

**Vehicle details**

Plate number

     

Make

 Model *(the manufacturer's designation, eg Commodore)*

**Registered person details**

Last name/company name

Full first names

**Returned plates and labels**

You're required to return the plates and labels to us when you cancel your vehicle's registration.

- If you return the plates and labels, you'll automatically receive a refund of any unexpired licence fees. If we have your bank account number recorded, we'll automatically pay the refund to your account. If we don't have your bank account, we'll be in touch to ask for it. See page 4 for more information.
- If you don't return the plates and labels, you can still apply for a refund by emailing us, but this will be assessed on a case-by-case basis. Email us at [refunds@nzta.govt.nz](mailto:refunds@nzta.govt.nz), and include an explanation of why the plates can't be surrendered and your bank account details. See page 4 for more information.

(If you have your personalised plates for the agent to sight, please tick Yes)

**Have you returned the plates to the agent?**
 Yes → Number of plates returned 
 No → **Reason for not returning plates** 
**Have you returned the licence label to the agent?**
 Yes **Reason for not returning label** 
**Reason for cancellation**

(Please tick one)

 A  Vehicle destroyed/become permanently useless

 B  Vehicle permanently removed from New Zealand

If none of these reasons apply to you, see *How do I cancel my vehicle's registration* on page 3.

 D  Vehicle written off by insurer → Written off because of:

- Fire damage
- Structural damage
- Water damage
- Other reason

Claim number

 E  Vehicle taken permanently off the road

**Note:** once the registration is cancelled, to put the vehicle back on the road several steps will need to be followed, including inspection, certification, reregistration, and the issue of new registration plates and licence label.

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## End reading - only complete if vehicle is subject to road user charges (RUC)

If this vehicle is subject to RUC, an end reading MUST be supplied. See *Vehicles subject to road user charges* on page 4.

**Make sure your distance reading is accurate so we can refund any unused RUC. If you don't have accurate readings please leave blank.**

### Heavy vehicles (over 3500kg)

Hubodometer current distance reading (if fitted)

AND

Odometer current distance reading

OR

### Light vehicles (3500kg or less)

Odometer current distance reading

**Agent use only:** if blank, key the max distance recorder reading from the RUC label (if surrendered), or key the end distance from the RLHIS screen.

## Identification details

See *How do I cancel the registration of my motor vehicle*, step 2, on page 3.

New Zealand driver licence no. and card version no.

OR

NZTA customer number

OR

New Zealand Business Number (NZBN)

## Address

Please give your current physical address.

New Zealand physical address

  

New Zealand mailing address (if different from above)

  

We'll use your email to send you vehicle licensing reminders and other notifications. See page 4.

Email address

## Outstanding licensing fees

If there are outstanding licensing fees owing against the vehicle, do you want to pay them now?

Yes

No



You must pay the administration fee at the time you make your application.

NZ Transport Agency Waka Kotahi (NZTA) will send you a payment demand, which you must pay within 14 days. You'll also have to pay an additional administration fee. To check the administration fees go to [www.nzta.govt.nz/cancel-registration-fee](http://www.nzta.govt.nz/cancel-registration-fee)

## Registered person's signature

I certify the particulars given are correct

## FOR OFFICE USE ONLY

Types of ID sighted

Number of plates returned

Input

Chkd

RUC end reading keyed

Total payable (GST inclusive)

\$

Date stamp

### What does it mean to cancel the registration of my vehicle?

Cancelling the registration of a vehicle means that it's removed from the Motor Vehicle Register and the plates are returned to an NZTA agent. When the registration of a vehicle is cancelled it's often referred to as being de-registered or lapsed.

When a vehicle has reached the end of its life and is no longer used on New Zealand roads, or is unable to be used on New Zealand roads, you should cancel its registration.

Cancelling the registration of a motor vehicle is important because it lets Waka Kotahi know that the motor vehicle is no longer being used.

If you don't cancel the registration, NZTA will cancel the registration for you after the vehicle hasn't had a current licence for 12 months. If this happens you'll still be required by law to pay the 12 months' worth of licence fees.

If you cancel the registration at the time that the motor vehicle becomes unusable, you only need to pay licence fees up to the date of cancellation. If the licence for the vehicle is current when the registration is cancelled, then you may even be eligible for a refund of the unused portion of the licence fees.

### How do I cancel my vehicle's registration?

You should be certain that the motor vehicle won't be returning to the road. If you cancel the registration and then want to use the motor vehicle on the road again at some point in the future, you'll need to re-register the vehicle with new registration plates.

Follow these steps to cancel the registration:

1. Fill out an *Application to cancel registration* form (MR15). You'll need to select one of the following reasons for cancellation. The vehicle:
  - has become permanently useless as a motor vehicle, or
  - is destroyed and will never be able to go back on the road, or
  - is written off by an insurer, or
  - is removed permanently from New Zealand.

You can't cancel the registration if:

- the vehicle has been stolen and not recovered. You should notify the NZ Police, and then call us on 0800 108 809.
- the plates were lost or stolen. You should complete an *Application for replacement plate* form (MR6A) instead.
- you're not the registered person for the vehicle. Only the registered person can cancel a vehicle's registration.
- you only want to replace the registration or personalised plates.
- you've found the plates and are only handing them in. The agent will take the appropriate action.
- you've sold the vehicle and the buyer hasn't notified NZTA. See *Buying and selling* (Factsheet 41) for more information.
- you're temporarily taking the vehicle off the road. See *Vehicle licensing* (Factsheet 49) for more information.

2. You must present ID to the agent.
  - Acceptable ID for an individual is:
    - a New Zealand driver licence, or
    - any combination of documents showing name, date of birth and signature.
  - Acceptable ID for an incorporated company is:
    - an NZTA customer number, or
    - evidence of your NZBN, or
    - a certificate of incorporation.

If you're unincorporated, you can provide your NZBN and your driver licence or any combination of documents showing name, date of birth and signature. For more information go to [www.nzta.govt.nz/NZBN](http://www.nzta.govt.nz/NZBN)

3. Remove the plates from the vehicle so you can return them with your application. If you don't return the plates you may not be entitled to a refund of licensing fees.

4. Apply to cancel the vehicle at an agent. Take your application form, ID, the plates and the administration fee to a registration agent for processing. To check the administration fees go to [www.nzta.govt.nz/cancel-registration-fee](http://www.nzta.govt.nz/cancel-registration-fee)

If the motor vehicle's licence has already expired you'll also be required to pay licence fees from the date the licence expired up to the date of cancellation. If you can't pay these at the time, NZTA will post a payment demand to you for these fees shortly after cancellation.

### Registration agents

- **The Automobile Association (AA)**  
Phone: 0800 500 444  
Website: [www.aa.co.nz](http://www.aa.co.nz)
- **Vehicle Inspection New Zealand (VINZ)**  
Phone: 0800 468 469  
Website: [www.vinz.co.nz](http://www.vinz.co.nz)
- **Vehicle Testing New Zealand (VTNZ)**  
Phone: 0800 88 88 69  
Website: [www.vtnz.co.nz](http://www.vtnz.co.nz)
- Other independent outlets also offer registration services. Look for the NZTA logo.

### What happens next?

Once your application has been processed the Motor Vehicle Register will be updated and the registration cancelled. Refunds of any unused portion of a licence must be approved by NZTA and can't be issued by the registration agent.

### Refunds

We may refund you any unexpired licence fees paid (the licence transaction fee is non-refundable). Any refund is liable for audit and is at the discretion of NZTA. You must return the plates to get a refund.

If your vehicle has been in a fire or accident and the plates can't be recovered, you'll need to get a letter from the police or fire service confirming this. If your vehicle was destroyed or dismantled by a wrecker, you'll need to get a letter from the wrecker confirming this.

*Continued over the page* →

Date stamp

#### Customer receipt

Total payable (GST inclusive)

\$

Plate number

Tax invoice when receipted  
GST Reg. No. 60-931-331

If you're due a refund, and we already have your bank account number recorded, we'll automatically pay the refund into your bank account. If we don't have your bank account details recorded, we'll email you or send you a letter asking you to provide your bank account details online.

## No plates returned

If you haven't returned the plates and you want a refund, you'll need to send a refund request to [refunds@nzta.govt.nz](mailto:refunds@nzta.govt.nz) or Crown Revenue, NZ Transport Agency Waka Kotahi, Private Bag 11777, Palmerston North 4442. Your request must include:

- plate number, make and model of the vehicle that was cancelled
- an explanation of why you can't return the plates
- a letter from the police, fire service or wrecker (if applicable)
- your bank account details for the refund to be paid into (include a bank statement, deposit slip or screenshot to confirm the bank account number).

If you've returned the plates, but you're leaving New Zealand and need any refund to be paid as soon as possible, call us on 0800 108 809 as soon as you've made your cancellation application at an agent so we can arrange this. It can only be paid into a New Zealand bank account.

## RUC vehicles

Before cancelling the vehicle's registration you must ensure that all RUC is up to date. If there is any outstanding RUC, we may invoice you for the outstanding amount.

When cancelling a heavy vehicle's registration you need to provide the current hubodometer and odometer reading of your vehicle on your MR15 form. For a light RUC vehicle, you only need the odometer reading.

If you're not sure if your vehicle is a RUC vehicle, go to [www.nzta.govt.nz-vehicle](http://www.nzta.govt.nz-vehicle)

## RUC refunds

If the vehicle is subject to RUC, a refund equal to the amount of any unused distance recorded against the hubodometer/odometer may be refunded. You must provide the current distance reading of the hubodometer/odometer on the MR15 for the refund to be paid. Claims can only be for licences purchased within the last 2 years.

If anyone other than the registered person or insurance company wants to apply for a RUC refund they'll need to make their request in writing to RUC Assessments, NZ Transport Agency Waka Kotahi, Private Bag 11777, Palmerston North 4442.

## Questions and answers

### What happens if I don't cancel the registration?

If the vehicle is required to be continuously licensed and the registration isn't cancelled, NZTA will cancel the registration 12 months after the last licence or exemption expired. If this happens and the licence fees remain unpaid, the outstanding fees will be sent to debt collection.

### What if my licence is expired?

If the vehicle's licence has expired and the vehicle is subject to continuous vehicle licensing, you'll need to pay the licence fees calculated from the licence expiry date to the date of cancellation.

### Who can cancel the registration of a vehicle?

- The registered person.
- An insurance company.

### Vehicle written off by insurer

If your vehicle is written off by your insurer, they're required by legislation to cancel the registration. Written off means a motor vehicle that is damaged **is** insured, but the insurer has decided not to repair it because its safe tolerance (as defined in Land Transport Rule: Vehicle Repair 1998) has been compromised. If the insurer writes off the vehicle because of fire, structural or water damage, a safety flag will be added to the vehicle record in the Motor Vehicle Register. For more information go to [www.nzta.govt.nz/vehicle-written-off](http://www.nzta.govt.nz/vehicle-written-off)

## What if I'm not entitled to lawful possession of the vehicle?

You must be the person who is responsible for the vehicle to request the registration be cancelled. If you've bought or acquired the vehicle but haven't notified NZTA yet you'll need to complete a *Change of registered person - buyer* form (MR13B) before you can cancel the registration.

## What if I'm the registered person but I can't get to an agent?

As the registered person you'll need to complete and sign the MR15 form and write your New Zealand driver licence number on the form as identification. You can then have someone present the MR15 form and your plates to an agent with your original identification.

## Storage providers

Approved storage providers must complete an *Application for storage provider to cancel registration* form (MR15A).

## Checklist

- Are you the registered person or insurance company?
- Do you have the appropriate identification, written on the form and to present to the agent?
- Do you have the registration plates?
- Is your vehicle a RUC vehicle, and is the RUC up to date?
- Do you have the current odometer reading and/or hubodometer reading?

## Putting the vehicle back on the road

If your vehicle's registration has been cancelled and it'll be used on a public road at a later date, there are several steps you need to follow first - inspection, certification, reregistration, licensing, and getting registration plates and labels issued. For more information read *Vehicle registration* (Factsheet 9) or go to [www.nzta.govt.nz/reregistration](http://www.nzta.govt.nz/reregistration)

## Your information

The particulars you provide will become part of the Motor Vehicle Register. Collection, dissemination and release of this information is authorised by Part 17 of the Land Transport Act 1998. Corresponding information held on other parts of the Land Transport Register may be amended.

Under the Electoral Act 1993, s 263B, the Electoral Enrolment Centre operates an authorised information matching programme with the Waka Kotahi. The purpose of the programme is to assist in keeping the Electoral Roll up-to-date.

The Privacy Act 2020 provides rights of access to, and correction of, any readily retrievable personal information held about you. Should you wish to exercise these rights please contact NZ Transport Agency Waka Kotahi, Private Bag 11777, Palmerston North 4442 or email [info@nzta.govt.nz](mailto:info@nzta.govt.nz)

Any person who supplies false or misleading information on a form commits an offence and is liable to a fine not exceeding \$1000.

## Email address

We'll use your email to send your vehicle licensing reminders and driver licence renewal notices to you (instead of paper notices) as well as other notifications that become available by email. We may also ask for feedback on our services or contact you about motor registration and licensing. We recommend using an email address that's unique to you, so only you can see information we send you.

## More information

For more information go to [www.nzta.govt.nz/vehicles](http://www.nzta.govt.nz/vehicles) or call us on 0800 108 809.