and companies exempt from licensing through Unified Carrier Registration (UCR) or other exemptions to pick up vehicles from a vehicle storage facility. When a vehicle owner or the owner's authorized representative presents this form filled out, presents payment, and presents a valid state or federally issued ID, the vehicle storage facility must release the vehicle.
- [VSF 13](#): When a vehicle owner or the owner's authorized representative presents this form filled out, presents payment, and presents a valid state or federally issued ID, the vehicle storage facility must release the vehicle.

The new forms, known as VSF 12 and VSF 13 are available on TDLR's website or by clicking the hyperlinks above. VTS Systems recommends that you familiarize your employees/team members with the new forms to avoid any public confusion. As stated above, the VSF 13 shall be used by the storage/impound facility when releasing a vehicle to persons entitled to claim the vehicle. In addition, TDLR's legal department has decided that as the VSF 13 is a government document, a notary public stamp and signature is not required.

VTS Systems is in the process of creating auto fill versions of the new documents for our VTS CLOUD clients and we will advise when they are available.

TDLR have advised the industry DO NOT use the VSF-11 form on or after July 4, 2022.