



Driver & Vehicle
Licensing
Agency

Corporate
Services

Digital tachograph driver card information



For more information go to
www.gov.uk/browse/driving

Contents

1. How to look after your driver card	2
2. Your driver card	3
3. How to tell us if your personal details are wrong	4
4. What to do if your driver card does not work	4
5. How to tell us if your driver card is lost or stolen	5
6. Driving without a driver card	5
7. How to tell us about a change of name	5
8. How to tell us about a change of address	6
9. How to renew your driver card	6
10.Exchanging your card	7
11.Disqualified from driving	7
12.What to do when the holder of a driver card dies	7
13.Where to get application forms	7
14.Drivers hours and tachograph rules	8
15.Residence in Jersey, Guernsey and the Isle of Man	8

1. Look after your driver card

Useful advice on how to look after your driver card

Do not:

- bend or flex the card
- leave the card visible in your cab, for example, on the dashboard
- use the card for anything other than its intended purpose
- put excessive pressure on the face of the card or the chip

Do:

- keep the card clean, dry and free from dirt, grease and oil
- clean the card with a soft clean cloth
- protect the card from loss, theft and damage

You could consider using a card holder to protect your card (we do not provide card holders).

You will have to pay for a replacement if the card is lost, stolen or it has been damaged.

Use the space below to note down your tacho driver card number, driving licence number and tacho card expiry date for future reference.

Driving licence number

Tachograph number

Expiry date of tachograph card

2. Your driver card

Please check that the details shown on your driver card are correct.

An example of a digital tachograph driver card (front)



An example of a digital tachograph driver card (back)



Information codes displayed on the back of the card

- 1 Surname
- 2 First names
- 3 Date of birth
- 4a Card start date
- 4b Card expiry date
- 4c Issuing authority
- 4d Used for administration purposes only
- 5a Driver licence number
- 5b Digital tachograph driver card number
- 6 Photo
- 7 Signature

3. How to tell us if your personal details are wrong

GB photocard driving licence holders

1. Fill in an 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L)).
2. Send it to DVLA, Swansea, SA99 1ST with a letter telling us what is wrong with your card.
3. Include your driving licence with your letter.
4. Do not return your digital tachograph driver card because you can still use it while you are waiting for a replacement.

GB paper driving licence holders

1. Fill in an 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L)).
2. Send it to DVLA, Swansea, SA99 1ST with a letter telling us what is wrong with your card.
3. Include your driving licence with your letter and fill in an 'Application for a driving licence' (D1), because you will need to apply for a photocard licence.
4. Get the D1 form from Post Office® branches that offer driver and vehicle services.
5. Do not return your digital tachograph driver card because you can still use it while you are waiting for a replacement.

Northern Ireland and EU or EEA driving licence holders

1. Fill in an 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L)).
2. Send it to DVLA, Swansea, SA99 1ST with a letter telling us what is wrong with your card.
3. Do not return your digital tachograph driver card because you can still use it while you are waiting for a replacement.

4. What to do if your driver card does not work

- apply for a replacement within seven days, returning your malfunctioning (not working properly) card to us
- before you do this, try it in another Vehicle Unit (VU) to make sure it is the card, not the VU, that is not working properly
- check the VU manual to make sure that it is a card error
- if your card is malfunctioning you need to fill in an 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L)) and send it to:
DVLA, Swansea, SA99 1AZ and return your card with it
- if you do not return your card, we will treat it as being lost and you will have to pay a fee for a replacement
- you will have to pay for a replacement if the card is lost, stolen or has been damaged

5. Your driver card is lost or stolen

You must report the loss or theft to DVLA.

If you hold a GB driving licence, to get a replacement card you can either:

- apply online at **www.gov.uk/apply-driver-digital-tachograph-card**
- if there are no changes to your details, you can apply by phone on 0300 790 6109 (available between 8am and 7pm Monday to Friday, and 8am to 2pm on Saturdays) – we only accept phone payments by Visa, Mastercard, or Delta

If you find your original driver card after ordering a replacement, you must not use it and you must return it to DVLA, Swansea, SA99 1ST with a covering letter.

- fill in an 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L))
- non-GB driving licence holders must fill in an 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L))

If you find your card after ordering a replacement, you must not use it and you must return it to DVLA, Swansea, SA99 1ST with a covering letter. **DO NOT SEND CASH TO DVLA.**

6. Driving without a driver card

You can only drive without a card:

- if the one you have previously been issued with is lost, stolen, damaged or malfunctioning
- for up to 15 calendar days (or longer if this is necessary for the vehicle to return to its premises), as long as you can prove that you could not use the card during this period. During this time you must keep drivers hours records using printouts produced by the VU

You cannot drive if your card has expired.

For full conditions about driving without a card go to **www.gov.uk** or phone DVSA on **0300 123 9000** and ask to speak to a Traffic Examiner near your location.

7. How to tell us about a change of name

If you hold a GB driving licence you must change your name on your driving licence first. You can then apply to change your name by filling in 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L)) and send it to DVLA, Swansea, SA99 1ST. **DO NOT SEND CASH TO DVLA.**

8. How to tell us about a change of address

GB driving licence holders

If you are a GB driving licence holder you will only need to update the address on your driving licence as this will automatically update your digital tachograph record.

Do this online at **www.gov.uk/change-address-driving-licence** (always use the official **GOV.UK** website if you are changing your address only) or fill in the section provided on the letter you received with your driving licence.

If you hold a paper driving licence please fill in your current and previous details in section 2 of the 'Application for a driving licence' (D1). You will need to provide your paper driving licence, proof of identity and a photo.

Note

As your address is no longer shown on your digital tachograph driver card you will not be issued with a new card when you update your address. You still need to tell us of the change (using your driving licence) to keep your record up to date so that a reminder will be sent to the correct address before your card expires.

Northern Ireland and EU or EEA driving licence holders

Fill in 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L)). Download from **www.gov.uk/dvlaforms** and send it to DVLA, Swansea, SA99 1ST. Do not return your digital tachograph driver card with your application as a new card will not be issued to you. **DO NOT SEND CASH TO DVLA.**

9. How to renew your driver card

A reminder will be sent to you before your card expires.

If you hold a GB driving licence, you can either renew:

- online at **www.gov.uk/apply-driver-digital-tachograph-card**
- by phone (if there are not changes) on **0300 790 6109** (between 8am and 7pm Monday to Friday, and between 8am to 2pm on Saturdays), we only accept payments by Visa, Mastercard, or Delta
- by post by completing 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L))
- non-GB driving licence holders must fill in an 'Application for a digital tachograph driver card – new photo not needed' (D777B(D/L))

Make sure you apply to renew your card at least 15 working days before it expires. Failure to do so will mean you will not be able to record information. Once the card expires it can only be used to display, print or download the data held on it. Expired cards do not need to be returned and should be kept for 56 days after expiry.

Data must be downloaded from expired cards before they are disposed of. This is to ensure that LGV drivers operating on international journeys between the UK and EU can produce 56 days of data (instead of 28 days) during an on-road enforcement encounter. You as the driver are responsible for making sure your digital tachograph driver card is renewed before its expiry. Do not return your expired card to DVLA.

If your digital tachograph driver card has expired for more than 5 years

This record will have been deleted (to comply with UK General Data Protection Regulation (GDPR) guidelines). To get a new card you need to reapply (as a first application) and pay the appropriate fee.

The renewal reminder is a courtesy service provided by DVLA and is sent to your last recorded address. You, as the driver, are responsible for ensuring that your driver card is renewed before your existing card expires. **DO NOT SEND CASH TO DVLA.**

10. Exchanging your card

Please do not return your digital tachograph card with your application. When you receive your new card you will also be sent a confirmation of receipt letter which must be filled in and returned to DVLA together with the card that is being exchanged. **DO NOT SEND CASH TO DVLA.**

11. Disqualified from driving

If you are disqualified there is no need to surrender your digital tachograph driver card. **DO NOT SEND CASH TO DVLA.**

12. What to do when the holder of a driver card dies

The legal representative of the deceased person should return the digital tachograph driver card to DVLA Swansea SA99 1ST. To prevent any unnecessary correspondence which may cause distress, please send a covering letter with the driver card. You do not need to send us the death certificate.

13. Where to get application forms

If you do not need to submit a photograph:

- 'Application for a digital tachograph driver card – photo not needed' (D777B(D/L)) which you can get from **www.gov.uk**

If you need to provide a photograph:

- 'Application for a digital tachograph driver card' (D777B) which is available from DVLA by phoning 0300 790 6109

14. Drivers hours and tachograph rules

If you have any queries about drivers hours and tachograph rules you should phone DVSA on 0300 123 9000.

15. Residence in Jersey, Guernsey and the Isle of Man

Residence in Jersey, Guernsey and the Isle of Man are not able to apply online. Paper applications must be submitted to the Jersey, Guernsey or Isle of Man Authorities.

Contact details as below:

States of Guernsey
Environment Department
Driver and Vehicle Licensing
PO Box 145
Bulwer Avenue
St Sampson's
GY1 3HY
Tel: 01481 243400
www.gov.gg

Isle of Man Government,
Department of Transport,
Driver and Vehicle licensing Office,
Sea Terminal Building,
Douglas
IM1 2RF
Tel: 01624 685685
www.gov.im

Driver and Vehicle Standards Office
Le Route de Veulle
Le Collette
St Helier
Jersey
JE1 3UE
Tel: 01534 448600
www.gov.je

Data protection

Your information is processed in accordance with the law on drivers' hours and tachographs. It may be shared with government organisations and law enforcement agencies in and outside the UK to check your application, to process the Driver Certificate of Professional Competence and for any other lawful reasons. For further information about how we process your data, your rights and who to contact, see our privacy notice at www.gov.uk/dvla/privacy-policy



Driver & Vehicle
Licensing
Agency



DVLA's digital services

Save time - do it online!

- **personalised registrations** – take a registration number off your vehicle and put a registration number on your vehicle
- **vehicle registration** – tell us you've bought or sold a vehicle
- **vehicle licensing** – tax or SORN your vehicle
- **driving licences** – from applying for your provisional licence to viewing your driver details

For all DVLA's secure online services, use the official GOV.UK website at: www.gov.uk/browse/driving

youtube.com/dvlagov

[@DVLAgovuk](https://twitter.com/DVLAgovuk)

facebook.com/dvlagovuk

CUSTOMER
SERVICE
EXCELLENCE



Notes

[illegible]

Notes

[illegible]

**You can now choose
to receive vehicle
tax reminders by
text or email.**

Go to: gov.uk/dvla/account