Bulletin

D-07-20-01

Date: July 9, 2020

Bulletin: All Dealers and Title Service Agents

From: **Business Licensing and Driver Instructional Services**

Subject: **UPDATE: National Motor Vehicle Title Information System (NMVTIS)**

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) has recognized an issue with the NMVTIS email box that was not allowing us to respond to any NMVTIS issues and we have since corrected it.

The following is a list of error messages that may be received as a "Hard Stop":

• Brand Change Error - This vehicle has a brand in NMVTIS that is not in Customer Connect. Please visit a MDOT MVA office to correct the title.
• Broken Pointer - NMVTIS inquiry resulted in a broken pointer being found. Cannot continue.
• NMVTIS Status Bad - NMVTIS validation resulted in a hard stop.
• Odom GT NMVTIS - Odometer reading must be greater than odometer reading from NMVTIS.
• MD.TtlRvrAct - NMVTIS issue. Visit a MDOT MVA branch office to complete.

The error message: MD.NMVTISInq - Not enough time elapsed to process NMVTIS inquiry. Please note it can take up to 15 seconds to receive the response back from AAMVA, these errors should not be sent to the NMVTIS help desk.

When a NMVTIS "Hardstop" is received you will need to send the following information to the MDOT MVA NMVTIS Help Desk at NMVTISHelpDesk_EXT@mdot.maryland.gov

- Business Name
- Full VIN
- Customer's Soundex (if applicable)
- Brief description of transaction being processed
- A contact number to be reached it for additional questions

Prior to sending your inquiry, please verify that:

1. The Vehicle Identification Number (VIN) was entered correctly.
2. The title number and date of issuance entered match the title document.

Questions? Please contact us at bldisd@mdot.maryland.gov