



## Towing and Suspension Solutions

### **Replacement of Ownership Documents and/or Vehicle Identification Number (VIN) tags for Used Roadmaster Tow Dollies**

To help protect against the theft of your Roadmaster Tow Dolly, the replacement of a Manufacturers Statement of Origin (MSO) or a Vehicle Identification Number (VIN) tags is limited and requires substantial documentation. We understand this process is cumbersome and apologize in advance; however, these are very serious legal matters and require complete documentation to prevent fraud as well as to comply with the law.

For your protection, never purchase a used Roadmaster Tow Dolly without securing a State or Province issued Certificate of Title properly transferred to you as the purchaser of the trailer by the legal owner of the trailer. If the trailer has not been registered or is registered in a non-title issuing State, an MSO and/or other proof of ownership of the seller should be obtained. Before taking delivery of the trailer, verify that the VIN number of the trailer per the Title or MSO matches the VIN number on the tag located on the inside of the boom of the trailer.

#### **Canadian buyers, please note:**

There are additional documentation requirements for importing a used trailer from the U.S. to Canada. Please secure that information from your Provincial Motor Vehicle Agency before purchasing a used trailer in the U.S. for import into Canada. See the section at bottom titled, "What to do before you import."

#### **Replacement of MSOs:**

The replacement of an MSO for a used, but never registered Roadmaster Tow Dolly in a state that does not issue titles for trailers, requires a letter from the Motor Vehicle Agency or Provincial Motor Vehicle Agency in the State or Province in which the trailer is to be registered authorizing Roadmaster to issue an MSO for that trailer. If the state does not require or issue such authorization, a letter from the Motor Vehicle Agency or other documentation noting that this is not a requirement should accompany the request.

**Roadmaster will only replace MSOs for trailers that are less than two years old and that are owned by the first retail purchaser of the trailer.**

If the trailer has previously been Titled, under no circumstances will an MSO be issued. Lost titles must be replaced by the state that originally issued the Title that has been lost.

A request for a replacement MSO must include a signed, notarized affidavit from the requestor stating that the requestor is the legal owner of the trailer, that the trailer has never been Titled and that there are no liens or encumbrances outstanding on the trailer. A copy of the requestor's driver license or other government issued identification must accompany these documents.

Roadmaster will charge a service fee of \$25.00 for replacement of MSOs. Please include a check or money order payable to Roadmaster, Inc. in the amount of \$25.00 with the request. If Roadmaster cannot issue the MSO as requested, this payment will be refunded to the requestor.

#### **Replacement of damaged or unreadable VIN tags:**

VIN tags that have been defaced, removed or damaged may be replaced under certain circumstances. A request for the replacement of a VIN tag must be accompanied by a letter from the State Motor Vehicle Agency or Provincial Motor Vehicle Agency of the State or Province in which the trailer is registered, authorizing Roadmaster to replace the VIN tag. If the state does not require or issue such authorization, a letter from the Motor Vehicle Agency or other documentation noting that this is not a requirement should accompany

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the request. In addition to the above documents, the requestor must include a photocopy of the Title to the trailer showing the requestor as the legal owner. If the trailer has not been registered, or is registered in a non-Title issuing state, the requestor should include a signed, notarized affidavit and a copy of a government issued Identification Card stating that the requestor is the legal owner of the trailer.

Roadmaster will charge a \$25.00 service fee for replacement of a VIN tag. A check or money order in that amount payable to Roadmaster, Inc. should accompany the request. If Roadmaster is unable to reissue the VIN tag, the payment shall be refunded to the requestor.

All requests for MSOs or VIN tags should be made in writing to:

Documentation Department  
Roadmaster, Inc.  
6110 NE 127th Ave.  
Vancouver, WA. 98682

Please allow six weeks for processing. Include a telephone number and an e-mail address, if possible, in case we have questions regarding your request.

If expedited service is required, you may send your documents by express delivery to:

Documentation Department  
Roadmaster, Inc.  
6110 NE 127th Ave.  
Vancouver, WA. 98682

Rush Orders: In addition to the fees above, a \$25.00 expedite fee will be assessed for rush orders in the Continental USA or Canada, and a \$50 expedite fee elsewhere. Please send a check or Money Order payable to Roadmaster, Inc. for expedited replacement of either the MSO or the VIN Tag. If Roadmaster is unable to reissue the requested item, the payment shall be refunded to the requestor. Because of the documentation required, requests for replacement MSOs or VIN Tags cannot be accepted by telephone, e-mail or fax.

**What to do before you import:**

- Contact the original equipment manufacturer or authorized dealer of your vehicle to obtain a recall clearance letter (found at the end of this document). For more information on this process, visit (<http://www.riv.ca/RecallClearance.aspx>). You must have this document in order to pass the federal inspection.
- Determine additional costs, such as duty and taxes. Canada Border Services Agency (<http://www.cbsa-asfc.gc.ca/menu-eng.html>), which is responsible for assessing and collecting duties and taxes, can be reached at 1-800-461-9999 (in Canada) or (506) 636-5064 (outside Canada).
- Make sure you have the required documentation: title documents, registration, sales receipts, statement of compliance label and a completed recall clearance letter.
- If you are importing a trailer, you may call RIV to have your Vehicle Identification Number verified ahead of time.

Numbers you'll need:

Registrar of Imported Vehicles  
Phone: 1-888-848-8240  
Fax: (416) 626-0366  
Call Center hours of service:  
Mon. to Fri.: 7:00 a.m. to 12:00 a.m. (EST)  
Sat. and Sun.: 7:00 a.m. to 5:00 p.m. (EST)  
E-mail: [info@riv.ca](mailto:info@riv.ca)  
Web site: [www.riv.ca](http://www.riv.ca)

Canada Border Services Agency  
In Canada: 1-800-461-9999 (English or French)  
Outside Canada: (204) 983-3500 (English or French)  
Web site: [www.cbsa.gc.ca](http://www.cbsa.gc.ca)

Transport Canada  
Phone: 613-990-2309  
Fax: (613) 954-4731/(613) 998-8620  
Hours of operation: 8:30 a.m. to 4:30 p.m. (EST)  
E-mail: [Questions@tc.gc.ca](mailto:Questions@tc.gc.ca)

# Request for Canadian Registration Recall Clearance Document

It is my intent to import a RoadMaster tow dolly purchased in the U.S. into Canada.

Please issue a Recall Clearance Declaration for that trailer.

The information for the trailer is as follows:

This trailer was purchased:  New  Used

If purchased new, selling dealer's name: \_\_\_\_\_

Vehicle Identification Number of tow dolly: \_\_\_\_\_

Found on title, MSO or on the tongue of the tow dolly (double check for accuracy)

I need this document within:  24 Hours (\$50.00 fee)  72 Hours (\$25.00 fee)

My Name: \_\_\_\_\_

Charge my  VISA  Mastercard  American Express

Credit Card Number: \_\_\_\_\_ Security Code \_\_\_\_\_ Expiration Mo/Year \_\_\_\_\_

Name on Credit Card: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_  
Street (PO Box)

\_\_\_\_\_  
City, Province (State) Postal Code (ZIP)

Signature to authorize charge: \_\_\_\_\_

(If submitting by e-mail, supplying the Security Code denotes authorization for charge.)

Daytime Phone Number: \_\_\_\_\_

Return by Fax Fax Number: \_\_\_\_\_

Return by E-mail E-mail Address: \_\_\_\_\_

Verify E-mail Address: \_\_\_\_\_

Fax To: Documentation Department, Roadmaster, (360) 735-7575  
or e-mail to: [info@roadmasterinc.com](mailto:info@roadmasterinc.com)