C9038
January 25, 2011

The C9038 error code is generated when the VIN reported on an IBC transaction fails to match what is currently on the MTO VIN Table. Companies should verify these VINs to determine if what has been reported to IBC is correct and matches the VIN plate found on the vehicle or if the error lies in the registration done at MTO.

For those transactions where the error lies in what has been reported to IBC, corrections can be done via the Error Correction module of the Submission Management Application. Companies should also make these corrections on their own internal systems to prevent the future occurrence of these errors on a particular VIN.

Transactions where the error lies in the vehicle registration at MTO will require the insured to correct the VIN directly at MTO. Those transactions containing only the C9038 error code will remain in Error Correction until the VIN has been corrected on the MTO VIN Table. Once this occurs, these transactions will automatically be cleared through the IBC VIN recycle process.

When an insured fails to correct the VIN at MTO, or decide to wait until they renew their license plates at MTO to correct a VIN issue; transactions containing the C9038 will remain on the Error Correction application. As noted in prior IBC communications, the C9038 error code does not incur any Deficiency Fee charges. Charges are only applied when other Error Codes are attached to the same transaction that contains a C9038. For these occurrences, IBC advises companies to follow these steps:

- Correct all error codes (excluding the C9038) on the transaction
- Click the Submit button to ensure that these have been successfully corrected
- If the C9038 error code is the ONLY code that remains, then click on the Accept with Errors buttons that is now displayed

By using the Accept with Errors button, companies will be incurring the standard correction charge for Automobile errors. This is currently $0.16 per transaction. It is important to note that each time the Accept with Error button is used, a correction charge is applied, therefore, to ensure that you are only charged once for the correction of the non-C9038 error codes, companies should use the Submit button to verify their corrections until only the C9038 remains.

If you have questions or concerns, please do not hesitate to contact your Data Quality Analyst.

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