



ODOMETER DISCREPANCY ACKNOWLEDGEMENT

VSA 11 (04-25-2016)

PURPOSE: Vehicle owners use this form to acknowledge that the odometer information on their vehicle title certificate is branded as "NOT ACTUAL" or to request odometer research and process a held title.

INSTRUCTIONS: Read form thoroughly, then sign where indicated.

OWNER INFORMATION

OWNER'S FULL LEGAL NAME (last, first, mi, suffix) OR BUSINESS NAME (if business owned)	TELEPHONE NUMBER	DMV CUSTOMER NUMBER / FEIN / SSN
Ashby, Corinne T.	(434) 555-0172	T61094385

ODOMETER ACKNOWLEDGEMENT

VEHICLE YEAR	VEHICLE MAKE	LAST 4 DIGITS OF VEHICLE IDENTIFICATION NUMBER (VIN)
2015	Honda CR-V	4219

The federal Truth in Mileage Act Regulations (49CFR580.5, et. seq.) requires that a person or dealer in whose name a motor vehicle is titled disclose the mileage when there is a transfer of ownership. This protects both the buyer and the seller.

The odometer reading provided to DMV for the above referenced vehicle is **less** than a previous odometer reading for this vehicle. Pursuant to DMV policy, the vehicle's title certificate will use the **higher** odometer reading AND the title will be branded as "NOT ACTUAL". The branding of the vehicle title certificate as "NOT ACTUAL" **decreases** the market value of the vehicle. As the vehicle owner: (you must check one of the boxes below)

- ☐ I accept the "NOT ACTUAL" vehicle title certificate branding with the higher odometer reading and will not pursue changes to the certificate's odometer branding. (This option can also be selected if the vehicle's odometer is broken or not functional. Selecting this option may possibly void the vehicle's warranty.)

ODOMETER READING FROM SYSTEM:
(Authorized DMV Representative)

- ☒ I acknowledge my odometer reading has been recorded as not actual with the higher odometer reading and my title is being held. I understand I will not receive a title until I provide additional supporting documentation and research is completed. I have been provided information explaining the process. I understand DMV's review process is final and may result in a not actual brand on my title.

ODOMETER READING FROM VEHICLE:
(provided by Vehicle Owner)

96318

ODOMETER READING FROM SYSTEM:
(Authorized DMV Representative)

124704

I also certify and affirm that all information presented in this form is true and correct, that any documents I have presented to DMV are genuine, and that the information included in all supporting documentation is true and accurate. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.

OWNER SIGNATURE	DATE (mm/dd/yyyy)
Corinne Ashby	08/12/2026

DMV USE ONLY

VEHICLE TITLE NUMBER	CSR STAMP

How to fill out VSA 11 — Odometer Discrepancy Acknowledgement

Virginia · written against VSA 11 (04-25-2016), issued under 49 CFR 580.5 and Va. Code 46.2-629

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</forms/virginia/vsa11-odometer-discrepancy-acknowledgement/>

What DMV puts in front of an owner once its own records say the mileage has gone backwards. The reading submitted was lower than one already recorded, and the department has stopped. This form is where the owner chooses between two outcomes: accept a title branded NOT ACTUAL at the higher reading, or have the title held while evidence is gathered. It is not a form anybody plans to meet - it appears at the counter.

This sheet is not the form. Download the blank VSA 11 from the Virginia Department of Motor Vehicles at <https://www.dmv.virginia.gov/sites/default/files/forms/VSA11.pdf> — always take the current revision from the agency rather than a copy. Print this and keep it beside you while you complete theirs.

Every line, in the order you meet it

1	YOU	Owner information	Name, telephone and DMV customer number, exactly as DMV holds them. Watch out: A telephone number is asked for here and it is not decoration - if the second option is taken, this is how the review comes back to you.
2	YOU	Year, make and the last four	Vehicle year, make, and only the last four digits of the VIN. Watch out: Four digits. The box is narrow because DMV already has the vehicle open on its screen.
3	YOU	Choosing between the two boxes	Accept the brand and finish today, or have the title held while you find records. Watch out: Decide before you tick. The first option ends the argument permanently and the second one delays the title indefinitely.
4	YOU	The reading from the vehicle	Under the second option only, the figure actually showing on the instrument, written by the owner. Watch out: The box beside it is the department's. Leave it - a number in a DMV representative's box written in your hand is the kind of thing that gets a file looked at harder.
5	YOU	Owner signature and date	One signature, one date, and the form is done. Watch out: The certification is the standard Virginia one - true and correct, under penalty of perjury, with false statements a criminal violation.

What gets this one rejected

- Ticking neither box. The instruction in italics is that you must check one of the boxes below, and the form does nothing until one is marked.
- Ticking both. They are opposite outcomes - one accepts the brand now, the other suspends the title while it is disputed.
- Writing the whole VIN where the box asks for four digits. The box is sized for the last four and a full number will not fit in it.
- Filling in a reading from system yourself. Both of those boxes are marked as the authorised DMV representative's.
- Expecting to appeal afterwards. The second option states in terms that DMV's review process is final.

☒ Amber is what you write ☐ Grey is a block somebody else completes The filled-in example is at the start of this sheet.

Read off VSA 11 (04-25-2016) and the Virginia Department of Motor Vehicles's own pages, current as of 2026-08-23. Plain-language help with a form, sellmycarhub.com not legal advice — where this and the agency differ, the agency governs.