

Reporting a Rental Vehicle Theft of Service

If you have any question, please send an email to autotheft@dallas.gov. Review the requirements thoroughly. Withholding required documents will delay the reporting of your vehicles.

Step 1: Figure Out Which Situation You're In

Your next move depends entirely on which of these three situations applies:

Situation A — You know who has the vehicle (Theft of Service)

You verified the renter's identity, and they have failed to pay and/or return the vehicle by the due date.

→ This is a Theft of Service. File it directly with the Auto Theft Unit using the online report described below.

Situation B — A vehicle is simply missing from your lot

The vehicle was never rented out — it's just gone, and there's no contract involved.

→ This is a straightforward stolen-vehicle report. Call 911 or visit your nearest police substation. Do not use the online Theft of Service process for this.

Situation C — The renter lied about who they are

You discover the person who rented the vehicle used someone else's identity or information fraudulently.

→ This is a Financial Crimes matter, not Auto Theft.

Phone: 214-671-3543 | Email: forgery-dpd@dallas.gov | Walk-in Hours: Mon–Fri, 8 a.m.–12 p.m.

The rest of this guide covers Situation A — filing a Theft of Service report. Important: because you'll be naming a specific person as a suspect in a possible felony, you must be able to show how you verified their identity.

Step 2: Gather Your Documents

Before you start the online report, have these ready as a single PDF file:

- A fully completed Theft of Service form (<https://www.dallaspolice.net/division/autotheft> , under 'Rented Vehicles'). Page 1 must be notarized. Double-check every number for accuracy — days the vehicle is overdue, daily rental rate, and total amount owed.
- All contractual documents (the signed rental agreement, etc.).
- Anything that identifies the renter: a photo of their driver's license, any CCTV footage of the transaction, and notes on exactly how you verified them (license check, address cross-check, bank/financial check, etc.).
- The vehicle's registration information.
- The vehicle's value.
- Proof you tried to get the vehicle back: certified mail tracking number, which carrier you used (USPS, UPS, FedEx, etc.), and whether it was delivered or returned to you. If it came back unopened, bring the physical letter with you when you file.
- Any messages between you and the renter — emails, texts, calls, anything.

Missing documents will delay your case, so it's worth taking a few extra minutes to make sure the packet is complete before you submit.

Step 3: File the Online Report

1. Go to the DPD online reporting system (DORS): <https://dallaspolice.net/reports/Pages/coplogic.aspx>
2. When asked about physical evidence, answer "No" — your evidence is digital and will be uploaded as one PDF.
3. If you have video footage, mention that in your narrative (see template below) and follow up by email — DPD will send you a link to submit it.
4. Under the person/suspect section, list: your employee who can identify the renter (if applicable), and the suspect's name, date of birth, driver's license number, address, and phone number.
5. Paste the narrative template below into the narrative field, then fill in the bracketed details with your specific information.

Step 4: Copy This Narrative and Fill In the Blanks

Copy the text below exactly as written, then replace everything in [BRACKETS] or CAPS with your own information. Don't change the wording around it — this exact phrasing is what routes your report to the right unit.

***** **PLEASE ROUTE TO AUTO THEFT** *****

Reporting Person (RP) [YOUR NAME], employee for the Complainant [BUSINESS NAME], is submitting a theft of service packet to the Auto Theft Unit to support this report.

RP stated that Suspect began a rental contract of a [COLOR, YEAR, MAKE, MODEL], [STATE, TAG] XXX-XXX, VIN #XXXXXXXXXXXXXXXXXX on [START DATE] that was scheduled to end on [END DATE].

The Complainant demanded the vehicle back via [USPS, UPS, FedEx, etc.] certified mail #XXXX XXXX XXXX XXXX XXXX, which was [returned to the sender / delivered] on [INSERT DATE].

The complainant's vehicle has not been returned. The RP stated that the rental is now [##] days behind at a rate of [\$\$\$XX] per day for a current total amount due of [XXXXXX] that increases daily for rental services. The value of the vehicle is \$XX,XXX.XX.

*[PROVIDE METHOD OF VERIFICATION HERE] – **for example**: employee [INSERT NAME] is noted to be able to identify the renter; RP was able to verify the suspect's identity via driver's license check, address crosscheck, banking information check.*

Step 5: Submit and Confirm

1. Combine everything from Step 2 into one PDF file and upload it with your report.
2. Make sure every vehicle identifier — registration, VIN, and license plate — is filled in completely for each vehicle. Don't leave fields blank.
3. If you have a confirmed renter, list them as a witness on the report.

Once your report is submitted, the suspect information will be added and the vehicle will be entered into the system as stolen.

Quick Reference — Contacts

- Auto Theft Unit (questions, Theft of Service reports): autotheft@dallas.gov
- Auto Theft forms page: www.dallaspolice.com/division/autotheft (see 'Rented Vehicles' section)
- Financial Crimes Unit (fraud/identity theft cases): 214-671-3543, forgery-dpd@dallas.gov, Walk-in hours: Mon–Fri 8 a.m.–12 p.m.

- Vehicle missing from your lot, no contract involved: call 911 or visit your nearest substation
- Online reporting system (DORS): <https://dallaspolice.net/reports/Pages/coplogic.aspx>

Quick Summary

Theft of Service (renter known, didn't pay/return) → Report directly to Auto Theft, online.

Vehicle simply missing from your lot → Call 911 / go to a substation.

Renter used fake/stolen identity → Report to Financial Crimes.