

National Motor Vehicle Title Information System

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HELPING TEXANS GO. HELPING TEXAS GROW.

Topics

- Overview
- How NMVTIS is Working
- Areas of Improvement
- Increasing Efficiency
- Q&A with TxDMV NMVTIS Team

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NMVTIS Overview

- ❑ Federally mandated
- ❑ Substantially reduces/eliminates brand washing
- ❑ Substantially reduces/eliminates odometer rollbacks
- ❑ Identifies superseded or fraudulent titles
- ❑ Impacts about 2% of all title transactions

NMVTIS is Working

May 12, 2014 to July 20, 2015:

- 7,697,206 county and TxDMV inquiries
 - 130,152 errors

- Discovery of:
 - 12,634 odometer reading discrepancies
 - 20,031 brand discrepancies
 - 2,913 superseded titles
 - 9 fraudulent titles

NMVTIS is Working – Brand Errors

- 314 junked (nonrepairable) vehicles

- 5,790 recaptured brands (not on surrendered ownership)
 - Previously washed or omitted in error

- The rest (~ 14,000) were primarily data entry errors
 - Review the title/ownership document
 - ~**10%** of total NMVTIS errors could be avoided if closer attention was paid to existing brands on surrendered titles

Areas of Improvement and Increasing Efficiency



RTBs and NMVTIS Guide

- Most Important RTBs:
 - #007-14 – NMVTIS Error Processing
 - #010-14 – NMVTIS Notification of Brands
 - #014-14 – Updates/Certain Out-of-State Brands

- NMVTIS Guide
 - Contains the latest guidance available for handling NMVTIS errors

Fixing Errors

- ❑ Any transaction with a NMVTIS error requires review
- ❑ Fix all transactions if possible
- ❑ Any transactions you cannot fix, send to TxDMV directly. Do NOT send to OpenText unresolved.
- ❑ All fixed transactions (with no new errors) go with daily work and can be sent to film **EXCEPT**...

Sending Transactions Incorrectly

- ❑ **EXCEPT**... All transactions with 910 errors must be sent to the TxDMV once brand is applied.
- ❑ Never send transactions with 910 errors to OpenText.
- ❑ Continue sending any other special handling to the TxDMV as well.
- ❑ Transactions going to OpenText with unresolved errors.
 - Large volume are not fixed when found in imaging
 - Many are not in imaging and assumed still with the TAC
 - TxDMV works nearly 5,500 transactions with NMVTIS errors that have not been issued titles each month

910 Error for “SALVAGE” Brand

- ❑ NMVTIS Brands 02, 11, 16, 31, 32, and 50
- ❑ Obtain VTR-61.
- ❑ Collect \$65 Rebuilt Fee.
- ❑ Apply REBUILT SALVAGE.
- ❑ Send directly to TxDMV as NMVTIS special handling after the above three items are completed.
- ❑ Do not just apply the Rebuilt Salvage brand when NMVTIS indicates it is Salvage. You must obtain the form and collect the fee.
- ❑ **Remember: All 910 (Brand) errors must be sent to TxDMV even after you fix the transaction.**

910 Error for “JUNK” Brand

- ❑ NMVTIS Brands 07, 08, 53, 90, and 91
- ❑ Send transaction to TxDMV. No need to contact or send the customer a letter
- ❑ TxDMV verifies the brand with reporting state and ensures the vehicle has not been rebuilt in a state where it is legal to do so (yes, those states exist).
- ❑ If the vehicle is junked and not legally rebuilt, TxDMV will contact customer, return paperwork, and provide refunds.
- ❑ Remember: no need to contact the customer when getting a 910 error indicating JUNK. Just send to TxDMV.

910 Error for “RECONSTRUCTED”

- NMVTIS Brand 10

- In some states, when a vehicle has been repaired after a “salvage” event, it is branded “RECONSTRUCTED”
 - Alaska, **Louisiana**, Massachusetts, Oregon, Pennsylvania, Idaho, North Carolina, Wyoming

- When you see “RECONSTRUCTED” for those states:
 - 1) Apply the REBUILT SALVAGE brand
 - 2) Do not apply the RECONSTRUCTED brand

- Programming has been requested

535 Error for Odometers

- Need statement of fact (SOF) from buyer and seller where the odometer was reported incorrectly
 - May have to check film to determine.

- If appropriate buyer and seller cannot provide SOF, brand title as “NOT ACTUAL MILEAGE”
 - Inform the customer

- If error occurred on an out-of-state document, film or a SOF from that state entity is required

Dealer Transactions

- ❑ TxDMV suggests you notify the dealer as well.
- ❑ Customers tend to contact dealer when contacted by county.

Carfax

- ❑ No need to check Carfax
- ❑ If NMVTIS indicates a brand, it is required regardless of what Carfax indicates.
 - ❑ TxDMV will send the customer a letter and work with the customer if there is a dispute.
- ❑ Carfax is not acceptable to dispute odometer errors either.

Contacting Other Jurisdictions

- ❑ No need to contact other jurisdictions
- ❑ Doing so causes duplicate work, as the TxDMV must contact other jurisdiction(s) anyway if necessary.
- ❑ Doing so delays the customer's transactions.
- ❑ Most situations can be handled by the TxDMV without having to contact other jurisdictions.

Process Corrections Timely

- ❑ Process corrections timely = reduced inquiries
- ❑ Automatic title issuance = customers expect title within a couple weeks
- ❑ Transactions sent to OpenText or the TxDMV (as applicable) within 14 calendar days of initial processing
- ❑ TxDMV actively monitors thousands of transactions monthly
 - Unresolved NMVTIS errors
 - Multiple months old

Questions and Feedback

