

Why did I receive a Notice that my vehicle registration is subject to non-renewal (also known as a registration hold) by the New York State Department of Motor Vehicles (NYS DMV) or the Massachusetts Registry of Motor Vehicles (MA RMV)?

Effective December 31, 2018, New York and Massachusetts have entered into an agreement that gives each state the ability to enforce toll violations incurred in one state on vehicles registered in the other state. You received a Notice that your registration cannot be renewed because a vehicle registered to you incurred excessive toll violations with a tolling authority in New York or Massachusetts. As of the date on the Notice, payment for these toll violations was not received from you, or you have not successfully disputed the violations.

I need to renew my registration. What do I do?

Pay the amount due prior to the effective date listed on the Notice. If payment is received at least five (5) days prior to the non-renewal effective date, the pending registration non-renewal will be cleared. If payment is received fewer than five (5) days prior to the non-renewal effective date, your registration may still be subject to non-renewal until your payment is processed and your registration is cleared with either the NYS DMV or MA RMV.

Visit [www.dmv.ny.gov](http://www.dmv.ny.gov) or [www.mass.gov/orgs/massachusetts-registry-of-motor-vehicles](http://www.mass.gov/orgs/massachusetts-registry-of-motor-vehicles) to check the status of your registration renewal.

For questions about toll violations, please contact the tolling authority that sent your toll bill or notice of violation:

**Massachusetts** (877) 627-7745 | [ezdrivema.com](http://ezdrivema.com)  
[customer.service@ezdrivema.com](mailto:customer.service@ezdrivema.com)

**New York** (844) 826-8400 | [tollsbymailny.com](http://tollsbymailny.com)  
(800) 333-TOLL (8655) | [e-zpassny.com](http://e-zpassny.com)

Why did my vehicle incur toll violations?

Toll violations are issued for the following reasons:

- The vehicle, of which you are the registered owner, was driven across a toll bridge, tunnel, or roadway without a valid E-ZPass Tag or without paying the toll as required; OR
- The Toll Bills, which were mailed to you as the registered vehicle owner, were not paid.

Where can I find the amount due for the toll violations?

The amount you owe is shown on each toll violation notice issued to you by the tolling authority to whom the toll violations are owed. A listing of the unpaid violations may be sent to you upon your request.

I moved and did not update my address with the NYS DMV or MA RMV. What can I do?

If you change your residence, you are required under Massachusetts and New York State law to update your respective address with either the MA RMV within 30 days or the NYS DMV within 10 days of moving. Visit [dmv.ny.gov/address-change/change-address-my-license-registrations](http://dmv.ny.gov/address-change/change-address-my-license-registrations) or [www.mass.gov/how-to/change-your-address-with-the-rmv](http://www.mass.gov/how-to/change-your-address-with-the-rmv) to update the respective address indicated on your vehicle registration.

I am not sure these toll violations are my responsibility. What can I do?

You may dispute the toll violations if you believe you are not responsible for them. To do this, contact the tolling authority that sent your toll bill or notice of violation:

**Massachusetts** (877) 627-7745 | [ezdrivema.com](http://ezdrivema.com)  
[customer.service@ezdrivema.com](mailto:customer.service@ezdrivema.com)

**New York** (844) 826-8400 | [tollsbymailny.com](http://tollsbymailny.com)  
(800) 333-TOLL (8655) | [e-zpassny.com](http://e-zpassny.com)

Please note that all disputes need to be resolved at least five (5) days prior to the non-renewal effective date listed on the Notice.

Reasons for requesting a dispute, and documentation to demonstrate that you are not responsible for the toll violations, may include the following:

- You sold your vehicle associated with the toll violations related to the registration non-renewal prior to the violation dates. You will need to provide a copy of your proof of sale.
- You surrendered the license plate associated with the toll violations related to the registration non-renewal prior to the violation dates. You will need to provide a copy of the plate surrender receipt from the NYS DMV or MA RMV.
- The license plate associated with the toll violations related to the registration non-renewal was reported stolen prior to the violation dates. You will need to provide a copy of the police report.
- The toll violations related to the registration non-renewal were paid. You will need to provide proof of payment. Acceptable proof includes a copy of a canceled check, money order, E-ZPass statement, or toll receipt. For checks, please provide copies of both the front and back of the check.
- For other good cause shown. You will need to provide relevant materials in support of your reasons for disputing the violations.

I want to contest the Notice that my vehicle registration is subject to non-renewal. What do I do?

Please follow the instructions on the Notice you received. If you think the toll violations related to your registration non-renewal are not your responsibility, please see the FAQ "I am not sure these toll violations are my responsibility. What can I do?"

I paid my toll violations. What do I do next?

Once payment for the toll violations related to the registration non-renewal is received by the appropriate tolling authority, the NYS DMV or MA RMV will be notified and the registration renewal hold will be cleared. If you made a payment fewer than five (5) days prior to the non-renewal effective date or after the non-renewal effective date, please allow five (5) days for your registration to be cleared.