From: Sharr, Traci
Sent: Tuesday, June 30, 2026 10:03 AM
To: Nichols, Bethany; Winston, Brandon; Scott, Caitlin; Camel, Erika; Henry, Eric; Leib, Debbie; Clark, Deborah; Kruse, Kevin; Catrenich, Jarid; Eastridge, Gracie; Smith, Megan; Harris, Bonnie; Klaas, Mellisa; Said, Denise; Maahs, Jason; Ridout, Ryan; Sharr, Donald; Dahm, Ryan; Leeman, Christopher; Heddendorf, Ellen; Pinegar, Angela; Bremer-Jaacks, Lorrain; Demuth, Mary; Cunningham, Charles; Fowler, Rhonda; Jansen, Alexander
Subject: June 2026 Newsletter



New phone system for DOT, Amazon Web Services

The DOT will be rolling out our new phone system statewide on July 14. As a customer, you likely won't notice many changes when calling our office. However, this system gives us valuable new tools, including AI-assisted suggestions, call-back options, and analytics that will help us better serve you over the phone. Looking ahead, this upgrade positions us for integration with MVD360. Once the two systems connect, we'll be able to offer even more self-service options by phone. Please note that phone numbers for all MVD teams & employees will remain the same.

Clarification on Affidavit of Correction Reviews

The department cannot accept an out-of-state or foreign title if anything on it has been erased, crossed out, or altered. It is important to note that counties may only accept a corrected foreign title when the issuing jurisdiction provides its own affidavit of correction that exactly matches the correction made.

Some states do not have an official form, so counties should check online or in title books. If a state has no official form and the correction does not involve the odometer, counties may approve the transaction or send it for review. *It is important that you verify information online or in the title books more consistently, as we are receiving a high volume of requests to review all AOCs. This significantly slows down our response times on all other emails*.

Counties must send documents to the DOT when the correction or statement of intent involves the *odometer, or a designation* will be determined by the department

on an individual basis. Minor clerical corrections may be handled by the county without DOT review if the affidavit is valid and from the same jurisdiction.

Short VIN

If the VIN is shorter than 17 characters and the vehicle is 1980 or older, the owner must obtain VIN verification from any law enforcement agency. The verification must be provided on agency letterhead confirming that the VIN on the vehicle matches the VIN listed on the title. The verification and the title or MCO must then be scanned and emailed to the Motor Vehicle Division at county.vehicle@ioadot.us which will add the vehicle or correct the VIN as needed.

County Visits

The county liaisons would love to visit your county treasurer's vehicle staff. These visits are a great chance to meet face-to-face, give you our full attention, answer your questions and gain a better understanding of your day-to-day operations. Please reach out to us at county.vehicle@iowadot.us to inquire about a visit to your location.

"Traci and Bethany's visit was extremely helpful. Meeting in person made it easier to talk through processes, ask questions, and gain a clearer understanding of DOT resources. Their knowledge, responsiveness, and willingness to listen made the conversation productive and the team truly valued their time".
- Deann Tomlinson, Marshall County Treasurer

"The county visits are highly beneficial. The team appreciated finally connecting faces to the names they often see in emails. The timing worked out perfectly as the county liaisons were able to assist with a long-standing customer issue & direct the customer to the correct department. After months of delays, they were able to help get it resolved within days.
- Melinda Schoettmer, Benton County Treasurer

Imported Vehicles

As of January 2025, individuals cannot go to the Airport US Customs and Border Protection to import their vehicles. If an individual has brought a vehicle into the United States from another country, the vehicle will need to go through a Port of Entry at the border of the United States or use a US Customs Broker for an importer.

MVD Accounting Change

Sarah Doser-Sansgaard is no longer with the DOT. For any questions regarding month-end balancing that you would have previously directed to Sarah, please contact Roxanne Sherrard at roxanne.sherrard@iowadot.us or 515-233-7853.

Thank you!

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

Iowa Department of Transportation
county.vehicle@iowadot.us