

E-TRANSACTIONS ARE FREE

The Motor Vehicle Dealer Board (MVDB) and the Department of Motor Vehicles (DMV) have partnered to provide **FREE** on-line license renewal services.

This service, which goes into operation on May, 1, 2004, provides motor vehicle dealers licensed by the MVDB the opportunity to renew their dealer certificate, salespersons licenses, and license plates via the web for **FREE** and in **REAL-TIME** without having to visit our office, mail-in renewal applications, or **pay costly annual-service subscription fees.**

Your renewal information goes directly into your DMV record upon your paid (on-line) licensing renewal fee submission. The DMV on-line renewal system accepts Visa, MasterCard, and Discover. Your renewal items will be mailed to you within 7 business days of the date of your on-line renewal transaction.

Simply **complete and sign** an Extranet Transaction Access Application, and return to DMV. Within a matter of days, DMV will send you a memorandum of understanding (MOU) for signature. After DMV has received your signed MOU, you will be sent a user manual and a security device "fob" (**free of charge**) to immediately begin accessing your records over the DMV Extranet site.

So don't wait! Click [here](#) to access an application or contact the Dealer Board Office toll free at (877) 270-0203 ex: 3004 and we'll send you a E-transaction package.

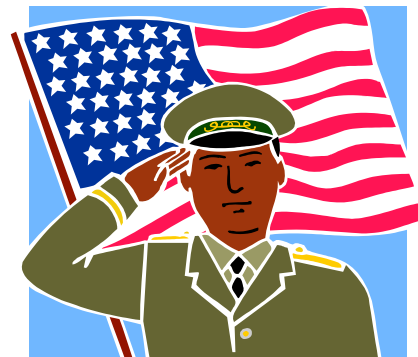
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HOLIDAY HOURS

In observance of the upcoming holidays, all state agencies, including the Dealer Board, will be closed on the following date:

Monday
May 31, 2004



MEMORIAL DAY!

BOARD ACTIONS

Dealer Practices (Business Hours): A Tidewater area dealer was assessed a \$250 civil penalty for not maintaining its posted business hours. The dealer appealed this decision by requesting an informal fact-finding conference. After hearing the evidence, the hearing officer recommended that the dealer be assessed a \$250 civil penalty. The Board agreed with that recommendation.

Dealer Practices (Business Hours): Another Tidewater area dealer was assessed a \$250 civil penalty for repeated violations of the requirement to be open during posted business hours. The dealer paid the civil penalty. Problems continued including the abuse by this dealer of the option to fax a notice to the Board that the dealership would be closed for good cause. The Board notified the dealer that he was abusing the "notification to close process" and that further abuse could result in a civil penalty or license suspension. As the practice continued, an informal conference was scheduled and convened.

Based on the hearing officer's recommendation, the Board assessed a \$500 civil penalty.

Dealer Practices (Illegal use of dealer tags and record keeping): This case was developed based on a complaint received by the Motor Vehicle Dealer Board that the dealer was "renting" temporary tags. After investigating the complaint and conducting an inspection, it appeared that the dealership had numerous record keeping requirement violations and had been either renting temporary tags or allowing someone to use them in an unauthorized way. Based on these allegations, an informal fact-finding conference was convened.

Based on the recommendations of a hearing officer, the Board assessed civil penalties totaling \$3,800 on this Alexandria dealer. The Board also voted to suspend the dealer's license for 90 days if the dealer is not able to account for all license plates issued to the dealer to the satisfaction of the Board's executive director within 30 days of the date of the written notice of the Board's determination.

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DEALER TALK

A Bi-monthly newsletter of The Virginia Motor Vehicle Dealer Board
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NOTE: We make every effort to ensure information in *Dealer Talk* is accurate, but it is not a substitute for legal advice.

Calendar of Events

**All Meetings held at DMV Headquarters
2300 W. Broad Street, Room 702
Richmond, VA**

Monday, May 10, 2004

Time: 8:30 a.m.

Dealer Practices Committee Meeting

Monday, May 10, 2004

Time: Immediately following Dealer Practices Licensing Committee Meeting

Monday, May 10, 2004

Time: 9:30 a.m.

Advertising Committee Meeting

Monday, May 10, 2004

Time: Immediately following Advertising Transaction Recovery Fund Committee Meeting

Monday, May 10, 2004

Time: 10:00 a.m.

Full Board Meeting

NOTE: Meetings may begin later, but not earlier than scheduled. Meeting end times are approximate.

BOARD ACTIONS

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Dealer Practices (Criminal conviction related to the sale of a motor vehicle) A Fredericksburg area dealer was convicted of two misdemeanors related to the business of selling motor vehicles. An informal conference was convened and the hearing officer recommended that the dealer's license be revoked. The Board's executive director agreed with the hearing officer's recommendation and issued a revocation. The dealer appealed the decision and requested a formal hearing.

After considering the evidence and the hearing officer's report of the formal hearing, the Board voted to assess a \$2,000 civil penalty.

Motor Vehicle Transaction Recovery Fund: At the March Board meeting, the Transaction Recovery Fund Committee and the Board considered one new claim filed against Capital Auto Brokers in Richmond. In this case, the dealer failed to pay off the loan on the recreational vehicle the consumer had traded-in on the purchase of a new recreational vehicle. The purchaser obtained a judgment against the dealer in the amount of \$68,519. This amount included \$21,173 in actual damages and \$5,000 in attorney fees. The Board approved payment of \$20,000, the maximum allowed by law.

UTILITY TRAILER TO EXPAND IN SMYTH COUNTY

Recently, Governor Mark R. Warner announced that Utility Trailer Manufacturing Company, a leading manufacturer of trailers for the commercial trucking industry, will expand its existing operations in Smyth County creating 100 new jobs. Through an \$11.5-million investment, the company will modernize and increase its production of refrigerated trailers, also known as "reefer" trailers. Virginia successfully competed with other states for the project.

Located in the Mountain Empire Industrial Park, Utility Trailer's Smyth County facility has been in operation since 1989 and currently employs more than 700 Virginians. In 1999, Utility Trailer also constructed a dry van trailer manufacturing facility in Washington County, Virginia, which currently employs more than 250 people.

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UTILITY TRAILER TO EXPAND IN SMYTH COUNTY

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Utility Trailer Manufacturing Company designs, engineers, builds and services a complete line of trailers, including flatbeds, refrigerated trailers, dry freight vans, and curtain-sided trailers.

"Utility Trailer has been a major employer and wonderful corporate citizen since they came to Smyth County in 1988," said Marvin R. Perry, Chairman of the Smyth County Board of Supervisors. "We are excited about their expansion plans and look forward to their continued success."

Purchase of 30-Day Temporary and Temporary Transport Plates

Due to recent problems with the fraudulent application for and use of 30-day temporary and temporary transport plates, the Department of Motor Vehicles (DMV) will implement a revised process for purchasing these plates and a revised Dealer Application for Temporary Registration/Transport Plates (DSD - 4). You should have received a copy of the revised form in the mail. You are authorized to make photocopies of the form. It is also available on DMV's web site (www.dmvnow.com), and on the web site of the Motor Vehicle Dealer Board (MVDB) (www.mvdb.vipnet.org). [Click on the "Dealer/Salesperson Info" button, then click on the "Forms" button or if you are viewing this newsletter on-line, simply click on this hotlink: <http://www.mvdb.vipnet.org/DSD4%20%20R%20%2002-26-04.pdf>.]

The new measures are designed to help prevent unauthorized persons from purchasing plates by using your dealership information. The significant differences are:

- DMV/MVDB will no longer accept cash, a non-dealer check, or a non-dealer credit card for payment. Payment must be made with a dealership imprinted check or a credit card in the dealership's name.
- The individual authorized by the dealership to pick up these plates will be required to show a valid driver's license. Our teller will note on the application the individual's driver's license number and the state that issued it.
- Effective April 8, 2004, only the revised application form and types of payment noted above will be accepted.

We appreciate your cooperation in this matter. Should you have any questions, do not hesitate to contact Ms. JeAnne Marshall, at (804) 367-1833 or by e-mail at dmvj1m@dmv.state.va.us.