

# Maryland Automobile Dealers Association Fall 2015

**Presented by Maryland Motor Vehicle  
Administration**  
**Committed to Safety, Service and *You***

***The MVA shall provide exemplary driver and vehicle services that promote mobility and safety while enhancing process and product security***

***MVA Mission Statement***

# Agenda

- **Legislation 2015 (updates)**
- **Inspection**
- **Electronic Lien Service (ELS)**
- **Avoid – Rejections & Letters**
- **What We Want You To Know**
- **Best Practices**
- **Auditing**
- **Question & Answers**



# Legislation 2015

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# Single Registration Plates Class L (Historic) & Class N (Street Rod) vehicles HB 524



- This Bill requires the Motor Vehicle Administration to issue a single plate on Class L (Historic) & Class N (Street Rod) vehicles manufactured 50 years and older. A new tag scheme has been developed for the single plates as follows:
  - Class L (Historic) – is the letter L and four (4) numeric **and one (1) alpha (L0000A).**
  - Class N (Street Rod) – is the letter N and four (4) numeric **and one (1) alpha (N0000A).**

The single plate must be displayed on the rear of the vehicle except for Truck Tractors which will display the plate on the front of the vehicle.

- Note: The MVA will continue to issue single registration plates to Class D, (Motorcycle), Class F (Tractor), Class G (Trailer)
- Any customer who currently has the two (2) tags on their Class L or Class N registered vehicles may continue using these tags. However if the customer chooses to request the single registration plate, they will pay the \$20.00 substitute tag fee.

Effective October 1, 2015

# Individuals with Disabilities / Licensed Physical Therapist HB 201/SB 124



- This bill authorizes a physical therapist to certify to the existence of permanent disabilities for applicants of disability plates, disability parking placards, as well as temporary disabilities for temporary parking placards. In addition, the State Board of Physical Therapy Examiners is responsible for the development and maintenance of a database system that the MVA can interface with to verify licensure.
- The following forms have been updated to accommodate the change:
  - **Application for Maryland Parking Placards/License Plates for Individuals with a Disability, Form VR-210**
  - **Guide for Maryland Motorists with Disabilities, Form VR-138**

Effective October 1, 2015

# Commercial Motor Vehicles – Denial, Cancellation, Suspension, or Revocation of Registration HB 1229



- **This bill authorizes the Motor Vehicle Administration (MVA) to deny, cancel, suspend, or revoke a commercial motor vehicle registration if the motor carrier of the vehicle is subject to an out of service order defined in 16-812(I)(1) of Maryland Vehicle Law; Federal Operating Authority Sanctions; or the United States Department of Transportation (USDOT) determines the motor carrier is/has attempted to operate a motor carrier under a new or affiliated identity to avoid compliance with a USDOT order, statutory/regulatory requirement, paying a civil penalty, responding to an enforcement action, being connected with a negative compliance history.**

Effective October 1, 2015

# Manufacturers & Distributors Sale of Electric or Nonfossil – Fuel Burning Vehicles – HB235



- **This bill allows the Motor Vehicle Administration to license a manufacturer or distributor as a dealer if they deal only in electric or nonfossil-fuel burning vehicles, no dealer in the State holds a franchise from them, and they are not a subsidiary, an affiliate, or a controlled entity of the manufacturer; and do not hold a controlling interest in another manufacturer or distributor, or a subsidiary, and affiliate, or a controlled entity of another manufacturer or distributor licensed as a dealer in Maryland; and no more than four licenses of this type may be issued.**

**Effective October 1, 2015**



## Mechanical Repair Contracts – HB630



**This bill alters the definition of service contract to include a specified mechanical repair contract. The bill also alters the definition of mechanical repair contract and defines an obligor for persons who sell or offer for sale mechanical repair contracts. It requires a mechanical repair contract to be filed with the Insurance Commissioner and authorizes the Insurance Commissioner to investigate and determine if a mechanical repair contract is in compliance with specified provisions of law. Establishes an annual fee for registration of an obligor and prohibits the offering, selling or negotiating a mechanical repair contract if not registered. If engaging in mechanical repair contract transactions on or before October 1, 2015, an obligor must register with the Insurance Commissioner within 90 days after the registration application is made available. Mechanical repair contracts transactions are not included as taxable item.**

**Any questions regarding this bill can be referred directly to the Maryland Insurance Administration by email to [ronald.coleman@maryland.gov](mailto:ronald.coleman@maryland.gov)**

**Effective October 1, 2015**

# Electronic Inspection Report

## MARYLAND VEHICLE INSPECTION REPORT

Inspection Date:  
Performed By:

Result:  
Inspector:  
Station Number:

Vehicle:  
Vehicle Identification Number:  
Customer Name:  
Address:

Class:  
Mileage:  
Cert. #:



➤ Certificate number starts with “E”.

➤ Customer and vehicle information

➤ Mileage and Inspection Date will automatically update the MVA mainframe.

ROAD TEST	P	F	R	BRAKES	P	F	R	MIRRORS	P	F	R	DRIVER'S SEAT	P	F	R
Alignment Test Drive:				Hydraulic System:				Interior:				Driver's Seat:			
Service Brake Performance:				Drums/Discs:				Exterior:				Comments:			
Comments:				Linings/Pads:				Comments:							
				Mechanical Linkage:											
				Booster System:											
				Parking Brake:											
STEERING	P	F	R	FENDERS	P	F	R	SAFETY BELTS	P	F	R				
Steering Wheel:				Left Front:				Safety Belts:				Comments:			
Column:				Right Front:				Comments:							
Steering Coupling:				Left Rear:											
Lash:				Right Rear:											
Travel:				Comments:											
Linkage:															
Rack and Pinion:				WIPERS	P	F	R	UNIVERSAL AND CV JOINTS	P	F	R				
Steering Box:				Arms/Blades:				Universal:				Comments:			
Power Steering:				Park Position:				Controls:							
Comments:				Comments:				Comments:							
				Linings/Pads - LF:											
				Linings/Pads - RF:											
				Linings/Pads - LR:											
				Linings/Pads - RR:											
				Comments:											
ALIGNMENT	P	F	R	FUEL SYSTEM	P	F	R	GLAZING	P	F	R	EMISSIONS	P	F	R
Rear Wheel Alignment:				Tank:				Driver Door Window Mechanism:				Catalytic Converter:			
Comments:				Cap:				Windshield:				Fuel Filler:			
				Tubing:				Windows:				Positive Crankcase:			
				Piping:				Tint - Left Front Window:				Air Injection:			
				Accelerator/Choke/Throttle:				Tint - Right Front Window:				Gas Recirculation:			
				Comments:				Tint - Left Rear Side Glass:				Evaporative Emissions:			
								Tint - Right Rear Side Glass:				Comments:			
				LIGHTING	P	F	R	Tint - Rear Glass:							
				Turn Signals & Self Cancel:				Comments:							
				Back Up:											
				Hazard:				HOOD AND DOORS	P	F	R	ADDITIONAL COMMENTS			
				Brake Warning:				Hood/Catches:							
				Indicator Lamps:				Door Handles/Latches:							
				Stop:				Comments:							
				Tail:											
				Park:				FLOOR AND TRUNK PANS	P	F	R				
				Side Marker:				Floor:							
				Reflectors:				Trunk:							
				Tag:				Comments:							
				Dash:											
				Clearance:											
				ID Lamp:											
				Headlamps:				SPEEDOMETER/ODOMETER	P	F	R				
				Adjusters:				Speedometer:							
				Fog/AUX Height/Aim:				Comments:							
				Comments:											
				ELECTRICAL SYSTEM	P	F	R								
				Horn:											
				Switches/Wiring:											
				Auto. Trans. Neut. Safety Switches:											
				Battery:											
				Connections:											
				Comments:											
				WHEELS AND TIRES	P	F	R	GEAR SHIFT	P	F	R				
				Left Front:				Auto. Trans. Gear Shift Indicator:							
				Right Front:				Comments:							
				Left Rear:											
				Right Rear:											
				Comments:											

# MD State Police E-Inspection Search



MARYLAND

DEPARTMENT OF  
MARYLAND STATE POLICE

## e-Inspection Search & Station Locator

### Find An e-Inspection

[« Back](#)

### Search e-Inspections

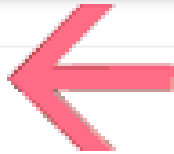
Enter the full or the last 7 digits of Vehicle Identification Number (VIN).

Please note: only inspections conducted in the last year, and for vehicles that have passed, will be displayed.



Vehicle VIN:

### 1 e-Inspection(s) Found



VIN	Inspection Date	Odometer	Result

← Previous 1 Next →



# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



Find services, agencies and more



HOME

LOCATIONS

DRIVERS

VEHICLES

BUSINESSES

COMMUNITY

ONLINE SERVICES

Bulletins

Electronic Lien Services

Dealers

Electronic Registration and Titling (ERT)

Consumer Tips to Purchasing A Vehicle

Dealer Seminars



Insurance Contact Registry



eFR-19 Insurance Agent Login



Salvage Certificate

Interactive Title & Registration Manual  
More

Licensed Maryland Tag & Title Services

- FIRST driver / learner / moped / license or ID, Card? Schedule An Appointment
- Schedule a Test/Retest
- What to Bring to the MVA for a Driver's License or ID Card
- Lo que debe traer a la MVA para una Licencia de Conducir or Tarjeta de Identificación
- Test Yourself! Sample Driver's Test
- MVA Fees

**GET THE TOOLS TO HELP YOU PASS THE TEST**

**CLICK HERE TO:**

- Download the MD Practice Driving Test App
- Take the Knowledge Test Tutorial
- Read the Maryland Driver Manual

*Prepare to Pass the First Time!*

**Application for Lien Code Assignment and/or Enrollment/Change in Electronic Lien System**

This form is to be used by financial institutions and other lien holders to enroll in the Maryland Motor Vehicle Administration's (MVA) Electronic Lien System (ELS), or to modify an ELS account with MVA. This form is also used to request a lien code.

**A ACTION REQUESTED – To Be Completed By Financial Institution/Lien holder**

This application is for (check appropriate box/boxes):

- Lien code assignment (Complete section B)
- Enrollment in ELS Program – (Complete sections B and C)
- Change of Vendor/Service Provider – (Complete sections B and C)
- Removal from ELS Program – (Complete sections B and C)
- Change of Financial Institution/Lien holder Name – (Complete section B)
- Change of Financial Institution Address – (Complete section B)

**B LIEN HOLDER INFORMATION – To Be Completed By Financial Institution/Lien holder**

Name of Financial Institution/Lien holder \_\_\_\_\_ FEIN \_\_\_\_\_ ABA Number \_\_\_\_\_

Address \_\_\_\_\_ City or Town \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ LIEN CODE (if already assigned) \_\_\_\_\_

Name of Authorized Representative: (please print) \_\_\_\_\_ Capacity: \_\_\_\_\_ Signature of Authorized Representative below: \_\_\_\_\_

Email Address: \_\_\_\_\_ Telephone Number: \_\_\_\_\_ Date: \_\_\_\_\_

Name of ELS Vendor/Service Provider: \_\_\_\_\_

**MVA USE ONLY**  
Lien code assigned \_\_\_\_\_ Date \_\_\_\_\_  
Signature \_\_\_\_\_  
Operator # \_\_\_\_\_

**C ELS VENDOR/SERVICE PROVIDER AUTHORIZATION – To Be Completed By ELS Vendor/Service Provider**

ELS Contract Authorized By: (Printed Name) \_\_\_\_\_ (Signature) \_\_\_\_\_ Capacity \_\_\_\_\_

Email Address of Contact Person: \_\_\_\_\_ Telephone Number: \_\_\_\_\_ Enrollment/Removal Date: \_\_\_\_\_  
 Start \_\_\_\_\_  End \_\_\_\_\_

- Financial institutions must complete Sections A and B, then forward this form to the selected vendor/service provider.
- This completed application must be submitted to the MVA by the authorized ELS vendor/service provider named in Section C, unless this request is for an assigned lien code only. Please email completed forms to [myaelsinfo@mdot.state.md.us](mailto:myaelsinfo@mdot.state.md.us) or fax to Central Liens at 410-768-7594.

**Participating lien holders agree to the following conditions and requirements:**

- The lien holder must contract with one of MVA's approved ELS service providers for transmission of all vehicle and title data.
- The lien holder must provide the lien code assigned by MVA, to all loan recipients and automotive dealers utilizing selected lien holder services.
- The lien holder must work directly with the contracted service provider's Help Desk to resolve all ELS discrepancies and data transmission issues.
- The lien holder must protect the confidentiality of the information and data to which the lien holder has access. At no time will the lien holder furnish to any person, association or organization any vehicle or title data received from MVA without MVA's prior written consent.
- The lien holder has no proprietary rights to the information received from the MVA.
- The lien holder understands that MVA and its employees shall not be liable to the lien holder for any damages, costs, lost production or any other loss of any kind for failure of MVA's equipment, hardware or software, or for the loss of consequential damages that are the result of any other type of failure.
- Authorization may be terminated by either party upon giving 30 days written notice to the other party. In the event of termination, MVA is released from any and all obligations to the lien holder.

# Avoid Rejections & Letters

- Please be sure:
  - Forms are completed in their entirety
  - Ownership documents
  - Lien releases
  - All required signatures are in place
  - Full name is provided
  - Inspection certificate is submitted if not performed electronically
  - Mileage recorded is correct
  - Power of attorneys are present
  - Sale price and date of sale are included
  - Full name of the insurance company is provided –
  - Proper fees are collected
  - Assignments are fully completed to show chain of custody of the vehicle
  - Copies of customer's license and business license are attached

# What we want you to know

- **Transfer Tag Update**
- **Restricted Power of Attorney**
- **Corrections**
- **Insurance Codes**
- **Proper Assembly of Titling Records**
- **Soundex**
- **Resources**
  - **Personalized Account Representatives**
  - **MVA Website Available Resources**
    - **Info MVA**
    - **Forms**
    - **Bulletins**
    - **Interactive Titling and Registration Manual**
- **ERT Transaction Processing (can and can't)**



# Transfer Tags

- The MVA has submitted business rules to the vendors to allow processing of the TT and TR transactions.



# Restricted Power of Attorney



- The MVA has placed on the internet a new fill able form suggested for use for vehicle transactions in which a vehicle owner is granting power of attorney to sign documents related to a transaction for their vehicle. The form is the “Restricted Power of Attorney to Sign for Vehicle Owner” (form VR-470)  
<http://mvanet/forms/VR/VR-470.pdf> . The document is not available in the MVA warehouse so it will have to be printed as needed by customers, customer agents, dealers, or title services etc., who may have a need for the use of the form.

# Top Ranking Dealer Corrections

- **Lien Correction:**

- Original Title
- Original SIF/lien release letter
- Letter of explanation on dealer letterhead
- Corrected VR-005
- \$50 fee

- **Owner Correction:**

- Original Title
- Original SIF/Permission letter from lien holder
- Letter of explanation on dealer letterhead
- Corrected VR-005
- Letter(s) of permission from customer(s) to remove/add names
- \$50 fee

## Top Ranking Dealer Corrections

- **Mileage Correction (if paperwork was correct but was electronically typed in wrong):**
  - Original Title
  - Original SIF/lien release letter
  - Letter of explanation on dealer letterhead
  - \$50 fee
- **Mileage Correction (if paperwork was wrong):**
  - Original Title
  - Original SIF/Permission letter from lien holder
  - Letter of explanation on dealer letterhead
  - Either 3 work repair orders (oil changes, tire rotations, etc.) prior to the vehicle being retitled OR a signed statement from a law enforcement officer verifying the actual mileage of the vehicle. The statement must include the signature of the officer, printed name, jurisdiction, badge number, VIN, year, make, and current mileage.

# Top Ranking Dealer Corrections

- Corrected VR-005
- Corrected Odometer Statement
- \$50 fee

## • VIN Correction:

- Original Title
- Original SIF/lien release letter
- Letter of explanation on dealer letterhead
- Corrected ownership document i.e. Certificate of Origin/Previous title (if original was incorrect)
- Corrected VR-005 (if original was incorrect)
- Corrected Odometer Disclosure Statement (if original was incorrect)
- Corrected inspection certificate (if applicable/if original was incorrect)
- \$50 fee

If original title cannot be located, a VR-018 may be submitted along with a POA, a copy of the customer(s) ID, and an additional \$20 fee.

# Insurance Codes

- Please ensure when selecting the insurance provider for vehicles being registered for tags, the correct insurance company is selected. If the wrong company is selected, the Automated Compulsory Insurance System (ACIS) will create a case requesting the owner (s) to provide verification of insurance coverage for all newly titled registered vehicles



# PROPER ASSEMBLY OF TITLE RECORD



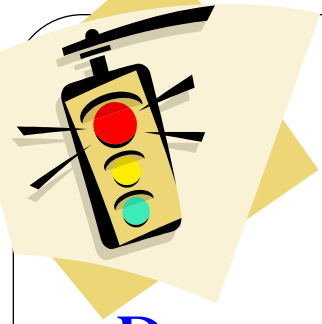
**\*BUNDLE REPORT SHOULD BE ON TOP OF ALL THE TITLE RECORDS IN THAT BUNDLE REPORT.**

**\*ALL TITLE RECORDS SHOULD BE LISTED IN ORDER AS SEEN IN THAT BUNDLE REPORT.**

**EACH TITLE RECORD SHOULD BE AS FOLLOWS:**

**FROM TOP TO BOTTOM (FIRST TO LAST)**

- Maryland MVA Title/Reg Receipt
  - Registration card (IF TRANSFERRING TAGS)
  - Application for Certificate of Title (VR-005)
  - Certificate of Origin, Title, or other acceptable ownership document
  - Lien Release-Notice of Security Interest Filing
  - Dealer Reassignment(s)
  - Dealer's Bill of Sale
  - Miscellaneous MVA Forms
  - Odometer Mileage Statements
  - Maryland Safety Inspection Certificate
  - Vehicle Emission Report (IF SUBMITTED)
- EACH TITLE RECORD SHOULD BE SEPARATED.
  - DO NOT USE AN EXCESSIVE NUMBER OF STAPLES.
  - DO NOT USE HIGHLIGHTERS.
  - DO NOT FOLD FORMS.



# Requesting Soundex From ERT Unit

## Documents Required:

- Legible copy of the individual's out of state driver's license. The ERT Unit can only accept driver's license for the United States and its Territories (Out of Country driver's license and passport must be walked into MVA Full Service Branch Office)
- Copy of the completed VR-005 with the customer's full legal name (i.e. full first, middle, and last name), date of birth, Maryland address, vehicle information, and signed and dated by the customer
- Documents can be faxed to the ERT Unit at (410) 424-3629 or (410) 768-7070 and it must contain a coversheet including the sender's name and telephone number. Depending on the number of requests, it could take 48 to 72 hours to receive your soundex number.
- The ERT Unit will contact you when the soundex has been issued

# Requesting Z97 Soundex

- **Cannot** be used for individuals
- Is Issued for companies only
- Proof of legal existence for a Business Entity is required
- A valid FEIN number must be recorded on the Application for Certificate of Title (VR-005)
- **Cannot** be requested through the ERT Unit
- Your Vendor will provide a Z97 Soundex when requested.





# Z Soundex

To issue a "Z" soundex for businesses. Proof of legal existence of the business will be required. Section 1 on The Application for Certificate of Title (VR-005) must include information about the business.

**MVA** Motor Vehicle Administration  
 6601 Ritchie Highway, N.E.  
 Glen Burnie, Maryland 21062

VR-005 (06-15)

The MVA should contact me at: \_\_\_\_\_ or \_\_\_\_\_ for any questions regarding this application.  
(Email address) (Phone)

## APPLICATION FOR CERTIFICATE OF TITLE

READ INSTRUCTIONS ON REVERSE SIDE

APPLICANT'S FIRST NAME			MIDDLE			LAST			CO-APPLICANT'S FIRST NAME			MIDDLE			LAST								
APPLICANT'S SOUNDEX/MARYLAND DRIVER'S LICENSE NO.						DATE OF BIRTH			CO-APPLICANT'S SOUNDEX/MARYLAND DRIVER'S LICENSE NO.						DATE OF BIRTH								
						MONTH	DAY	YEAR							MONTH	DAY	YEAR						
APPLICANT'S STREET ADDRESS						CITY OR TOWN						CO-APPLICANT'S STREET ADDRESS						CITY OR TOWN					
COUNTY	STATE	ZIP CODE	EMAIL ADDRESS						COUNTY	STATE	ZIP CODE	EMAIL ADDRESS											
IS THE VEHICLE TO BE TITLED AS JOINT TENANTS OR TENANTS BY ENTIRETIES? <input type="checkbox"/> JOINT TENANTS <input type="checkbox"/> TENANTS BY ENTIRETIES																							
If the name entered above is a business or trust, enter the FEIN here _____ . Check the type of business entity below: <input type="checkbox"/> Trust <input type="checkbox"/> Professional Association <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation <input type="checkbox"/> Limited Liability Company <input type="checkbox"/> Limited Liability Partnership <input type="checkbox"/> Partnership <input type="checkbox"/> Joint Venture <input type="checkbox"/> Other, (please specify) _____																							
Please attach a copy of the BUSINESS LICENSE or see reverse of this application for proof acceptable to this Administration.																							



# Application for Business Entity Submission of Proof for Vehicle Titling



➤ This form is to be attached if application on the back of the Maryland title is used.

**MVA** Motor Vehicle Administration  
6601 Ritchie Highway, N.E.  
Glen Burnie, Maryland 21062

VR-475 (04-15)

## Business Entity Submission of Proof for Vehicle Titling

In order for a business to title and register a vehicle in the State of Maryland, proof of the legal existence of the business needs to be provided. Please enter the name of the business below and check the box to indicate the type of business.

Name of Business Entity

Street Address of Business

City	County	State	Zip Code	FEIN
------	--------	-------	----------	------

Type of Business Entity (check box that applies):

- Corporation    Limited Liability Company    Limited Liability Partnership    Partnership  
 Joint Venture    Professional Association    Trust    Sole Proprietorship    Other (specify) \_\_\_\_\_

Please attach a copy of the BUSINESS LICENSE or see below for proof acceptable to this Administration.

A business must submit a current copy of one of the following as proof of its legal existence accompanied by the "General Information" printout from the State Department of Assessment and Taxation (SDAT), Business Charter webpage by accessing [www.dat.state.md.us](http://www.dat.state.md.us) and clicking on Businesses/Business Data Search/Business Information.

- Articles of Incorporation for Stock, Non-Stock, Closed, Religious, or Tax Exempt Non-Stock Corporation
- Articles of Organization for Limited Liability Company
- Partnership Agreement or Certificate of Limited Liability Partnership
- Sole Proprietorship – Trade Name Application from SDAT, or Application for Sole Proprietorship and/or General Partnership filed with the Business Personal Property Unit
- Articles of Merger or Reorganization
- Trust Agreement (Only the part naming the trust and identifying the trustees need be submitted)

I certify under penalty of perjury that the documentation submitted with this application is proof of the legal existence of the business entity named above and the authority to operate the business in Maryland. I further certify that I have the legal capacity to sign documents on behalf of that business entity.

Signature	Printed Name	Capacity
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# Available Resources



# BLCS REPRESENTATIVES

- Direct E-mail: [mvablcsd@mva.maryland.gov](mailto:mvablcsd@mva.maryland.gov) Fax Numbers: (410) 768-7602 / 410-424-3032
- Supervisor: Kimberly Lucas [kwilliams1@mdot.state.md.us](mailto:kwilliams1@mdot.state.md.us)
  - (#-AN) G. Janey [gjaney@mva.maryland.gov](mailto:gjaney@mva.maryland.gov)
  - (AO-AR, BK-BO,CG-CI) [lmorlan@mva.maryland.gov](mailto:lmorlan@mva.maryland.gov)
    - (AS-BJ) D. Walker [dwalker2@mva.maryland.gov](mailto:dwalker2@mva.maryland.gov)
    - (BP-CF) D. Eaton [deaton@mva.maryland.gov](mailto:deaton@mva.maryland.gov)
    - (CJ-DA) T. Cobb [tcobb@mva.maryland.gov](mailto:tcobb@mva.maryland.gov)
  - (DP-FO) Y. Alexander [yalexander@mva.maryland.gov](mailto:yalexander@mva.maryland.gov)
  - (FP-HI) E. Toogood-Askie [etoogood@mva.maryland.gov](mailto:etoogood@mva.maryland.gov)
  - (DB-DO, HJ-HO, N-NR, SV-TE) [ysimmons@mva.maryland.gov](mailto:ysimmons@mva.maryland.gov)
    - (HP-JR) N. Cook [ncook@mva.maryland.gov](mailto:ncook@mva.maryland.gov)
    - (JS-LZ) L. Slater [lslater@mva.maryland.gov](mailto:lslater@mva.maryland.gov)
  - (M-N&) A. Holton [aholton@mva.maryland.gov](mailto:aholton@mva.maryland.gov)
    - (NS-PR) D. Banks [dbanks@mva.maryland.gov](mailto:dbanks@mva.maryland.gov)
  - (PS-RZ) F. Parker [fparker@mva.maryland.gov](mailto:fparker@mva.maryland.gov)
    - (S-SU) J. Kuti [jkuti@mva.maryland.gov](mailto:jkuti@mva.maryland.gov)
    - (TF-ZZ) L. Smith [lsmith@mva.maryland.gov](mailto:lsmith@mva.maryland.gov)



# ERT REPRESENTATIVES

- Fax Numbers: (410) 424-3629 / (410) 768-7070
- Supervisor: Ranae Johnson [rjohnson3@mva.maryland.gov](mailto:rjohnson3@mva.maryland.gov)
  - (A, B) J. Stewart [jstewart4@mva.maryland.gov](mailto:jstewart4@mva.maryland.gov)
    - (L, R) L. Green [ltyler@mva.maryland.gov](mailto:ltyler@mva.maryland.gov)
  - (C, Y, U, V) D. Marsch [dmarsch@mva.maryland.gov](mailto:dmarsch@mva.maryland.gov)
  - (D, F, M) B. Wiland [bwiland@mva.maryland.gov](mailto:bwiland@mva.maryland.gov)
  - (G, H, I) V. Jenkins [vjenkins@mva.maryland.gov](mailto:vjenkins@mva.maryland.gov)
    - (J, O, Q) S. Hines [shines@mva.maryland.gov](mailto:shines@mva.maryland.gov)
  - (S, T, W) D. Bernhardt [dymbrough@mva.maryland.gov](mailto:dymbrough@mva.maryland.gov)
    - (E, P) K. Owens [kowens@mva.maryland.gov](mailto:kowens@mva.maryland.gov)
  - (K, N, X, Z) N. Ipalook [nipalook@mva.maryland.gov](mailto:nipalook@mva.maryland.gov)

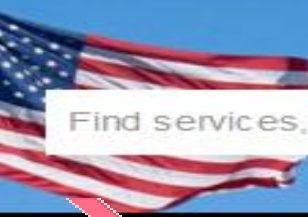


[www.mva.maryland.gov](http://www.mva.maryland.gov)





# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



Find services, agencies and more

- HOME
- LOCATIONS
- DRIVERS
- VEHICLES
- BUSINESSES
- SAFETY
- ONLINE SERVICES

## Top Activities

- [Renew Vehicle Registration](#)
- [Renew License](#)
- [Check Wait Time At Local Service Center](#)
- [FIRST driver / learner / moped / license or ID, Card? Schedule An Appointment](#)
- [Schedule a Test/Retest](#)
- [What to Bring to the MVA for a Driver's License or ID Card](#)
- [Lo que debe traer a la MVA para una Licencia de Conducir or Tarjeta de Identificación](#)
- [Test Yourself Sample Driver's Test](#)
- [MVA Fees](#)
- [MVA Forms](#)
- [Motorcycle Licenses](#)

**APPLYING FOR A DRIVER'S LICENSE?**

**GET THE TOOLS TO HELP YOU PASS THE TEST**

**CLICK HERE TO:**

- Download the MD Practice Driving Test App
- Take the Knowledge Test Tutorial
- Read the Maryland Driver Manual

*Prepare to Pass the First Time!*

## How Do I?

## Service Centers Near Me

## Announcements

[Medical Certifications for Commercial Drivers](#)

On May 21, 2014 the MVA will only accept medical certifications for commercial drivers that have been completed by providers who are registered and certified

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## How Do I?

## Service Centers Near Me




## Announcements

### Medical Certifications for Commercial Drivers

On May 21, 2014 the MVA will only accept medical certifications for commercial drivers that have been completed by providers who are registered and certified through the new [Federal Motor Carrier Safety Administration's National Registry of Certified Examiners](#).

### Skip the Trip. Anywhere, Anytime, MVA Online!

Go online to get a duplicate driver's license request. Change of address or license corrections. ID card renewals and more. [Click here:](#)

### Effective 4/1/2014 – Changes to MVA Services

The MVA has introduced several new services, including renewal of driver's licenses, that are completed without stepping into an MVA branch office. [Click here for details.](#)

### Effective 1/1/2014 – New Process to get Driver's License or ID Card

Effective 1/1/2014, the MVA will implement a new process for immigrants getting a driver's license or ID card.

[More >>](#)



infoMVA



Forms



Law Enforcement



Mobile

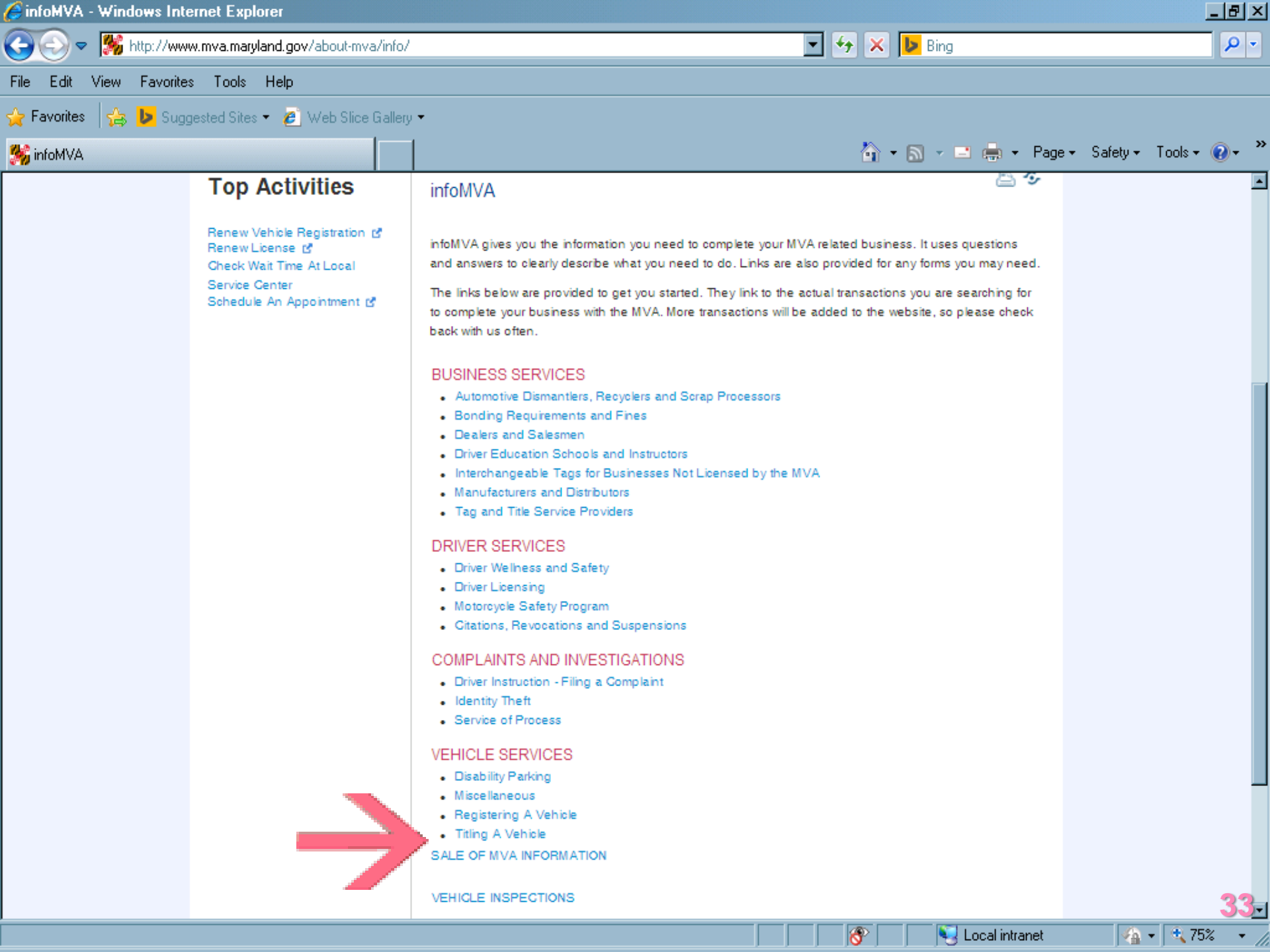


Video



Smart, Green and Growing





### Top Activities

- [Renew Vehicle Registration](#)
- [Renew License](#)
- [Check Wait Time At Local Service Center](#)
- [Schedule An Appointment](#)

### infoMVA

infoMVA gives you the information you need to complete your MVA related business. It uses questions and answers to clearly describe what you need to do. Links are also provided for any forms you may need.

The links below are provided to get you started. They link to the actual transactions you are searching for to complete your business with the MVA. More transactions will be added to the website, so please check back with us often.

#### BUSINESS SERVICES

- [Automotive Dismantlers, Recyclers and Scrap Processors](#)
- [Bonding Requirements and Fines](#)
- [Dealers and Salesmen](#)
- [Driver Education Schools and Instructors](#)
- [Interchangeable Tags for Businesses Not Licensed by the MVA](#)
- [Manufacturers and Distributors](#)
- [Tag and Title Service Providers](#)

#### DRIVER SERVICES

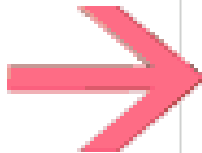
- [Driver Wellness and Safety](#)
- [Driver Licensing](#)
- [Motorcycle Safety Program](#)
- [Citations, Revocations and Suspensions](#)

#### COMPLAINTS AND INVESTIGATIONS

- [Driver Instruction - Filing a Complaint](#)
- [Identity Theft](#)
- [Service of Process](#)

#### VEHICLE SERVICES

- [Disability Parking](#)
- [Miscellaneous](#)
- [Registering A Vehicle](#)
- [Tinting A Vehicle](#)



#### SALE OF MVA INFORMATION

#### VEHICLE INSPECTIONS

## Top Activities

- [Renew Vehicle Registration](#)
- [Renew License](#)
- [Check Wait Time At Local Service Center](#)
- [Schedule An Appointment](#)

## Titling A Vehicle

A vehicle's title establishes who owns the vehicle. Each time the owner changes, a new title must be issued. Currently, the Maryland MVA prints a two-part, paper title. The first part, the Maryland Certificate of Title, is mailed to the owner. The second part, the Security Interest Filing (SIF), is printed only when a lien has been filed against the title; it is mailed to the lien holder. The documents included in this section describe the many different titling scenarios that can occur.

Please note that having a title for your vehicle does not permit you to drive it on public roads; you must also register it. The two transactions are usually handled together. Please check the infoMVA registration section for further information.

### Common Titling Processes

- [New Vehicle Purchased from a Dealer](#)
- [Out-of-State Vehicle Moved to MD by Owner](#)
- [Out-of-State Vehicle Returned to MD by Owner](#)
- [Used Vehicle Purchased from a Dealer](#)
- [Used Vehicle Purchased from a Non-Dealer](#)

### Unusual Titling Processes

- [ATV's Off Road Motorcycles and Snowmobiles](#)
- [Buses & Motor Coaches](#)
- [Corporation or Partnership Vehicle](#)
- [Court Order Affecting Ownership](#)
- [Dealer Resale Title](#)
- [Deceased Owner](#)
- [Exempt Tax Credit for Plug-in Vehicles](#)
- [Gift to a Family Member](#)
- [Gray Market or Overseas Vehicles](#)
- [Homemade, Two-Stage, or Reconstructed Vehicle](#)
- [Limited Speed Vehicles](#)
- [Low Speed Vehicle](#)
- [Mobile Home and Special Mobile Equipment \(SME\)](#)
- [Off Road Vehicles \(ORV\) - Mopeds, Motor Scooters, ATV's, Snowmobiles, and Off-Road Motorcycles](#)
- [Personal Bankruptcy - Sale to New Owner](#)
- [Placing a Vehicle into a Trust](#)
- [Repossessed Vehicle](#)

# How Do I?

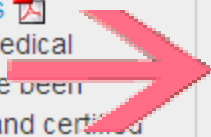
# Service Centers Near Me

 Go!

# Announcements

## Medical Certifications for Commercial Drivers

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Forms



Law Enforcement



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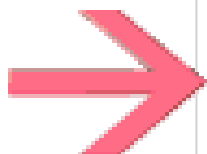
## Top Activities

[Renew Vehicle Registration of Renew License](#)   
[Check Wait Time At Local Service Center](#)  
[Schedule An Appointment](#) 








## MVA Forms

The following most commonly requested forms are available for downloading from our web site. These forms are stored in Adobe Acrobat PDF format. Adobe Acrobat Reader will allow you to view and print the PDF files. You can download a FREE copy of [Adobe Acrobat Reader](#)  from the Adobe Web Site.

[Business Services Forms](#) | [Commercial Driver Licensing Forms](#) | [Driver Licensing Forms](#)  
[Driver Record Forms](#) | [Insurance Compliance Forms](#) | [Miscellaneous Forms](#)  
[Motorcycle Safety Forms](#) | [Vehicle Registration Forms](#) | [Formularios en Español](#)



## Vehicle Registration Forms

-  [1/2 and 3/4 Ton Truck Owner's Weight Certification \(Form #VR-142A\)](#) is used when an owner of a 1/2 or 3/4 ton truck requests to carry a gross vehicle weight of 10,000 pounds (instead of 7,000 lbs). 1/2 ton trucks must be modified to carry the increased weight and 3/4 ton trucks must have a shipping weight of the chassis and body of more than 1,500 pounds or rated by the manufacturer at a gross vehicle weight in excess of 7,000 pounds. This form can be brought to any full service MVA office.
-  [Address Certification for U.S. Government Employees \(Form #VR-102\)](#) can be used by U.S. Government Employees to certify their address when out-of-state. This form can be filled out and brought in person to your local full service MVA office or mailed to the Motor Vehicle Administration, 6601 Ritchie Hwy., Glen Burnie, MD 21062, Attn: Title Correspondence.
-  [Affidavit of Lawful Possession for Transfer of a Vehicle to an Automotive Dismantler and Recycler or Scrap Processor \(Form #VR-454\)](#) is used to certify, under oath, that a title is not available for a vehicle that is being transferred to an A D & R or Scrap Processor for purposes of dismantling, destroying or scrapping.
-  [Affidavit of Ownership for Transfer of a Vehicle to an Automotive Dismantler and Recycler or Scrap Processor \(Form #VR-453\)](#) is used by a vehicle owner, or their agent, to certify, under oath that a title is not available when transferring the vehicle to an AD&R or Scrap Processor for dismantling, destroying or scrapping.
-  [Affidavit Manufactured Home Converted to Real Property \(Form #VR-451\)](#) is to be used when a manufactured home is being converted to real property.
-  [Affidavit Manufactured Home Severed From Real Property \(Form #VR-452\)](#) is to be used to certify under oath a manufactured home has been severed from real property.
-  [Affidavit of Ownership - Moped, Motor Scooter & Off Road Vehicle \(Form #VR-450\)](#) document is used by an applicant who does not have a title or certificate of origin for their moped, motor scooter or off road vehicle. The form takes the place of the



# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



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Consumer Tips to  
Purchasing A Vehicle

Electronic Registration  
and Titling (ERT)

Dealers  
Dealer Seminars



**eFR-19 Insurance  
Agent Login**

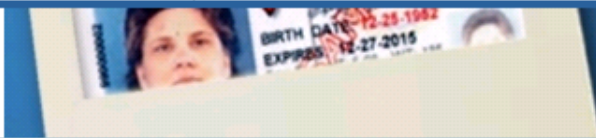


**Salvage Certificate**

Business Services

Interactive Title &  
Registration  
Manual  
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Licensed Maryland  
Tag & Title  
Services



Will be mailed to the customer and  
no longer issued directly over the counter



# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



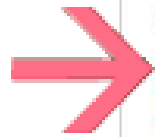
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## Bulletins

Please select the bulletins you would like to view.

[Dealer/Title Service Bulletins](#)

[Insurance Bulletins](#)

[Towing Bulletins](#)

[Automotive Dismantlers, Recyclers and Scrap Processor Bulletins](#)



## CONTACT US

6601 Ritchie Highway NE,  
Glen Burnie, MD 21062  
410-768-7000  
1-800-492-4575 (TTY)

## SOCIAL MEDIA



Official MVA Emails

## INFO

InfoMVA  
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# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



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## Bulletins



Please [subscribe](#) to receive the Dealer Bulletins via email.



### ▼ Dealer Bulletins

- October 6, 2015 - IRP Registration
- September 14, 2015 - Trailer Titling
- August 18, 2015 - New Electronic Inspection Report
- July 15, 2015 - Collection of Excise Tax
- June 23, 2015 - New Z Soundex Number Issuance for Business Entity
- May 27, 2015 - Legislative
- April 30, 2015 - Trade Vehicle
- April 6, 2015- Clarification on March 19th, 2015 Excise Tax Credit
- March 19, 2015- Excise Tax Credit Request for Plug-In Electric Vehicles
- January 6, 2015- Plate Defacing-Return Tags
- October 14, 2014 - Title Transactions
- September 22, 2014 - Title Transactions
- August 25, 2014 - Employee Identification
- August 15, 2014 - Vehicle Shows
- June 27, 2014 - Legislation
- May 19, 2014 - Leased Vehicles
- May 8, 2014 - Third Party Checks

Bulletin Archives

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## Subscribe to MVA Dealer Bulletins

If you would like to receive MVA Dealer Bulletins via e-mail from the Maryland Motor Vehicle Administration (MVA), please enter the requested information below. The MVA will not share your information and will only use it to send you important MVA Dealer Bulletins.

### Mailing List Subscription

Please complete the form below to sign up for this mailing list. To update or cancel current subscriptions, use the link below.

[Update/Cancel Subscriptions](#)

### Subscribe to Email List:

Dealer Bulletins

Email Address: Dealership or Company Name: Contact Person: Job Title or Capacity: Telephone Number: Dealer Number:  Submit





# Interactive Titling and Registration Manual

**Available on MVA's website**

**[http://www.mva.maryland.gov/businesses/\\_docs/Interactive-Title-and-Registration-Manual.pdf](http://www.mva.maryland.gov/businesses/_docs/Interactive-Title-and-Registration-Manual.pdf)**



# DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION



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Dealer Seminars



**eFR-19 Insurance Agent Login**



**Salvage Certificate**

Business Services

Interactive Title & Registration Manual

More

Licensed Maryland Tag & Title Services

Will be mailed to the customer and no longer issued directly over the counter



# INTERACTIVE TITLE AND REGISTRATION MANUAL

FOR DEALER'S / TITLE SERVICES / VEHICLE PROGRAMS

The Motor Vehicle Administration is pleased to provide online guidance to dealers and title services. This manual is intended to assist you with the proper completion of your transactions, increase accuracy and reduce rejections of work. The information provided will increase the efficiency of processing work, which leads to greater customer service and satisfaction.

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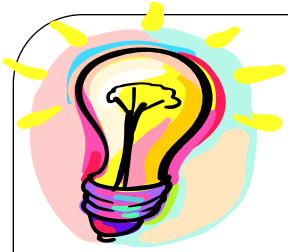
**Understanding EXEMPTIONS FROM EXCISE TAX is another important area to know in calculating the proper amount of tax due. Most of the excise tax exemptions that may apply to dealer sales are in section (a). For your reference section (b) and (c) has also been included even though in most cases, they do not relate to dealer transactions; these sections will be helpful to licensed title services who assist customer with non-dealer transactions. Maryland's law for excise tax exemption is provided for you below:**

#### MARYLAND VEHICLE LAW §13-810

**Excise tax exemptions** – Certain vehicles are exempt from the excise tax imposed. These excise tax exemptions are found under article §13-810 Exemptions of the Maryland Vehicle Law, which is as follows:

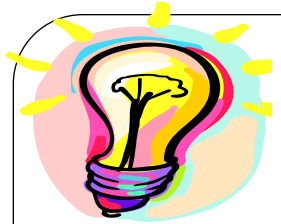
(a) Exempt vehicles generally. — On issuance in this State of an original or subsequent certificate of title for a vehicle, the vehicle is exempt from the excise tax imposed by this part, if it is:

- (1) A mobile home over 35 feet long.
- (2) A vehicle owned by the United States and used in the investigation of any violation of suspected violation of the law of the United States.
- (3) A vehicle owned by this State or a political subdivision of this State.
- (4) A fire engine or other Fire Department emergency apparatus, including any vehicle operated by or in connection with any Fire Department.
- (5) by a nonprofit rescue squad.
- (6) A vehicle owned and operated by the Civil Air Patrol.
- (7) An ambulance, rescue or other vehicle owned and operated for the benefit of the public A vehicle owned and held for the use of the public by a unit of a national veteran's organization.
- (8) A vehicle owned and operated by a Maryland chapter of the American Red Cross.
- (9) A vehicle acquired by an insurance company as a result of a comprehensive or collision claim.
- (10) A vehicle registered in a jurisdiction the laws of which do not require titling and acquired for resale by a licensed dealer.
- (11) A vehicle that is involuntarily transferred to a licensed dealer and for which a certificate of title is not available.
- (12) A school bus owned by a religious organization or a private school which is exempt from federal income tax under 501 c (3) of the Internal Revenue Code.
- (13) A privately owned bus used only for operating the transportation system of any political subdivision in this State, if the bus is used for the transportation of the public on regular schedules and between fixed terminals.
- (14) A vehicle otherwise exempt from the excise tax by any other applicable law.
- (15) A vehicle which is used regularly for the transportation of individuals with disabilities and owned by a nonprofit organization providing direct care services to individuals with disabilities which is licensed by the Department of Health and Mental Hygiene and is wholly or partially funded by the State.
- (16) A mobile hearing and vision-screening vehicle owned and operated for the benefit of the public by a nonprofit civic organization.
- (17) A Class F tractor or truck tractor, however a farm tractor is taxable.
- (18) A Class P charter bus or a Class P for hire bus.
- (19) A salvage vehicle acquired by a licensed dealer that has been restored by the licensed dealer and that has been inspected under 13-507 (a) (i) of this title.
- (20) A vehicle acquired for resale by a licensed dealer if the dealer reassignment sections contained on the certificate of title are exhausted.
- (21) A Class M motor home or Class G travel trailer that is transferred or retitled in the dealership's name under 15-305 (d) (2) of this article.
- (22) A special purpose vehicle owned by a coal company if the vehicle is used:
  - (i) For transportation of workers, coal, or equipment used in the coal production process; and
  - (ii) Exclusively in or on coal mining property.
- (23) A vehicle which is used exclusively in the transportation of disabled or elderly persons, owned by a nonprofit organization, and in which the Maryland Transit Administration retains a security interest.



# Transactions that “Can” be processed by ERT Dealers

- New title and tags (T1)
- New title and transfer of tags (T2)
- New title and transfer with renewal of tags (T3)
- New title only (T5)
- Title for ATV's-Need to use Class D, enter NR in the inspection field and enter AT for body style.
- New tag registration (NR)
- Standard renewal (SR)
- Replacement tag renewal (RT)
- Substitute tags (ST)
- Duplicate registration (DU)
- Duplicate title, Form VR-018 (DT) (Transmit only)
- Duplicate title, Form VR-003 (Transmit only)
- Administrative Flag fee (AF)
- Can utilize mailing address, mail address shows on title
- Soundex issuance with proper documents must fax Driver License, ID card, Military ID from this country with Driver License to MVA ERT Unit (otherwise transaction needs to be submitted to the MVA Branch Office)
- Tag return



# Transactions that “Cannot” be processed by ERT Dealers

- No salvage transactions
- No branding of titles (can only brand for \*CAL LEV\*, Leased Vehicles and odometer A, B or C) A TITLE REQUIRING ANY OTHER BRAND “MUST” BE TAKEN TO THE MVA FOR PROCESSING.
- No VIN plate assignment
- No new issuance of personalized or organizational tags, only transfer of personalized or organizational tags
- No taxi (class B), no limousine (class Q), no ambulance/funeral (class C)
- No state and local government (not new or transfer)
- No law enforcement
- No tax exempt for business (mergers, reorganizations, newly formed, dissolutions)
- No tax exempt –individual transferring to intervivos trust
- No excise tax credit for new residents
- No out of country- (gray market vehicles)
- No registration correction (RC)
- No transfer tags (TT) after it’s been titled
- No transfer with renewal (TR) after it’s been titled

# Best Practices





# Servicing our customers for You and the MVA

- Please be sure:
  - Post the transactions that “can” and “cannot” be performed on the ERT program near the processors work stations.
  - Contact your vendor immediately for any system related problems.

**CVR**

**1-800-333-6995**

**DealerTrack**

**1-800-876-2312**

**Title Tec**

**1-866-689-0578**

- Keep clear copies of all documents related to customer titling transactions.
- Review the late pending transactions report provided by your vendor frequently to ensure that transactions are properly finalized.
- Title documents should be sent to the Administration as soon as a customer transaction has been finalized or completed through the vendor system.
- Keep your Electronic Registration & Titling or Business Licensing Representative notified of any changes in your business.

# Auditing



# Dealer Audit Tidbits

- Dealer processing fees not included in taxable selling price (30%)
- Overcharging of registration fees in more than 60% of audits.
- Selling price discrepancies, error, and minimum selling price. (25%)
- Itemized fees to clearly label registration fees, lien fees, electronic fees, etc. (35%)
- Sales persons must have active license to sell vehicles. (few audits)
- Inspection Lateness (25%) of audits.
- Title lateness (35%)
- Salvage vehicle brand. (few audits)
- Title Services taking the 0.6 credit.



# Dealer Audit Tidbits

## Temporary Tags

- Only 1 temporary registration certificate can be issued to any individual for same vehicle. No temporary registration certificate can be issued for a courtesy delivery. Dealers should keep some kind of record denoting which temporary tags were issued.



## Inspection Certificate/ Form

- A used vehicle should be inspected on or before the date of delivery.
- Inspection certificates are valid for six months from date of inspection or until 1,000 miles have been added to the odometer.



# Dealer Audit Tidbits

## ERT Sticker & Tag Accountability

- During our routine audits and ERT audits we might visit your dealerships and attempt to account for one or a series of metal plates and or stickers. All sensitive items should be accounted for. The dealership should have a log or ledger or perpetual records whichever best suits the dealership. Any stolen sticker or tag should be reported to the ERT Unit, Business Licensing & your local Law Enforcement. Voided inventory should be documented properly and retained for audit purposes.
- In some instances registration materials are kept locked but all business employees have access to the secured areas. Keep access limited to necessary employees only.

## Taxable Selling Price

- The dealer processing fee is not mandatory and can be up to \$300.00. This fee is taxable and should be included in the taxable selling price. This dealer-processing fee should be clearly identified and not included as a lump sum on the dealer's buyer's orders and sales invoices. For out of state dealers, there is no limit to the dealer processing fee, however, the whole amount should be included in the taxable selling price.



# Dealer Audit Tidbits

## Taxable Selling Price Continued

- Manufacturer's rebates are taxable and should be included in taxable selling price.
- Internal Auditing is mandated by the Legislative Auditors to expand dealership audits that have excise tax due based on numerous instances or fraud.

## Trade-Ins per Comar 11.15.33.05

- The amount of the trade-in allowance that is deducted from the purchase price may not exceed the trade-in value indicated in the national publication of used car values adopted for use by the Administration. If the dealer has any documentation to substantiate the higher trade in value, they should provide this to the auditor.
- The trade-in allowance shall be limited to the vehicle with the highest trade-in value.
- A trade-in allowance may not be divided or deducted from the purchase price of more than one vehicle.
- Check proof of ownership of trade-in vehicle.



# Questions and Answers

**1) Could you please review the policy for disabled plates & placards?**

You may obtain information regarding Maryland Motorists with Disabilities at <http://www.mva.maryland.gov/about-mva/disabilities/>

**2) Have all the issues been resolved with issuing the same soundex for a lease company? We were told to issue a new soundex each time for VW credit and we are still doing this.**

When possible please use the soundex number previously issued to the leasing company. Do not use a soundex number that was previously assigned to the leasing company and the lessee. Please remember each time you create a new soundex number you must submit proof of legal existence.

**3) Can you explain when to use a gross combination weight when registering a truck? Does it have to be a one ton truck?**

The gross vehicle weight (GVW) is the weight of the vehicle plus the load. The gross combined weight (GCW) is the weight of the pulling vehicle and its load plus the weight of the trailer and its load. The GCW should be used if a truck will be pulling a "Freight Trailer" in excess of 20,000 lbs.

**4) Do cars that are going to be shipped out of the country need to be titled and registered?**

If the vehicle is purchased by a Maryland resident the vehicle must be titled prior to shipping out of the country.



## 5) Do cars being sold to customers out of state require a Maryland Inspection?

Maryland State Inspection requirements are only for vehicles that are being registered in the State of Maryland. However, a Maryland dealer is required to have its vehicles inspected unless:

1. The vehicle is a truck (1 ton or larger), a tractor, or a freight or semi trailer;
2. The vehicle is a motorcycle and is not manufactured for use on the road (i.e., less than 49 cc engine); or
3. The vehicle was sold for dismantling or rebuilding; certified by the Maryland dealer.

## 6) Can a car with a failed inspection be sold as long as the customer is aware to do the repairs?

A vehicle with a failed inspection may not be sold, unless it is inoperable and sold for dismantling or rebuilding purposes only. In this case, the Dealer may not issue a 60 day temp tag and it will need to be clearly marked on the bill of sale or the box on the Maryland Dealers Reassignment form. The MVA will not issue a 30 day tag for these vehicles.

## 7) Why are we getting letters stating the work was not received, but we have sent in the paperwork? It seems that bundles of paperwork are getting lost.

According to our records the documentation has not been scanned into our imaging system. It is recommended to send paperwork in as soon as a deal has been finalized. In order to reduce the letters we have extended the time period for generating the 1<sup>st</sup> and 2<sup>nd</sup> letters.

**8) After entering trade VIN, title # and trade date, why isn't the insurance violation cleared from the traded car information?**

If there is an existing case the trade information will create an event that may close the case and clear the violation. However, depending on the lapse of insurance a fine may still be due from the date of the lapse until the vehicle was traded in.