




COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

TO: Car, Truck, Motorcycle, Recreational Vehicle, and Trailer Dealers

FROM: William Childress  WC
6/6/16

SUBJECT: Self-Inspection Checklist for Dealers effective July 1, 2016

In response to the Board and dealer community's request for a tool to assist dealers in being compliant with Virginia law, the MVDB staff is introducing a self-inspection checklist to assist dealers with keeping their business operations in good standing. Effective July 1, 2016, the self-inspection checklist will be included in your dealer license renewal package. The checklist will also be available to you on our website for reference and training purposes.

The 15-point checklist focuses on many of the day-to-day activities the dealer-operator, salespersons, and office staff conduct with auto-buying customers, MVDB and DMV.

The dealer-operator, the person responsible for the day-to-day business operations, must review and initial each checklist item, sign and return with all completed renewal forms and fees to MVDB. Should you discover improvements are needed in your current process – don't wait – take the necessary corrective steps immediately so that your dealership will be in compliance.

MVDB's primary goal is to educate dealers and salespersons to help keep your dealership in compliance with Virginia motor vehicle dealer laws and regulations. This checklist is one of many tools available to you to help your business be successful in your community while providing outstanding customer service.

Remember, the board staff is here to help you. The quickest and easiest way for the MVDB to respond to your questions is by email at dboard@mvdb.virginia.gov. Please provide your dealer certificate number in the email for routing purposes and we will ensure you a prompt response.

WC/pc