

# Financial Services

Finance. Insurance. Fleet. Mobility.



Commercial  
Vehicles



## Updating your V5C logbook

If you have decided to hand your vehicle back, you'll need to tell the DVLA so that the V5C logbook can be updated to record the change of registered keeper. You must do this on the same day as your inspection and collection appointment. We recommend completing the process online as it is the quickest option. You'll automatically get a refund cheque for any full months left on your vehicle tax.

Whether you're doing the process online or by post, you must provide the V5 (including the 'new keeper slip') to the agent collecting your vehicle. If you fail to provide the V5 (including the new keeper slip), you may be charged a fee.

### Online

The quickest and easiest way to update the V5 is by completing the DVLA's online form:

[www.gov.uk/sold-bought-vehicle](https://www.gov.uk/sold-bought-vehicle)

This service is available from 7am to 7pm every day.

Please complete the first 3 questions as follows:

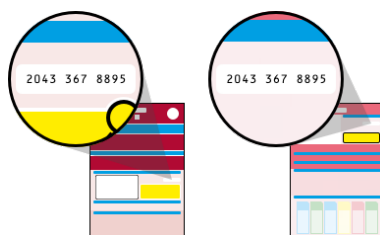
- Are you a motor trader? No
- What have you done with your vehicle? Sold it
- Did you sell the vehicle privately, or to a motor trader? Sold it to a motor trader

You will then be given instructions on what to do next.

Please use the following details for the trader name and address:

Volkswagen Financial Services  
Yeomans Drive  
Blakelands  
Milton Keynes  
MK14 5LR

You will also need the 11-digit document reference number (which you can find on the V5) and your vehicle registration.



Once complete, you should destroy the yellow slip on your V5 and provide the rest of the document to the collection agent.

### By post

Applications by post could take up to six weeks to be processed by the DVLA. Complete the yellow section of the V5C logbook (section 4 if it is a new style logbook, or section 9 if it is the old style logbook) and send it to: DVLA, Swansea, SA99 1BD. The date of sale should be your vehicle's hand-back date.

### What if I've lost my V5C logbook?

If your vehicle's V5 document has been lost, damaged or destroyed, it's easy to get a new one. Applying online is the quickest way and should take around 5 days. Alternatively, you can fill out a V62 form and send it to the DVLA – doing it this way can take up to 6 weeks. There will be a fee of £25 for you to pay to the DVLA.