

## [Serial Number](#)

(New: January 2014)

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### **Description**

- The serial number (VIN) is the manufacturer's assigned number identifying the vehicle.
- The serial number is used as a means of positive identification of a vehicle.
- Since 1982, vehicle manufacturers are following an international standard wherein for most vehicles the serial number (also known as vehicle identification number, VIN) follows a precise order and is of a constant length of 17 characters.
- The serial number also verifies the model year of the vehicle.
- The Dealer Online program can now decode the VIN to auto populate the year, make and model of the vehicle.

### **Policy on Non-Standard VINs**

- The system allows up to 17 characters for serial number.
- When a VIN is entered in the Dealer Online program it will be validated with the Motor Vehicle system. If the VIN isn't recognized, an error message will be displayed indicating the VIN # is invalid. You must recheck the VIN typed in the field to ensure it matches your documentation and retry a second time.

### **Duplicate VIN**

- It is DPS's policy that if you receive a duplicate VIN message you do not proceed with the transaction until the error or VIN duplication is resolved.
- If you receive a duplicate VIN message, contact [Auto Dealer Support](#).

### **Incorrect serial numbers on vehicles already registered in NB**

- When the dealership is transferring a used vehicle and the error message is "**VIN is invalid**", contact [Auto Dealer Support](#).