From:	Sharr, Traci
To:	Catrenich, Jarid; Johnson, Julie; Maahs, Jason
Cc:	Bremer-Jaacks, Lorrain; Demuth, Mary; Nichols, Bethany; Eckstein, Erika; Scott, Caitlin; Henry, Eric; Dahm, Ryan; Sharr, Donald; Pinegar, Angela; Leeman, Christopher; Said, Denise; Kruse, Kevin; Fowler, Rhonda; Stupp, Tiffany; Smith, Megan; Duncan, Chris; Freeman, Deborah
Subject:	September 2025 Newsletter
Date:	Monday, September 29, 2025 1:44:08 PM
Attachments:	image008.png image013.png image003.png image006.png image005.png For Surety Bond holders.pdf Email notice for vehicle that don"t need a Bonded Title.pdf image001.png image007.png image010.png

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Afternoon.

Please find this month's newsletter below.

Have a GREAT Week.

Thanks,

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Bonded Titles

Counties have asked what communications customers receive from MVD

when applying for a bonded title. Recently, MVD improved this communication for clarity, based on county and customer feedback. Please see attached for examples of the standardized messages.

Clarification on SI Cancellations

DOT Form 411168 *Cancellation of Security Interest* may be used by a secured party to cancel a security interest (SI) noted on an Iowa certificate of title. Or the secured party may submit a notarized written statement on the secured party's letterhead, including the same information as required by DOT Form 411168. Both options for cancellation of a SI must be notarized.

Recent legislation and changes to administrative rule were implemented to allow for copies of these cancellation forms to be accepted. For SI cancellations submitted through ERT, electronic copies will be transmitted, and the original documents should be retained by the ERT End User for a period of six months. When a secured party submits the cancellation form or letter to a county without the accompanying title, the form or letter may be the original, **facsimile (fax), or a photocopy. This includes emailed electronic copies/attachments.**

Driver's License Stops

If a customer encounters questions or has a hold on their record due to a driver's license problem, such as an SR22 or suspension, they should reach out to the DOT at 515-244-9124 or 515-244-8725 to address the matter. Those are numbers for your customers to use. There has been an increase in complaints about the incorrect phone number provided to customers for resolving these issues. Only county staff are to contact the ACE Team as noted on the "Who Do I Call" reference. https://ia.iowadot.gov/mvd/ctmanual

Any County Acceptance

Counties are encouraged to ensure they have sufficient information to confirm the sender's intended county before processing an application. If a County receives an unclear application, the sender must be notified that the form is incomplete and must either check the "Any County" box and list the county or forward the application to the Managing County. Additionally, if a customer designates a dealer or lessor as Power of Attorney and provides a valid POA, the agent may select the county on the application, provided the transaction qualifies for Any County Titling and the POA grants that authority.

FEIN Same as SSN in ARTS

These are not duplicate records; each is tied to a different identifier: either SSN or FEIN. Since both are 9-digit numbers without dashes, if no identification type is selected during a search in ARTS, the system will return all records matching the number entered. To narrow results, users must specify either SSN or FEIN. If left blank, all matching records will appear, and it is the responsibility of the county clerk to ensure the correct customer record is selected based on the title application. This is expected system behavior and not a cause for concern.

New York Lien Releases

The lienholder is required to print the letter using the official letterhead of the loan company, and it must be signed by an authorized officer. The letter should specify the vehicle and confirm that the lien has been satisfied. Notarization is not necessary. Copies are also permissible. If the lienholder is an individual rather than a loan company, the letter must be notarized.

According to the county manual page 12.5: Some states do not mandate that lien release requests be notarized. When a customer seeks title and registration in Iowa and presents an assigned out-of-state title with an unreleased lien, the county may accept a lien release from the lienholder that does not require notarization and may subsequently issue an Iowa title without a lien.

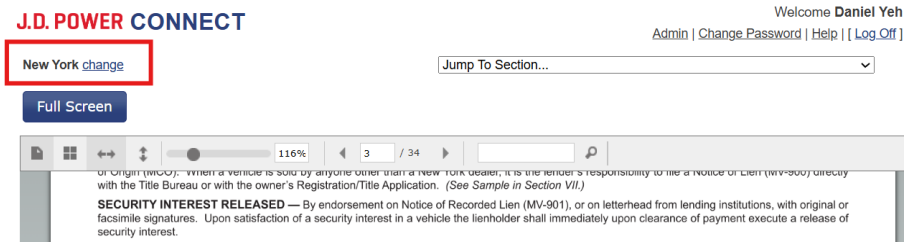


Plate Supply/Inventory Updates

Toner Cartridges:

Lexmark has introduced a new option for recycling toner cartridges. You can drop them off at Staples. Alternatively, cartridges can still be recycled through the mail if that is your preference.

Printers/Red Decals:

There has been progress in enhancing the print quality of the registration decals after the printer was serviced by Marco. If you encounter any issues with print quality, whether for the decals or the registration slips, please reach out to Marco for printer servicing. There is no need to go through DOT to arrange a service call.

Delivery of License Plates:

IPI sends out smaller orders using UPS. If you receive an order and notice that a box is missing, it may have been separated during shipping. The missing plates

typically arrive the following day (or two). If the plates do not arrive, please contact Rhonda. Additionally, if you receive a plate(s) intended for a different county, inform Rhonda, so, we can adjust our inventory if necessary and provide you with a mailing label to send the plate to the correct county.

Department of Public Safety (Motor Vehicle Enforcement = CMVU)

Motor Vehicle Enforcement was merged with Department of Public safety back on July 1st, 2023, and continues the same operations under the name Commercial Motor Vehicle Unit (CMVU). If a customer has questions that would fall under their duties, like weigh scale hours/locations, tonnage ("what I can and can't tow legally), etc. please have them email CMVU at cmvuinfo@dps.state.ia.us

Topics from other states

Montana

Montana will no longer require notarization on Montana titles, starting 10/01/2025.

Personalized Plate Refunds

When a personalized plate is ordered, and the customer changes their mind about the message, they must pay the full fee to replace it. The customer will need to reorder the plate online with the correct text/message the customer wants. Admin Rule 761.401.10 states, "No refund of fees for special or personalized registration plates shall be allowed unless the plates were issued in error or in conflict with the statutes or rules governing their issuance." The county manual will be corrected to reflect this process.

EXAMPLE: Customer requests a different message and/or style upon pick up or after picking up at the county treasurer's office. The replacement fee will be full price. The reason for this is we cannot replace specialty plate designs or personalized text without an online order. The online system does not allow for a discounted rate to be applied to the order.

Thank you!

Reminder: Past newsletters can be located on the county vehicle resource site.

We want to hear from you! Please click here to share feedback regarding your experience with this newsletter.

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