

This page has been automatically translated. Please refer to the page in French if needed.

Carte grise What recourse if a request for

Carte grise You have not received the

Verified 13 January 2025 - Directorate for Legal and Administrative Information (Prime Minister)

Carte grise The certificate of registration (ex-) is sent by La Poste in **letter followed**, at your home in a period which may vary (<https://www.service-public.gouv.fr/particuliers/vosdroits/F11475?lang=en>) .

If, at the time of the request, the online service carte grise has indicated that your file needs to be studied and that you will be contacted by email, the manufacturing of the following step is launched. The time for receipt will therefore be longer.

You can follow the progress of your file using the online service of the National Agency for Secure Titles (ANTS):

Carte grise Follow your application for a certificate of registration (ex- (<https://www.service-public.gouv.fr/particuliers/vosdroits/R20907>).

If you do not obtain information via the online service, contact the ANTS with its contact form on the internet.

Who shall I contact

Carte grise National Securities Agency (NSA) -

By E-mail

Access to online form (<https://immatriculation.ants.gouv.fr/aide-et-contact>)

Attention:

- Carte grise It is not possible to speed up the production of a Applications are processed **chronologically** by a computer system. Outside intervention is impossible.
- Once the production of the title is launched, it cannot be stopped.

Carte grise You have been denied delivery of the

If you wish to challenge the refusal decision, you must make an ex gratia appeal using the following online service:

Carte grise Make an ex gratia appeal following refusal to issue a (<https://www.service-public.gouv.fr/particuliers/vosdroits/R49386>)

You must identify yourself via France Connect.

Then, if you are not satisfied with the answer, you must contact the Ministry of the Interior by post.

Who shall I contact

Ministry of the Interior - Road Safety Delegation [↗](#)

(<https://lannuaire.service-public.fr/gouvernement/9924e178-b19d-4861-a619-159a07730330>)

Statute and miscellaneous references

Order of 9 February 2009 on the procedures for the registration of vehicles
(<https://www.legifrance.gouv.fr/loda/id/JORFTEXT000020237165?lang=en>)

Online services and forms



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Online service

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Online service