

D-05-19-02

Date: May 7, 2019
Bulletin: All Dealers
From: Business Licensing and Consumer Services
RE: Important Reminders for Dealers

The MDOT MVA would like to remind all dealers about the importance of several key business processes.

1. When taking a vehicle in as a trade, be sure to run an inquiry on the VIN to ensure the title is a clear of any holds that would prevent a duplicate title from being processed.
2. When entering the date of the trade-in in the ERT system, please enter the date of trade and/or the sale date of the new vehicle. Do not enter the date the paperwork is being transmitted in these fields.
3. Finalize all transactions in a timely manner, no later than thirty (30) days. MDOT MVA will continue to contact businesses when there are transactions that are pending past the required time frame.
4. When processing transactions for motorcycles and off-road vehicles (ORV), be sure to select the correct class and body type to ensure that road-worthy motorcycles are not accidentally coded as an ORV.
5. Be sure to keep copies of the customer identification with the transaction paperwork at your business location and send a copy with the MVA transaction paperwork.
6. Do not send copies of credit card, checks, or social security cards with the transaction paperwork.

These important reminders are best practices to ensure that you are compliant the law, regulations, MDOT MVA rules, and will help ensure that there are no issues with your customer's transaction.

If you have any questions or concerns, please contact us at (410) 787-2950 or email at mvablcscsd@mva.maryland.gov.