

Subject: Vehicle Central Programs (VCP) Motor Vehicle Newsletter for September



MOTOR VEHICLE NEWSLETTER Iowa DOT Central Programs Bureau September 2024

General Items

Turnaround Time for Odometer Corrections

A few questions have come up on odometer.corrections@iowadot.us turnaround time. Each correction can be different therefore there is not a set turnaround time or expectation since contingencies depend on if fraud is present or if customers are being responsive and providing the required documentation. Based on recent practice, we ask that counties wait for at least 2 business days to re-inquire about an odometer correction request.

Documentation of SSN

We are asking counties to not routinely ask for SSN documentation for new ARTS customers when the T&R deal is submitted by a dealer. We have some concerns about customers sharing this with a dealer and with dealers potentially not securely handling any copies. We also think that in most cases there is less risk when the T&R deal is submitted by a dealer because the dealer typically has additional stake in making sure the customer is properly vetted.

We do still support you or any county requesting SSN for new ARTS customers directly submitting T&R applications and for any situation where there is a specific indication of fraud, even on a dealer submitted T&R application. Indications of fraud could be

duplicate SSN, numbers falling outside the usual SSN pattern, or inconsistent numbers across multiple documents (among other possible concerns).

Inventory & Plates

Customer Moving Counties

If a resident of your county moves to another county and has a plate pending (replacement, personalized, etc.) in your inventory, do not damage out the plate. Reach out to DOT to have the plate moved in inventory. That way when you get the customer's plate, it will be available to you in ARTS and you won't need to have a fake plate ordered.

The customer is not required to have the county changed on their plate. If they want to update this, they will need to order a replacement plate, pay \$5, and have their address updated in ARTS.

Plate Pick-ups

IPI is only using their online portal to take orders for picking up plates.

<https://www.iaprisoinind.com/request-for-scrap-license-plate-pickup.aspx>

Plate Orders in ARTS

The minimum order for a plate type is being set at 10. Anything under this number affects the production process at IPI and creates waste.

Fire Fighter (FF) Plate App Reminder

We have seen an uptick in Fire Fighter plate applications coming in both spouses names on the application, like they are both applying for the FF plates. Please remember that only the person who is a fire fighter qualifies for the plates therefore only that person's name should be on the application. If both spouses are fire fighter's then they would both need to apply separately, separate applications.

Defective Plate

Defective plate means manufacturer's defects, i.e. peeling, bubbling, abnormal wear. Plates have a five-year warranty. If less than five years old, do not charge the customer, and email a picture of the defective plates to Rhonda Fowler Rhonda.Fowler@iowadot.us. If older than five years, the replacement fee of \$5 should be applied.

Reminders

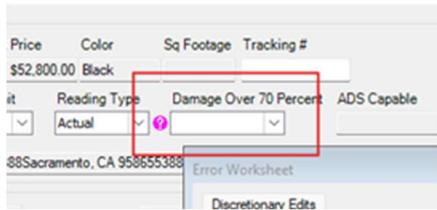
Proof of Prorate Reminder

Please keep in mind that the (515)237-3258 number is Mary Guillaume's direct office line and should be treated as an internal line only. This number provides proof of prorate for county's and should never be given out to customers. Mary has been getting a lot of external calls on her direct line which slows down her response time to

counties. The number customers should be calling (515)237-3268 with IFTA/IRP questions.

T&R Application Entry

There has been an increase of transactions that enter the DE queue where the county has not yet entered “yes” or “no” in the *Damage Over 70 Percent* field in ARTS. As a reminder, this field is provided to enter what the seller certified on the damage disclosure. This field is not to be completed based on the damage information received from MVD as a result of the JSI Enhanced Review (DE queue).



For questions, please contact county.vehicle@iowadot.us.

Thank you!

Iowa Department of Transportation