

APRIL 2015

Volume 18, Issue 103

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MOTOR VEHICLE DEALER BOARD



New Legislation July 1, 2015

Beginning July 1, 2015, new legislation will move regulation and licensing of the "T & M" (RV's, travel trailers, motor homes,) trailer, and motorcycle dealers from DMV to MVDB. Additionally, the name "T&M" will be changed to "recreational vehicles" or "RVs" for ease of understanding. This legislation was initiated by the MVDB, and Delegate McQuinn was the patron who proposed the legislation to the General Assembly. Of note is that this legislation passed

both the House of Delegates and the Senate without one single negative vote. As further background on why MVDB proposed this legislation; prior to the creation of the Motor Vehicle Dealer Board in 1995, all motor vehicle dealers were under the purview of DMV and all dealers followed the same laws. The 1995 legislation shifted the regulation and oversight of only car and truck dealers, who make-up the majority of dealers, from DMV to the Dealer Board, but left the

motorcycle, trailer, and RV dealers with DMV. This new legislation, as of July 1, 2015, will shift the regulation of all three dealer types that were left at DMV in 1995 (trailer, motorcycle and recreational vehicle dealers) to MVDB; thus again blending all four dealer types under one "umbrella" at MVDB. Because vehicle dealers share substantially similar statutory requirements, consolidating these statutes under the authority of one Board creates uniformity and continuity

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Rebate Advertising Policy

At the January meeting, the Board directed Board Staff to facilitate an open meeting to come up with a new procedure to educate and enforce Advertising laws as they pertain to "Rebate" advertising. The meeting was held on January 30, 2015, and was attended by Board members, Dealers, and Dealer

Associations, to produce new education and enforcement guidelines. In early February, per the results of the January 30, 2015 meeting; Board staff began sending an educational **email** to dealers who may not be in compliance with the "rebate" advertising guidelines. The dealer has 10 days to

reply to the education email. Subsequent "violations" will result in civil penalties being assessed by the Board. The following are a listing of the related laws applicable to rebate advertising enforcement, and are listed as follows:

§ 46.2-1581.4. Terms, conditions, and disclaim-

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Upcoming EVENTS

BOARD MEETINGS

All Meetings are held at DMV Headquarters

2300 W. Broad Street, Room 702 Richmond, VA

Monday, May 11, 2015

Time: 9:00 a.m.

Dealer Practices Committee Meeting

Monday, May 11, 2015

Time: Immediately following Dealer Practices

Licensing Committee Meeting

Monday, May 11, 2015

Time: Immediately following Licensing

Advertising Committee Meeting

Monday, May 11, 2015

Time: Immediately following Advertising

Transaction Recovery Fund Committee Meeting

Monday, May 11, 2015

Time: 10:00 a.m.

Full Board Meeting

NOTE: Meetings may begin later, but not earlier than scheduled.

Holiday Hours

CLOSED:



Monday, May 25, 2015

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Rebate Advertising

ers shall be stated clearly and conspicuously. An asterisk or other reference symbol may be used to point to a disclaimer or other information, but shall not be used as a means of contradicting or changing the meaning of an advertised statement.

§ 46.2-1581.8. states “ . . . the advertised price or credit terms shall include all charges which the buyer must pay to the seller, except buyer-selected options, state and local fees and taxes, and manufacturer's or distributor's freight or destination charges, and a processing fee, if any. If a processing fee or freight or destination charges are not included in the advertised price, the amount of any such processing fee and freight or destination charge must be (i) clearly and conspicuously disclosed in not less than eight-point boldface type . . .

§ 46.2-1575. 6. Having used deceptive acts or practices;

§ 46.2-1575. 7. Knowingly advertising by any means any assertion, representation, or statement of fact which is untrue, misleading, or deceptive in any particular relating to the conduct of the business licensed or registered or for which a license or registration is sought.

24 VAC 22-30-20. Definitions.

"Disclaimer" means those words or phrases used to provide a clear understanding or limitation to an advertised statement but not used to contradict or change the meaning of the statement.

Board staff operates under the guidelines that the advertised price of a vehicle is the price that is available to all customers. Furthermore, all rebates must be clearly and conspicuously named. We recommend the following format for advertising rebates, incentives and discounts that are not available to all: (The following is also what we are emailing to dealers as an educational/warning notice when they are found to be out of compliance.)



Smith Motors

MSRP: \$ 25,000

Discounts: \$ 1,500*

Military Rebate: \$ 500**

College Grad \$ 500**

\$22,500***

Smith Motors Price

*Discount includes \$1,000 Acme Rebate for qualified buyers who finance through Acme financing and \$500 Smith Motors discount.

**To qualify for \$500 military rebate, you or your spouse must be an active military member or have received an honorable discharge within the last 2 years. To qualify for College Grad Rebate, you or your spouse must have graduated from an accredited two or four year college within the last 2 years.

***Price does not include \$399 processing fee; \$900 freight, taxes and registration fees.

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Rebate Advertising

In the prior example, if the manufacturer offered a rebate of \$750 in lieu of the \$1,000 finance rebate, currently used in the discount, you would **not** be able to list both rebates, since they are mutually exclusive.

Adding a “disclaimer” that requires consumers to determine what incentives and rebates they qualify for, does not “fix” the fact that the advertised price does not readily apply to everyone.

When advertising a price of a vehicle (Including on the Dealer’s WEB site.) the advertised price must be based on rebates/incentives that are available to ALL purchasers, or it must be clear and conspicuous to the reader which rebates, incentives and discounts would apply in their purchase.

If you advertise a price, and purchasers must meet specific criteria to get those discounts, the conditions required to receive those discounts must be clear and conspicuous. Merely listing the rebates/incentives/discounts in a disclaimer or stating something to the effect that “not everyone will qualify for the advertised price” is not adequate. If the advertised price only includes rebates/incentives/discounts that are available to everyone; all you must do is list the rebates/incentives/discounts in your disclaimer.

The Federal Trade Commission (FTC) has strict advertising guidelines. The Board’s guidelines may meet or exceed the FTC guidelines, but the March 26th FTC proposed consent orders appears to be consistent with the position of the Board in reference to “rebate advertising”.

Click [HERE](#) to read the March 26th Ruling regarding rebate advertising. Recently the NADA published a set of Advertising Guidelines. To review these guidelines, click [HERE](#).

In addition, finance incentives provided by the manufacturer are considered available to all, and can be listed in the disclaimer area with freight charges and dealer processing fee. As a reminder, the processing fee and freight (when applicable), must be disclosed in an actual dollar amount, not just listed as “Price does not include processing fee or freight”. At the March Motor Vehicle Dealer Board Meeting, the Board approved this policy regarding “Rebate” advertising and the process Board staff uses to enforce/educate dealers on rebate advertising. The Board requested MVDB staff to submit an update on this new procedure at the May 11, 2015 Board meeting.



Come visit us at our office!

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Would You Like to be a Board Member?



Board members are appointed by the Governor for four year terms. The terms of several members are expiring as of July 1, 2015. If you are a licensed franchised or independent motor vehicle dealer and have been licensed as such for at least two years and are a US Citizen and reside in the Commonwealth of Virginia you just might be eligible for appointment to the Board. If you are interested in serving on the Motor Vehicle Dealer Board, [Click here to submit your APPLICATION](#)

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New Legislation

among the vehicle dealer types.

This new law moves regulation and licensing of the approximately 1,132 Motorcycle, RV, and T & M dealers from DMV to MVDB. Of this number, about 798 (71%) of these dealers also have a dealer license issued by the MVDB. These dealers (71%) are referred to as "dual licensed dealers"; and the Dealer Board will continue to provide the licensing services for these dual licensed dealers. Given this fact, approximately 333 exclusively DMV licensed dealers are impacted by this proposal by moving their licensing and regulation to MVDB.

This legislation also provides for representation by recreational, trailer, and motorcycle dealers on the Board and updates the term "T&M" (travel trailers and motor homes) to "recreational" (RV). The bill also increases the penalty for dealers' noncompliance with requirements for issuance of temporary license plates,

and disclosures required before the sale of certain types of trailers.

The MVDB also administers a fund called the Transaction Recovery Fund, which compensates consumers who are defrauded by motor vehicle dealers. This legislation provides protection to consumers who purchase vehicles from motorcycle, trailer, and T&M dealers established after July 1, 2015.

This consolidation of regulation and licensing of all four dealer types under one agency will result in efficiencies in government, ease of administration, uniformity among all dealer types, and consistency for dealers and consumers who purchase motor vehicles. Watch for further details in our June 2015 Dealer Talk.

Reminders...

As of January 1, 2011, ALL IDO's of independent dealerships must at some point in time, recertify their IDO qualification every three years by either taking an online course, or in a classroom, or by passing a DMV test. Click [HERE](#) for more information and [HERE](#) to determine your recertification deadline. Please note that dual licensed **Franchise** dealers are exempt from recertification. If you are unclear on your recertification deadline, or any other recertification questions, please contact the Board. Or, call Ann Majors at the MVDB. She may be reached at 804-367-1100 x 3016, or email her at ann.majors@mvdb.virginia.gov

DMV Changes to On-Line Dealer Program

Effective immediately – The On-line Program vendors will no longer be responsible for collecting DMV inventory (license plates, decals and PoD temp tag material) from the Virginia on-line dealer participants that are closing or are choosing to discontinue using the On-line Dealer, Fleet and Print on Demand (PoD) programs. A Virginia DMV representative will contact the on-line dealer program participant to schedule a convenient time to pick up and account for any unused inventory. This process will be similar to the current procedure for the on-line dealer program participants that are transitioning from one on-line vendor to another.

The Virginia DMV asks that as soon as a closure or disconnect date has been determined, the requesting on-line dealer participant send a letter on their company letterhead to dealerservices@dmv.virginia.gov to schedule the pick-up date.

Please direct any questions you may have concerning this new procedure to Dealer Services at (804) 367-4323.

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July 1, 2015 Fee Increase

When the Board was created in 1995, the licensing fee schedule at that time was carried over from the Department of Motor Vehicles. Some of those fees date back as far as the 1980's. For example Foreign Registrants license fees set at \$50 per license year, and the Dealer Certificate fee of \$200 per license year, has been in effect since 1995.

From 1995-2007 the Board's successes within the Dealer Community allowed for expansion of many operating efficiencies including expanding dealer and salesperson testing and education and the modernization of technology to achieve rapid salesperson license processing turnaround times and field inspections for new dealer openings. Although these were all positive for the Board's sustainability and success, modest fee adjustments in 2007 were needed to meet these operating and administrative expenses, and increases were approved by the Board.

Over the years we have "stretched" our dollars and saved money in many areas such as rent reduction, refurbished equipment, streamlining work flow procedures and productivity from staff of which our efforts have been conducted with integrity and effectiveness. The Board has even become energy efficient for the past several years and introduced the e-book Board Book (saving thousands of dollars on paper costs and a few trees most likely too).

In order to ensure the viability of the agency and to operate effectively it has become necessary to

adjust dealer and salesperson licensing fees. While operating costs continues to rise, fees have remained constant since 2007. These fee adjustments are indicated in the chart below, and will adequately meet the Board's operating costs while sustaining firm financial ground over the next several years. These fee adjustments for the categories stated below would apply to Dealers and Salespersons effective July 1, 2015. Please keep in mind not *all* fees the Board currently charges for services will be increased - only those fees indicated below are the 2015 fee adjustment.

Category	Current Fee	New Fee
Dealer Certificate	\$200/per license year	\$225
Salesperson License	\$25	\$30
Foreign Registrant License	\$50	\$75

DID YOU KNOW ??

....that after Manufacturer incentives trended upward for 24 consecutive months, average spending for the industry finally dipped year-over-year, albeit by the slightest of margins. Average spending per unit was \$2,682 in February, which reflected a 0.7% decrease, per Autodata. Wholesale prices of used vehicles up to eight years in age grew by 0.8% over January levels last month. Historically, February prices were nearly a full percentage point lower than the 1.7% average recorded for February from 1996 to 2014; but compared to 2014, February 2015 wholesale prices ended the month 0.8% higher than last year.



....that DMV started selling E-ZPass at DMV Customer Service Centers? E-ZPass transponders are now available at more than 30 DMV locations. The partnership with the Virginia Department of Transportation gives customers the convenience of being able to purchase transponders at DMV. Plus DMV can issue many of the same documents you would request from Va Dept. of Vital Records. Other services range from selling hunting and fishing licenses, offer testing services from their mobile center DMV2Go, offers VirginiaDMV apps, and some DMV exams are offered in over 16 languages, plus American Sign Language.

Board Actions

Dealer Practices

Lee's Auto and Lee's Auto Sales and John J. Lee. In 2005, Mr. Lee was assessed civil penalties totaling \$5,500 for a number of violations including record keeping; lack of insurance, and issuance of temporary tags. In 2012, after a formal hearing, he was assessed a \$6,000 civil penalty for record keeping, buyers order, issuance of temp tags, material misstatement and failure to comply. Attempted inspections by a field representative in 2013 and 2014 of his second location (Warwick BLVD) found the dealership to be closed during posted business hours. In May of 2014, the Board received a consumer complaint for multiple temp tags and not receiving title. Also, in May of 2014 an inspection of location number 1 (Jefferson Ave.) revealed a number of violations of the Dealer Code. On October 22, 2014, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain established place of business, dealer records, proof of safety inspections prior to retail sale, title within 30 days, record of temporary plate issuance, material misstatement, failure to comply with a written warning or willful failure to comply, deceptive acts and practices and failure to submit fees to DMV within 30 days. Based on the information provided at the conference, the Board assessed a civil penalty of \$4,000, a satisfactory inspection, and successful completion of the 2-day dealer-operator course.

Motivated Auto Sales and Joshua L Parker. A field representative attempted to conduct a random inspection at this dealership in August and September of 2014. On both occasions the dealership was not open during posted business hours. The first attempt resulted in an educational/warning letter and the second a \$250 civil penalty. Mr. Parker appealed the civil penalty and on January 13, 2015, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain business hours. Based on the information provided at the conference, the Board assessed a \$250 civil penalty.

Finish Line Auto and Bakhodur Nasridinov. In March of 2014, the Board received a consumer complaint related to issuance of multiple sets of temp tags. In October of 2014, a field representative conducted a random inspection of this dealership and found several problems including the issuance of multiple temp tags and no proof of safety inspections. This dealer had 91 retail sales and issued 500 temp tags. On November 20, 2014, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain dealer records, title within 30 days, acts of officers, material misstatement, and failure to submit fees within 30 days. Based on the information provided at the conference, the Board assessed a civil penalty of \$10,000, a successful inspection, and successful completion of the 2-day dealer-operator course.

TNT Select Motors and Harlen H. Devold, Jr. Over about a 5 year period, this dealer was not opened during his business hours at least five times. He failed to produce employment records since they were first sought from him in 2009. He promised on several occasions to produce those records. He received at least five educational/warning letters over about a five year period and paid civil penalties totaling \$1,000 for not being opened and not producing employment records. An inspection in November of 2014 revealed a number of problems including record keeping, proof of safety inspections, and employment records for his licensed salespersons. On February 9, 2015, an informal fact-finding conference was conducted to address the alleged violations of dealer records, failure to maintain business hours, prohibited solicitation and compensation, and failure to comply with previous warnings. Based on the information provided at the conference, the Board assessed a civil penalty of \$7,000, a satisfactory inspection by May 9, 2015, and successful completion of the 2-day dealer-operator course.

E Z Ride Auto Sales, Inc. and Edward D. Stephens, Jr. and ArMeshia S. Stuckey. Over the years this dealership has had a number of problems. Unbeknownst to the Board, the owner had a serious stroke in May of 2014 leaving him unable to work or run his dealership. Despite this fact, the Board received a completed renewal application in January of 2015 and during the hearing it was concluded that the signature on the renewal was not the owner's. Prior to the Board meeting, the Board received a notarized letter requesting that this dealership be closed. This request has been completed. On February 23, 2015, an informal fact-finding con-

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Board Actions

ference was conducted to address the alleged violations of dealer records, buyer's guide disclosures AS IS, compliant buyer's order, odometer disclosure, prohibited solicitation and compensation, inspection of vehicles required, title within 30 days, transport tag record of use and issuance, and failure to comply with previous warnings. Based on the information provided at the conference, the Board voted on two resolutions: One for the owner, Mr. Stephens and one for Ms. Stuckey, the dealer operator. Since the E Z Ride Auto Sales dealership is closed, the Board took no further action against Mr. Stephens, and the Board assessed a civil penalty of \$4,250 to ArMeshia S. Stuckey, the dealer operator, and revocation of all licenses and certificates issued to Ms. Stuckey.

Victory Motors, Inc. and Victor Tsupko. There appears to be a relationship between this dealer and Finish Line Auto, as temp tags have been issued by both of these dealers to the same vehicles by sales people who transferred to Victory Motors from Finish line. An October inspection of this dealership showed a number of deficiencies including 338 temp tags issued when the dealer only had 73 retail sales; 16 sets issued to a vehicle that was still in the dealer's inventory; one consumer had been issued 15 sets of temp tags; record keeping deficiencies, no record of safety inspection; inadequate insurance and no proof of ownership for vehicles on the lot. On December 17, 2014, an informal fact-finding conference was conducted to address the alleged violations of dealer records, title within 30 days, D-tag insurance required; underinsured, records to be kept by dealers; inspection, acts of officers, material misstatement, deceptive acts or practices and failure to submit fees within 30 days. Based on the information provided at the conference, the Board assessed civil penalty of \$13,000, a satisfactory inspection, and successful completion of the 2-day dealer-operator course.

Unique Auto Sales and Donald Anderson. In March of 2013, the Board assessed a \$5,000 civil penalty on Mr. Anderson for advertising cars on Craig's List without identifying himself as a dealer and advertising under for sale by owner and for placing a surrendered dealer tag and a counterfeit dealer tag on vehicles parked in front of his house. Based on complaints from a neighbor, Field Supervisor McCormick and Field Representative Garrett observed dealer tags bearing the same number on two different tags. One of these tags was a counterfeit. Richmond PD was called and the officer removed the counterfeit tag from the vehicle and gave it to Mr. McCormick. On October 2, 2014, an informal fact-finding conference was conducted to address the alleged violations of failure to comply after receiving a warning/willful failure to comply, and deceptive acts or practices. (producing a counterfeit plate is a criminal offense.) Based on the information provided at the conference, the hearing officer recommended assessing a civil penalty of \$2,000 and revocation of all licenses, certificates and qualifications. At the request of Mr. Anderson's attorney, at the November 10, 2014 meetings, the Board agreed to waive making a decision on this case and to convene a formal hearing. On January 8, 2015, a formal hearing was conducted to address the above violations. Based on the information provided at the formal hearing, the Board assessed a civil penalty of \$500 against Donald Anderson.

Auto World of Big Stone Gap, Inc., and John D. Morrissey. Paid a \$3,500 civil penalty for unlicensed salespersons.

Auto City, and Tremayne Jernigan. Suspended due to not paying a \$250 civil penalty for failure to maintain business hours.

Harmon Motors, and Charles Harman. Paid a \$250 civil penalty for failure to maintain business hours.

Board Actions

Licensing

Jeffrey W. Uhl, Salesperson Applicant. In July of 2014, Mr. Uhl applied for a salesperson's license. Based on his criminal history of having been convicted of felony credit card fraud and felony Aggravated Sexual Assault (13 year old victim) per authority given to the executive director, his license application was denied. Mr. Uhl appealed this decision and based on the hearing officers report and per authority given to the executive director, his licenses was denied. Mr. Uhl appealed this decision and on February 10, 2015, and a formal hearing was conducted to address alleged violations of having been convicted of a felony. Based on the information provided at the formal hearing, the Board denied Mr. Uhl's application.

Advertising

Since January of 2015, over 50 Advertising educational/warnings have been issued.

NOTE: Depending on the circumstances, all Board Actions may be appealed to Circuit Court, or for an administrative hearing.

For prior issues of Dealer Talk click [HERE](#)

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Auto Industry Employs 1.5 Million at 710,000 Dealers



Automakers, suppliers and dealers directly employ 1.5 million Americans, according to a comprehensive study by the Center for Automotive Research presented at the Washington DC Auto Show Media Day by Kim Hill, CAR's director of sustainability and economic development strategies. Of those, 710,000 are employed by new car dealers. When intermediate and spinoff jobs are added, the industry generates an astounding 7.25 million jobs, \$500 billion in compensation and \$64 billion in personal income tax payments.

"Additionally, the industry has a significant influence on many other sectors as diverse as construction, machinery, legal, computers and semiconductors, financial, advertising, education and health care," said Hill.

Funding for the study was provided by the Alliance of Automobile Manufacturers. CAR is working with NADA on a more detailed report on the economic impact of different dealership departments.

IMPORTANT NOTICE TO PROSPECTIVE DEALERS

The path to a Dealer-Operator license begins with a required two-day course of study each month at various community colleges in Virginia with the curriculum and instruction provided by VIADA.

The course takes the attendee from establishing the dealership under local zoning and Dealer Board requirements, through the sales process with its multitude of forms, laws and regulations, in to a sampling of opening and operating expenses, and ending with a discussion on ethics.

The course is open to all existing dealers and their employees.

Date	College	Contact Information
2015		
Apr 07-08	Lord Fairfax in Middletown	Registration 540-868-7021 www.lfccworkforce.com
Apr 21-22	New River in Dublin	Patty Ryan 540-462-6722 www.nr.edu/workforce/
May 05-06	Blue Ridge in Weyers Cave	Registration 540-453-2215 www.brcc.edu
May 19-20	J Sargeant Reynolds in Henrico Richmond, Parham Rd. Campus	Sandy Jones 804-523-2293 www.ccwa.vccs.edu
June 2 & 3	Germanna Community College, Fredericksburg	Registration 540-937-2913 www.germanna.edu/workforce
June 16 & 17	Danville Community College, Danville	Donna Agee 434-797-6437 www.dcc.vccs.edu/workforce
Jul 14-15	Northern VA in Manassas	Registration 703-257-6630 www.nvcc.edu/wdce
Jul 28-29	Virginia Western in Daleville	Registration 540-966-3984 www.virginiawestern.edu
Aug 11-12	Piedmont Virginia in Charlottesville	Registration 434-961-5354 www.pvcc.edu
Aug 25-26	Tidewater Community College Suffolk	Registration 757-822-1234 www.tcc.edu/wd

Vehicle-to-Vehicle Communication

WASHINGTON – The U.S. Department of Transportation's (DOT) National Highway Traffic Safety Administration (NHTSA) recently announced that it will begin taking steps to enable vehicle-to-vehicle (V2V) communication technology for light vehicles. This technology would improve safety by allowing vehicles to "talk" to each other and ultimately avoid many crashes altogether by exchanging basic safety data, such as speed and position, ten times per second. "Vehicle-to-vehicle technology represents the next generation of auto safety improvements, building on the life-saving achievements we've already seen with safety belts and air bags," said U.S. Transportation Secretary Anthony Foxx. "By helping drivers avoid crashes, this technology will play a key role in improving the way people get where they need to go while ensuring that the U.S. remains the leader in the



global automotive industry." DOT research indicates that safety applications using V2V technology can address a large majority of crashes involving two or more motor vehicles. With safety data such as speed and location flowing from nearby vehicles, vehicles can identify risks and provide drivers with warnings to avoid other vehicles in common crash types such as rear-end, lane change, and intersection crashes. These safety applications have been demonstrated with everyday drivers under both real-world and controlled test conditions.

In August 2012, DOT launched the Safety Pilot "model deployment" in Ann Arbor, Mich., where nearly 3,000 vehicles were deployed in the largest-ever road test of V2V technology. NHTSA is currently finalizing its analysis of the data gathered during the pilot program.

V2V communications can provide the vehicle and driver with 360-degree situational awareness to address additional crash situations – including those, for example, in which a driver needs to decide if it is safe to pass on a two-lane road (potential head-on collision), make a left turn across the path of oncoming traffic, or in which a vehicle approaching at an intersection appears to be on a collision course. In those situations, V2V communications can detect threats hundreds of yards from other vehicles that cannot be seen, often in situations in which on-board sensors alone cannot detect the threat.

What's Wrong With This Picture?



It is unlawful to use a D-Tag on vehicles used in conjunction with any other business. This picture shows a truck using a D-Tag to distribute snow removal product, which is illegal. For detailed information, of legal and illegal uses of D-Tags, please read VA code § 46.2-1550

MOTOR VEHICLE DEALER BOARD

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DISCLAIMER: We make every effort to ensure information in Dealer Talk is accurate, but it is not a substitute for legal advice.



MVDB Mission Statement

The Motor Vehicle Dealer Board will administer sections of the Commonwealth's Motor Vehicle Dealer Laws and regulations as charged; while providing a high level of customer service for the automotive consumer and dealer community.

Staff Changes



Congratulations to Bill Jackson on his retirement after **46 years** of distinguished public service. Bill began his career in February of 1969 as a DMV License examiner in Roanoke, Virginia. From there he worked his way up to Inspector, then in August of 1976 Bill became Branch Manager of the Christiansburg DMV. In July of 1987 Bill was promoted again to District Manager of the DMV Staunton District. In July 1991, Bill transferred to the DMV Investigative Services Division (currently Law Enforcement Services), and in January of 2004, Bill retired from DMV. In February of 2004, Bill joined the Motor Vehicle Dealer Board as a Field Representative. His territory spanned Buckingham, Louisa, Fluvanna, Nelson, Greene, Shenandoah, Page, and Augusta counties, and the cities of Charlottesville, Staunton, Waynesboro, and Harrisonburg. In January 2015, after 46 years with DMV and the MVDB, Bill Jackson announced his retirement. Bill plans to spend more time with his grandkids, volunteer at his church, and travel in his RV.

We are very pleased to announce that Kimberly Garber will be joining us as our new Field Representative. Her start date is April 10, 2015. Kimberly joins us from the Rockingham County Sheriff's Office as a Deputy Sheriff and Criminal Investigator. She brings with her 18 years of experience in law enforcement, training, and investigations. We are confident that Kimberly will be a notable addition to the staff at the MVDB. Please join us in welcoming Kimberly to our team.