

TAC TOP TEN

THE MOST COMMON QUESTIONS RECEIVED BY TxDMV
REGIONAL SERVICE CENTERS FROM TAX ASSESSOR-COLLECTORS

9 How do we clear a title rejection due to an NMVTIS error that was already processed under the Title Rejection Correction event?

As with any other transaction that is processed through the Correct Title Rejection event, a new Doc No is assigned. As such, the corrected transaction is placed with the other transactions processed on the same day as the correction and NOT back in with the transactions from the original day of processing. Once the transaction is corrected, it is essentially a new transaction. It will go through the inquiry process (again) with all the other transactions processed on the same day as the correction. This is to ensure that the correction was in fact processed, and that no further errors are present or that no new errors have arisen.

Reference: NMVTIS Guide, Chapter 3

10 Does the customer need an inspection for their token trailer?

Token trailers are statutorily exempt from inspection verification at time of registration. However, token trailers are not exempt from payment of the inspection fee if a record is found in the state inspection database.

Token trailer renewal notices will show an inspection fee if a record was found when the renewal was created. TxDMV systems will charge the fee if a record is found in the inspection database at time of initial registration issuance or renewal. If an inspection record cannot be found at time of registration, TxDMV systems will not require manual verification of inspection. The customer will not be required to provide a VIR.

Token trailers with a gross vehicle weight more than 26,000 lbs. that are domiciled out of state will be required to pay the state's portion of the commercial inspection fee even if the vehicle has not passed a Texas inspection.

Reference: Registration Manual, Page 22-5

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1 How do we resolve NMVTIS errors and what do certain codes mean?

NMVTIS errors are conflicts of vehicle and title information between the Texas record and the NMVTIS title history. The most common NMVTIS errors are a result of data entry errors and omitted brands.

When an error is encountered, review the documentation and confirm the information is correctly entered in RTS.

- a) If the error can be corrected, do so using the RTS "Correct Title Rejection" event.
- b) If the error cannot be corrected, submit the transaction to TxDMV using a NMVTIS Specially Marked Envelope.

Note: When sending a transaction via the NMVTIS Specially Marked Envelope, please attach a note to the transaction that includes the error number and/or a brief explanation of the circumstances to better assist the TxDMV NMVTIS Help Desk in researching and resolving the errors. Include your contact information if appropriate to the circumstances. All brand errors must be submitted directly to TxDMV even after correction.

Reference: The NMVTIS Guide, located on the TAC Hub under Manuals and Guides, provides detailed descriptions of the error codes and provides guidance on how to resolve the error.

2 Lien left off by lienholder?

If the lien was not recorded on the 130U at the time of transfer, the lienholder should try to obtain the title from the owner, and apply for a corrected title. If the lienholder is unable to obtain the title, they must pursue a court order directing the department to apply the lien.

If the lien was recorded on the 130U at the time of transfer but omitted from RTS, send an email to your Regional Service Center (RSC) requesting the title to be revoked and attach all associated paperwork. Title Services will reissue the title after resolution.

Reference: Located in the Title Manual under 2.4 Rejection Request After Title Issuance, pp. 2-5 in the Texas Title Manual.

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3 We submitted the transaction to NMVTIS but there is still a NMVTIS hold, what do we do?

Transactions with NMVTIS errors sent directly to the department are triaged within five days of receiving the transaction. The type of error dictates the length of time required to resolve the error, if the error can be resolved.

For example, a transaction with a make error that was entered correctly by the county, but NMVTIS had a different make, will be resolved the same day the transaction is triaged. Transactions with an error that results from a superseded title may require coordination with other jurisdictions. Transactions with a brand error resulting from the brand not being on the title necessitate a letter being sent to the customer and a mandatory ten-day hold. Transactions with NMVTIS errors that cannot be resolved by the county, but were sent directly to the imaging vendor may take 30 days to resolve the error.

A report is generated with these transactions, and the department must wait for the transaction to be imaged and available for review prior to attempting to resolve the error. Past 30 days, contact your Regional Service Center for assistance.

Reference: NMVTIS Guide, Chapters 3.6, 5.2, 9.3 and 9.4.

4 How do we reinstate a record that NMVTIS shows to be superseded?

Errors that cannot be addressed with a correction by the county TAC (Correct Title Rejection event) will require the title application to be placed in the NMVTIS Specially Marked Envelope for the TxDMV NMVTIS Help Desk to review. Example: NMVTIS indicates Oklahoma issued the most recent title, but the county TAC has accepted an Arkansas title. This is an error that the county TAC cannot resolve as it requires TxDMV research and coordination with Arkansas and Oklahoma. If the superseded title cannot be resolved, the applicant must pursue a bonded title.

Reference: NMVTIS Guide, Chapter 2

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5 How to transfer ownership on a non-titled trailer?

If a trailer or semitrailer is not issued a certificate of title (non-titled trailer), these trailers may be sold on a bill of sale.

Reference: RTB 008-17, Title Manual 10.3 Bill of Sale

6 Can we process a mechanics lien with no certified mail returned?

No. A mechanic/garage must notify the owner(s) and any lienholder(s) of record by Certified Mail, Return Receipt, not later than 30 days after the charges accrue.

Reference: Title Manual, Chapter 23.1, pp. 23-3

7 What can be accepted as proof that letters were mailed to owner and lienholder when processing a storage lien?

For a licensed storage facility, the facility must submit proof of mailing by certified mail or electronic certified mail; however, a return receipt (green card) or electronic return receipt is not required. For a storage facility, notice must be sent to the owner(s) and any lienholder(s) by Certified Mail, Return Receipt, or proof of Newspaper Publication, and the Certified Mail, Return Receipt, must be submitted to the tax office.

Reference: RTB 003-17, Title Manual, Chapters 23.3, 23.4, and 23.8

8 What is needed for a homemade trailer title?

To title a homemade trailer, the applicant must provide a completed form VTR-141, a bill of sale (if recently purchased), form VTR-68-A (if no Texas Record exists), a VTR-68-N (if vehicle identification number is needed), and a weight certificate (if not previously registered in Texas).

Reference: RTB 008-17