

## **Subject: Important Notice: Closure of Phone, Email, and Counter Services**

Greeting Oregon Dealers,

We hope this message finds you well. We are writing to update you about an important change in our service offerings.

**We will be extending our pilot of closing our phone, email, and counter services on the following Wednesdays 02/11/2026 - 8/05/2026.**

This decision has been made to streamline our operations and allow ODS dedicated time to process transactions. We understand that this may cause some inconvenience, and we are committed to making this transition as smooth as possible for you. This is a pilot and will undergo reevaluation afterwards.

### **What this means for you:**

- **Phone Services:** Our phone lines will not be available on Wednesdays. When calling, dealer will get a closed message.
- **Email Services:** We will not respond to emails on Wednesdays. Emails can still be sent and ODS will resume responding Thursday mornings.
- **Counter Services:** Our Dealer Service Center (DSC) windows will be closed on Wednesdays. Dealers are still able to access DSC location for drop-off/pickup services.

### **Alternative Resources:**

- **Online Handbook:** DMV has a Title and Registration handbook that can be utilized for transactions requirements. [Oregon Department of Transportation : Vehicle Title & Registration Handbook : Oregon Driver & Motor Vehicle Services : State of Oregon](#)
- **EVR Users:** As an EVR participant, Vitu offers a variety of materials to assist with processing transactions. We recommend contacting Vitu for additional information.

We appreciate your understanding and cooperation during this pilot. Our team is here to assist you and ensure you continue to receive the support you need.

Thank you for your continued support.

Best regards,

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