

Dealer Details

Newsletter of the DMV Business Regulation & Oregon Dealer Services Section

Positive Changes for Dealers at DMV

The Oregon Dealer Advisory Committee (ODAC) held its first meeting of 2023 on January 26. The new year brings a new member to ODAC, and DMV Administrator Amy Joyce also reappointed a few existing members.

- Lisa Larkin, New Member (Recreational Vehicle Representative)
- Scott Short (Independent Dealer Representative)
- Susan Thayer (Office Management Representative)
- Mike Wagner (Tow Company Representative)

The other members of ODAC are Dale Geiger (General Public Rep.), Kelly Martin (At-Large Rep.), Robert Lanphere, Jr. (New Dealer Rep.), Shannon Nill (New Dealer Rep.), Brian Hardy (Auction Rep.), Jeff Helget (Dismantler Rep.), Peter Van Houten (Dismantler Rep.), Gary Sargent (Power Sports Rep.), Bryan Steward (Independent Dealer Rep.), and Isabel Cordova (General Public Rep.).

Amy Joyce introduced Danny Lopez, manager for DMV's Oregon Dealer Services team which became a new unit for DMV effective January 1, 2023. Oregon Dealer Services was created to process Oregon dealer transactions exclusively. Amy Joyce stated DMV has fundamentally changed for the better the way it interacts with dealers and the way DMV processes dealer transactions. DMV listened to dealer suggestions over the past two years and has implemented some ideas, such as a dedicated email account for dealer questions and a new practice of sending missing requirements letters to dealers before the customer is notified, to provide an opportunity for the dealer to resolve the issue first. Amy stressed that DMV wants to continue receiving input from dealers.

Danny stated the new team receives 80 to 150 emails each day. The team's turnaround time for dealer transactions has been around 30 days. Danny mentioned external and internal phone lines to the Oregon Dealer Services unit should be available soon. Processing documents and information received in response to missing requirements letters is a priority and are being worked within 2 weeks following receipt.

Jen Mueller, Operations Manager with Vitu, provided information to ODAC on services they offer. Vitu is DMV's electronic vehicle registration (EVR) vendor serving Oregon dealers. Eligible vehicles include passenger vehicles, motorcycles, mopeds, motor homes, trailers, campers, trucks, and all-terrain vehicles (ATVs). Vitu also offers its Oregon dealer clients motor vehicle records with DAVE reports, NMVTIS lookups, replacement title transactions and fee quotes.

Prior to Vitu becoming DMV's EVR vendor, Oregon dealers maintained their own plate inventory, and issued plates to their customers. Since Vitu is now handling plates for its dealer clients, it takes about 10 days post processing for the plates to be sent to dealer customers. Vitu audits every bundle of dealer transactions they receive, and they notify dealers of any errors in the paperwork. Jen added that Vitu's support is 24/7, 365 days of the year. Vitu has dedicated account executives, and they provide training for their dealer client's new title clerks. DMV encourages dealers to use EVR for their transactions.

Scott Boardman with ODOT's OReGO Road Usage Charge (RUC) Program provided ODAC an update on the program. Scott's role is to continue developing policy for road usage charges as vehicles become more fuel-efficient and electrified while fuel tax revenue decreases for ODOT. A road usage charge bill is being considered for the current session. If the legislation passes, beginning July 1st, 2027, vehicles with model year 2028 and later, with 30 mpg or better, would be subject to mandatory enrollment in the road usage charge program or be subject to an opt-out fee.

OReGO is working to create more awareness of the program among dealers but is also trying to not overburden dealers. OReGO is moving forward with the point-of-sale enrollment process described at previous ODAC meetings and is in the process of hiring a consultant to work with dealerships and create a plan to develop a pilot project to roll out the point-of-sale program. The RUC program has seen an increase in the number of fuel-efficient vehicles enrolled in the current program.

ODAC discussed legislative bills introduced during the 2023 Oregon Legislative session. There are a few that may impact the automobile industry. The Summer 2023 Dealer Details issue will provide summaries of any bills passed that could affect vehicle-related businesses.

The next ODAC meeting will be Thursday, April 27, 2023, via the Internet and in-person. Meeting agendas are posted on DMV's website one week before the meeting. The meetings are open to the public, and I encourage you to attend.

Mike Wagner
ODAC Chair

Oregon Dealer Services Team Update

As of January 1, 2023, DMV's Oregon Dealer Services is fully staffed and processing dealer transactions. The unit consists of approximately 25 employees who focus on transactions generated by Oregon dealers. The unit is responsible for transactions received at Dealer Service Centers located at several field offices (Beaverton, Bend, SE Portland, Medford), transactions mailed to Salem Headquarters, and electronic vehicle registration (EVR) transactions processed by DMV's integrator, Vitu. Oregon Dealer Services only process transactions received from Oregon certified dealers. Transactions from dealers not certified in Oregon will continue to be processed through the DMV Vehicle Transaction Section.

The unit has a dealer-specific email (DMVDealerServices@ODOT.oregon.gov) for dealers to communicate directly with the unit. When using the email, please include the VIN in the subject line, and provide any other specific information like mailing dates and a description of specific documents sent. This will assist staff in locating the documents and providing an update on the status. **Please discontinue using the DMV Specialty Desk email (DMVSpecialtyDesk@ODOT.oregon.gov) for your inquiries, it only delays your message getting to Oregon Dealer Services.**

As of March 1st, Oregon Dealer Services has responded to over 4000 emails covering a wide range of requests. Over 60% of the emails ask for the status of transactions submitted. Some common themes are:

1. Dealers asking for transaction status, and DMV had previously mailed a missing requirement letter for which the dealer had not yet responded.
2. Dealers asking for transaction status and submitted partial responses to missing requirement letters that identified several items needing correction.
3. Dealers asking how to complete a transaction, and Oregon Dealer Services responds to the dealer with helpful information.

Dealer Services' manager, policy analyst, and team leaders conduct periodic meetings with DMV's integrator (provider of electronic vehicle registration, EVR), Vitu, to identify ways to minimize delays in finalizing dealer transactions due to paperwork errors that must be resolved by Oregon Dealer Services. Many of the problems are created by out-of-state titles, where basic information varies from Oregon title requirements. Often these issues are identified when DMV's OLIVR computer system screens against NMVTIS (National Motor Vehicle Title Information System) and finds discrepancies with the title, which causes delays in processing.

Oregon Dealer Services currently processes responses to missing requirement letters within 2 weeks of receipt of the missing items. Previously, the processing time was over 30 days. Improvement in this area allows transactions to be finalized much sooner. We are also updating staff training and internal communications to enhance consistency in processing and avoid unnecessary requests for information and creation of other delays.

Oregon Dealer Services will launch an external phone number by the end of April 2023 for Oregon dealers' use. Please continue to use email as the primary means of contact. Use the phone number for urgent and time-sensitive issues. The phone line will initially be staffed 10am to 3pm without a voice messaging system. Staff priority is to process dealer transactions, so initially the phones will be open to dealers within a set window. DMV will revisit the phone line hours of operations and assess the need for a voice messaging system by mid-year. The team is new and will be fine tuning processes moving forward (continuous improvement). DMV will post more information on its webpage as it becomes available.

Oregon Dealer Services

Observations from Oregon Dealer Services' Emails Received

Oregon Dealer Services' email (DMVDealerServices@odot.oregon.gov) has been well utilized since it became available in mid-December 2022. As of early March 2023, the email address received over 4000 emails and responded to the correspondence, on average, within 24 hours of receipt. Some trends have been noted:

1. Over 60% of the emails received are inquiring to the status of dealer transactions. Many of these transactions were awaiting a response to missing requirement letters. When Dealer Services respond, they provide the letter #/date sent, however the person inquiring(?) is often unaware a letter was sent. Dealers should verify DMV has their most current mailing address on file, so this information reaches the dealer on a timely basis.

2. When dealers respond to missing requirement letters, they tend to miss submitting one of the requested items, leaving the case pending until that final item is received. Dealer Services recommends dealers read the missing requirement letter carefully and send all requirements together in one response. Please email Dealer Services if you have any questions about a missing requirement.
3. Dealers ask for status on plates/stickers only to find out they were already sent to the customer.
4. Dealers email Dealer Services, often asking for guidance on specific transactions. Dealer Services responds to these queries, and provide response and gives references, links, etc. to DMV transaction processing information. The DMV Title and Registration Handbook, found on our DMV website under Business Regulation’s tab. The Handbook can be purchased in hardcopy through a variety of sources including OIADA.

When emailing, to assist the Oregon Dealer Services’ staff with timely responses, please provide the vehicle’s VIN, the date the transaction was submitted to DMV, how it was sent (mail vs. EVR), and if any mail tracking was utilized. DMV’s process of intake, imaging, and processes within OLIVR can delay the transaction being available for review by Oregon Dealer Services. Thus, any information to assist in locating your transactions is greatly appreciated.

Calculating Transaction Fees

A key area of DMV dealer support is maintaining Dealer Bulk Payment Accounts. The purpose of these accounts is to reduce the need for dealers to write individual checks for each customer transaction when the dealer submits more than just a few transactions at one time. DMV will deposit the bulk check into the dealer’s account and distribute the monies to the appropriate transactions as Oregon Dealer Services processes the batch.

Often, due to various reasons, the payments submitted exceed the required fees for the batch transactions, leaving ongoing credit balances in the bulk payment accounts. DMV periodically reviews the accounts, and fiscal policies require DMV to issue a refund to the dealer. DMV policy does not allow moving credits within the bulk account to other customer transactions unrelated to the initial submission.

The most common reason for credit creation is miscalculating fees. See the following examples:

1. Using incorrect MPG criteria. To minimize this from happening, use decoding software to determine the MPG and refer to the Title Fee Chart in Chapter M (Fees) of the DMV Title and Registration Handbook. The current MPG charts for registration and titling, as found in Chapter M(fees):

Registration

Passenger Vehicles	4 Year	2 Year	2-Year Rental	1-Year Rental
Passenger 0-19 MPG	\$252.00	\$126.00	\$128.00	\$ 65.00
Passenger 20-39 MPG	\$272.00	\$136.00	\$138.00	\$ 70.00
Passenger 40 MPG+	\$312.00	\$156.00	\$158.00	\$ 80.00
Passenger Electric NOT Enrolled in OReGO	\$632.00	\$316.00	\$318.00	\$160.00
Passenger Electric Enrolled in OReGO	\$172.00	\$ 86.00	\$ 88.00	\$ 45.00

Titles

Titles	New Fee
Light Vehicle Title – no MPG rating	\$101
0-19 MPG	\$101
20-39 MPG	\$106
40+ MPG regardless of OReGO status	\$116
Electric regardless of OReGO status	\$192

- Using the incorrect county registration fees for Multnomah, Washington, and Clackamas Counties). Solution: Check the customer’s zip code to determine in which county they reside. Chapter M contains a table that shows the county registration fees. [Chapter M: Fees \(oregon.gov\)](#) Even though the amount can be less than \$10, it creates a DMV work task to clear the credit.
- During the initial transaction, the dealer determines title and registration fees for a DEQ eligible vehicle, but the DEQ testing is delayed, and then the dealer requests title only, leaving the registration fees as a credit on that transaction. Paperwork should not be released for DMV processing until the Dealer has confirmed DEQ certification has occurred.
- Miscalculating the fees. Refer to [Chapter M: Fees \(oregon.gov\)](#) , or use the fee calculator available on the Dealer DMV2U portal.

Oregon vehicle dealers are DMV agents and must comply with all applicable laws and administrative rules which includes submitting correct title and registration applications to DMV for processing. By reviewing fee calculations before submitting transactions, DMV can reduce the effort on correcting credits in the bulk account which results in more those resources available to process dealer transactions.

Updates on NMVTIS


It’s important for dealers to know they are selling safe, uncompromised vehicles, and customers want the confidence they are buying a reliable vehicle that won’t surprise them once they leave the dealership.

The **National Motor Vehicle Title Information System (NMVTIS)** data is available to both dealers and customers through more than 20 approved NMVTIS Data Providers. These data provider websites can produce vehicle reports that include vehicle specifications, title and brand history, prior damage reports, Junk, Salvage, and Insurance (JSI) total loss data, past odometer readings, theft alerts, and more. The cost for a vehicle report varies by website but averages about \$10 each. Some providers may offer an account that provides reduced rates or lower rates for multiple VIN searches. Check out the site here: https://vehiclehistory.bja.ojp.gov/nmvtis_vehiclehistory.

A full-length video titled **“Check NMVTIS Before You Buy!”** is also available to help you and your customers use NMVTIS and its Data Provider sites. The video can be accessed at: <https://www.youtube.com/watch?v=kSzdweby41s>.

Oregon DMV has made it easier for dealers and customers to access NMVTIS and its Data Providers. Visit <https://www.OregonDMV.com>, click the Dealers & Businesses header, and then select “**NMVTIS Vehicle History Search**” from the Dealers and Dismantlers box.

Another option to explore a vehicle’s history is using the National Insurance Crime Bureau’s (NICB) **VINCheck Lookup** tool, <https://www.nicb.org/vincheck>. This is a free service for the public to discover if a vehicle may have a record of an insurance theft claim, has not been recovered, or has ever been reported as a salvage vehicle by an insurer. You can use VINCheck for free, up to five times in a 24-hour period from the same IP address. If you need more detailed information, or need more than five reports, you can link to multiple NMVTIS Data Providers from the same page.

 VINCheck® Theft Record

Warning!
VIN: [REDACTED] has been identified as a vehicle listed in the VINCheck® Theft Records.

Please call the NICB at 800.447.6282 ext. 7002, between the hours of 7:00 am and 12:00 pm CST, Monday through Friday, or via e-mail at VINCheck@nicb.org, or contact your local law enforcement agency.

If you have a NMVTIS report for a vehicle and are not sure how the vehicle may be branded as a result of its history, you may direct questions to DMV Vehicle Programs at VehiclePolicy@odot.oregon.gov or call 503-945-5243.

Robert Earhart, DMV Vehicle Policy

DISMANTLER NOTICE HAS CHANGED

The Vehicle Dismantler’s Notice, form 735-270 (270 Form), has been updated and is now available on the DMV website as a PDF fillable form [735-270 \(oregon.gov\)](https://www.oregon.gov). Dismantlers can complete the form and print it or print the blank form and complete it by hand, make a copy to submit with the ownership document to DMV, and maintain a copy of the form in the dismantler’s records. The former three-part form is no longer available from the ODOT Storeroom. Dismantlers with a supply of the three-part form may continue to use the form until their supply runs out. The Vehicle Title & Registration Handbook, Chapter P, will be updated soon with an example of the new form, along with information for completion and submission of the form to DMV. Please contact your DMV Investigator with any questions on the 270 Form.

Updates to Dealer Handbook for January and February 2023

The revised version of the Title and Registration Handbook is available to view, print, or copy at DMV's Web site www.oregondmv.com. These revisions update the November 2022 Handbook and includes revisions for both January and February 2023. The Handbook is normally updated quarterly. The next revision is scheduled for April 2023, if needed.

You may buy a printed copy from one of these organizations:

- Oregon Independent Auto Dealers Association (OIADA), 1-800-447-0302; email: info@OIADA.com; <http://www.oiada.com/>
- Oregon Vehicle Dealers Association (OVDA), 1-877-541-2277; email: ovda@ordealers.com; www.ordealers.com/

Changes in the January 2023 Handbook revision are as follows:

Chapter I, Security Interest Perfection

The TOD date chart has been updated to reflect 2023 dates.

Chapter K, Registration

Medium or Heavy-Duty trucks must now have an approved retrofit on file with DEQ before DMV can issue, renew, or replace registration.

Chapter L, Vehicle Types

This chapter has been reviewed for accuracy. No major changes have been made.

Chapter M, Fees

Clackamas County registration fees for light trailers are \$5 per year

Index

The index has been revised to include references to the revisions made in Chapter K.

Changes in the February 2023 Handbook revision are as follows:

Chapter C, Application for Replacement Title, form 735-515

References to the new Secure Power of Attorney, Form 402A , and Secure Odometer Disclosure/Reassignment, Form 403A, have been added to the chapter.

Chapter H, Odometer Disclosure Requirements

References and examples of the new Secure Power of Attorney, Form 402A, and Secure Odometer Disclosure/Reassignment, Form 403A, have been added to the chapter.

Chapter M, Fees

Plate fees have changed due to our latest contract renewal. The cost is now \$25.50 per a pair of plates and \$12.50 per a single plate.

Oregon Clean Vehicle Rebate Program Temporarily Suspended as of May 1, 2023

Due to overwhelming demand and limited funding, the Oregon Department of Environmental Quality (DEQ) will temporarily suspend the [Oregon Clean Vehicle Rebate Program](#) as of May 1, 2023. Projections show the program will be oversubscribed in late spring 2023. Program rules require DEQ to suspend rebates once funds are depleted.

The program break will continue until funding is replenished, which is expected early next year. Purchases or leases made prior to May 1 can still receive a rebate. However, eligible electric vehicles purchased or leased after April 30, 2023, will not receive state rebates, nor will they be placed on a waiting list for rebates once the program opens again. Those vehicles purchased during the suspension period may still qualify for federal tax credits.

What does the suspension mean for those looking to buy or lease electric vehicles across Oregon right now?

- All eligible vehicles purchased or leased on or before April 30, 2023, are still eligible for the rebate.
- For a vehicle to be eligible, the purchase or lease agreement must be signed by April 30, 2023. Order dates are not considered a purchase or sale date.
- Applicants still have six months from the date of purchase or lease to apply for the rebate.
- DEQ expects to have adequate funding to pay out most, if not all, rebates for vehicles purchased on or before April 30, 2023.
- DEQ will continue to issue rebates for eligible vehicles purchased or leased prior to the suspension date until 2023 funding is exhausted. Any 2023 applications awaiting a rebate will be placed on a waitlist and be first in line once funding is replenished.
- Current rebate funding can be found on the [Rebate Funding Availability page](#), which is updated regularly.

DEQ expects to reopen the program in March 2024, once funding is replenished, and will provide advance notice to dealerships and the public. Eligible vehicles purchased or leased after the reopening date would then be able to apply for the rebate.

If you have any questions about the Oregon Clean Vehicle Rebate Program suspension, please contact cleancars@deq.oregon.gov.

Proper Release of Interest

Don't delay your vehicle transactions due to incorrect signatures on a release of interest. Individual signatures of all joint owners are required to release their interest and printed signatures, "X" as signature, or an owner's "mark" are acceptable. DMV does not require a cursive signature. An individual may use **initials for the first and middle name** when signing but must use their **full last name**. A signature from Mary Jones as "Mrs. Jones" or "Mrs. Robert Jones" is not acceptable. DMV accepts a signature from a person signing with a common "short" form of their name such as "Bill Jones" instead of William Jones or William A. Jones. People with titles, such as, "Jr.," "Sr.," "III," may sign without using their title. Customers applying at a field office will sign a pin pad, and the signature is captured electronically. This is the only time an electronic signature is acceptable on an application. It must meet all other requirements of a signature.

For businesses listed as registered owners, someone must sign for the company. The "signature of owner" line does not have to be signed and countersigned. Listing the company name under "name of owner" and someone signing on the "signature of owner" line is sufficient evidence of countersigning. For example, if

the vehicle is owned by Retail Sales DBA Auto Services, a representative from the primary or parent company, Retail Sales, must sign the application. A signature of "Auto Services by John Doe " is not sufficient because the signature must be from the parent company. If an original signed statement is provided indicating Retail Sales and Auto Services are one and the same, a representative from Auto Services can sign the application. An application is also acceptable if it is signed, but not countersigned.

Stamped, printed, or digitized signatures are acceptable only on certain applications, and only from businesses and government agencies. See Chapter 32-01, Documents Acceptable by Photocopy/Facsimile. The stamped, printed, or digitized signature must resemble a hand-written signature.

More information on releases and appropriate signatures can be found in the Oregon Dealer Handbook, Chapter D, Miscellaneous Title Application Information.

The Oregon Dealer Handbook can be found at Oregon DMV website at www.oregondmv.com under the Business Regulation page.

Sanctions

Dealer	City	Violations Found	Offense	Count	Amount
NOTE: Civil penalty amounts may not reflect settlements or judgments					
Pick N Pull Northwest LLC dba Pick N Pull (1 Year Probation)	Portland	Failure to submit Dismantler's Notice & ownership document within 30 days of the vehicle being dismantled/destroyed	1	10	\$2,500
Dorian Alan Rady dba Provision Motors (3-Year Suspension)	Portland	Failure to allow DMV to conduct an administrative inspection	1	1	\$1,000
		Failure to obtain a corrected vehicle dealer certificate at least 3 days before a business name or location change	1	1	\$500
		Knowingly making a false statement of material fact in any DMV investigation	1	1	\$500
Pacific Recycling Inc. (1 Year Probation)	Eugene	Failure to submit Dismantler's Notice & ownership document within 30 days of the vehicle being dismantled/destroyed	3	10	\$5,000
A-7 Motors LLC	Hermiston	Issuing DMV a dishonored check or other form of non-negotiable payment	1	3	\$3,000
Salem N LLC dba Nissan of Salem	Salem	Failure to obtain a supplemental certificate for new business location	2	1	\$1,000
Bobs Towing & Salvage Inc	Rainier	Failure to maintain proper records for a motor vehicle	1	10	\$2,500

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A Better Car Dealership LLC	Portland	Failure to submit title, fees and all documents to DMV within 90 days	1	4	\$4,000
R & J Mobility Service LLC (3 Year Suspension)	Salem	Failure to submit title, fees and all documents to DMV within 90 days	1	3	\$3,000
		Failure to submit title, fees and all documents to DMV within 30 days	2	2	\$500
		Failure to furnish title and all documents necessary to transfer title within 90 calendar days of date of sale	1	1	\$1,000
		Knowingly making a false statement of material fact in any DMV investigation	1	2	\$1,000
		Failure to satisfy the interest of any security interest holder within 15 days	1	3	\$3,000
		Failure to pay consignor within 10 days of the date of sale	1	2	\$1,000
Christopher & Precious Henson dba Precious Metal Au LLC	Eugene	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000
Derek Jerald Belcher	Rainier	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000
J. J. Kane Associates Inc dba J.J. Kane Auctioneers	Portland	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000
Oreanna Marie Thomas	LaGrande	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000
Alejandro Inostroza-Vill	Portland	Acting as a vehicle dealer without a current dealer certificate	1	9	\$22,500
Gustavo Figueroa-Suastegui	Portland	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000
Yoanni Quintana-Aguila	Portland	Acting as a vehicle dealer without a current dealer certificate	1	9	\$22,500
Kevin Joshua Stevens	Oregon City	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000
Sriprai Saykham	Roseburg	Acting as a vehicle dealer without a current dealer certificate	1	9	\$22,500
William Lee Willis	Roseburg	Acting as a vehicle dealer without a current dealer certificate	1	9	\$22,500
Douglas Charles Teeter dba U Slick Um	Portland	Acting as a vehicle dismantler without a valid, dismantler certificate	1	1	\$2,500
Kelgin Inc dba Shinglehouse Auto Wreckers	Coos Bay	Acting as a vehicle dismantler without a valid, dismantler certificate	1	4	\$10,000

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Oregon Dealer Services Team includes office specialists at the Beaverton, Bend, Hillsboro, Medford and Southeast Portland field offices; and office specialists stationed at DMV HQ.

www.OregonDMV.com



Oregon Department of Transportation