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MOTOR VEHICLE DEALER BOARD



Online Sales Fraud Scheme

Beware of Fraud Scheme Directed at Auto Dealers.

Law enforcement Officers have recently become aware of a Chicago based fraud scheme impacting automobile dealerships. The scheme is carried out by identity thieves who make initial contact with a dealership as the result of an internet sales advertisement. The fraudsters typically target used vehicles ranging in value from \$40,000 to \$60,000. The "sale" of the vehicle is arranged via telephone and email. The "buyer" will sign documents and return them via express parcel service if asked to do so. The "buyer" typically asks the dealership to deliver the vehicle to the Chicago area and will push the dealer to do so as soon as possible once all documents related to the financing and transfer of the vehicle have been completed. If your dealership has been the target of this fraud scheme, please notify Investigator Isaiah Hoff of the Dubuque, Iowa Police Department via email at ihoff@cityofdubuque.org.

Off Site Sales

Licensed dealers can conduct sales activities away from their licensed place of business if they have a Temporary Supplemental (Temporary) Sales license, subject to compliance with local ordinances and requirements. All applications for a temporary license can be made no earlier than 90 days and at least 15 days prior to the sale. Temporary licenses may be issued for a period not to exceed seven (7) days for cars and trucks, or fourteen (14) days for motorcycles, trailers, and recreational vehicles. Dealers may be issued up to eight (8) supplemental licenses per year and cannot be issued a temporary license for consecutive periods to the same jurisdiction. Dealers planning to apply for a temporary license should review §46.2-1516 of the Virginia Code or contact the Board at dboard@mvdv.virginia.gov. There are additional requirements and conditions that must be met prior to applying for the temporary license depending on whether or not your event involves new or used vehicles.



Upcoming EVENTS

BOARD MEETINGS

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

Monday, May 14, 2018

Dealer Practices Committee Meeting

Time: 9:00 a.m.

Licensing Committee Meeting

Time: Immediately following Dealer Practices Committee

Advertising Committee Meeting

Time: Immediately following Licensing Committee

Transaction Recovery Fund Committee Meeting

Time: Immediately following Advertising Committee

Full Board Meeting

Time: 10:00 a.m. or 15-30 minutes immediately following Transaction Recovery Fund Committee meeting.

MVDB will be closed



◆ Monday, May 28, 2018

D-tag usage for RV and Trailers

Article submitted by Randy Scott, MVDB Field Representative, District 1

Difference and definitions of Recreational Vehicles vs Trailers for dealers. All of the definitions are taken from §46.2-1500

It has come to our attention that there may be some confusion on which type of dealer tag is appropriate for use on RV's and trailers. Below are some definitions and guidance on dealer tag usage for RV's and trailers.

"Recreational vehicle" or "RV" means a vehicle that (i) is either self-propelled or towed by a consumer-owned tow vehicle, (ii) is primarily designed to provide temporary living quarters for recreational, camping, or travel use; and (iii) complies with all applicable federal vehicle regulations and does not require a special movement permit to legally use the highways.

Recreational vehicle includes motor homes, travel trailers, and camping trailers.

"Camping trailer" means a recreational vehicle constructed with collapsible partial side walls that fold for towing by a consumer-owned tow vehicle and unfold at the campsite to provide temporary living quarters for recreational, camping, or travel use.

"Motor home" means a motorized recreational vehicle designed to provide temporary living quarters for recreational, camping, or travel use that contains at least four of the following permanently installed independent life support systems that meet the National Fire Protection Association standards for recreational vehicles: (i) a cooking facility with an onboard fuel source; (ii) a potable water supply system that includes at least a sink, a faucet, and a water tank with an exterior service supply connection; (iii) a toilet with exterior evacuation; (iv) a gas or electric refrigerator; (v) a heating or air conditioning system with an onboard power or fuel source separate from the vehicle engine; or (vi) a 110-125 volt electric power supply.

"Travel trailer" means a vehicle designed to provide temporary living quarters for recreational, camping, or travel use of such size or weight so as not to require a special highway movement permit when towed by a consumer-owned tow vehicle.

All of the above vehicles use either a Franchised Motorhome (FM) tag or an Independent Motorhome (IM) tag. None of these is considered a trailer for dealership purposes.

"Trailer" means every vehicle without motive power designed for carrying property or passengers wholly on its own structure and for being drawn by another motor vehicle, including semi-trailers but **not** manufactured homes, watercraft trailers, camping trailers, or travel trailers.

This type of trailer requires a Franchised Trailer (FT) or Independent Trailer (IT) tag. This type of trailer is most often either a flat, open trailer or an enclosed box trailer of the type used to haul equipment or material.

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Cont. from pg. 1

Automakers' March U.S. Sales Rise

Major automakers reported higher new vehicles sales for March on the back of a strong U.S. economy and big consumer discounts. General Motors posted a 16 percent jump in new vehicle sales from the previous March, led by a 14 percent increase in higher-margin retail sales to consumers. Fiat Chrysler Automobiles NV (FCA) reported a 14 percent increase and said it saw a 45 percent spike in sales of its popular Jeep models, giving the brand its best sales month on record.

The strong results for March followed a weak performance in February.

Last year, U.S. auto sales fell 2 percent after hitting a record high of 17.55 million units in 2016. Sales are expected to fall further in 2018 as interest rates rise and push up monthly car payments. Also, millions of nearly new vehicles will return to the market this year after coming off lease, providing a lower-cost alternative for consumers. GM notched double-digit sales increases across all of its brands in March, with particularly strong gains for its SUV and pickup truck models.

"March was an exceptional month for us," GM's U.S. head of sales Kurt McNeil said in a statement. "A growing economy and strong new products helped us execute a very successful plan to conquest customers from other brands."

The No. 1 U.S. automaker said it will stop reporting monthly U.S. vehicle sales, saying the 30-day snapshot does not accurately reflect the market and will instead issue quarterly sales.

Other automakers have not yet said whether they will follow suit.

GM also said in March it reduced its dealer inventory of unsold vehicles - a key metric for analysts - to 72 days from 85 days at the end of February. But while GM said its average transaction price was up \$900 in the first quarter, the company's consumer discounts as a percentage of transaction prices hit 14.5 percent in March.

Industry analysts consider discounts of over 10 percent to be unhealthy as they undermine resale values and erode profits.

When issuing a forecast for March sales last week, industry consultants J.D. Power and LMC Automotive said industry wide discounts in the first half of the month were at 10.3 percent.

FCA's retail sales to consumers outstripped those of No. 2 U.S. automaker Ford Motor Co. But FCA also saw a 22 percent increase in lower-margin fleet sales to rental car companies and government agencies. Over the past year FCA has pursued a policy of cutting fleet sales.

Ford reported a 3.4 percent increase in overall sales for March, led by an 8.7 percent rise in fleet sales. Retail sales were up just 0.8 percent in the month, but Ford said sales of its best-selling F-Series pickup trucks were the best since 2000.

Toyota Motor reported a 3.5 percent increase in sales in March, with double-digit increase in SUV and pickup truck sales offsetting a 6.1 percent decrease in sedan sales. Sales of the company's completely-revamped flagship Camry sedan fell 1.1 percent.

U.S. consumers have increasingly shunned passenger cars in favor of more comfortable, higher-margin SUVs and pickup trucks.

Nissan Motor bucked the trend for the month with a 3.6 percent decline in sales, led by an 8.9 percent drop in sedan sales.

Reminders...

Update your Forms!

Want to make sure you ALWAYS have the most current and up to date forms? It's easy! Go to our website www.mvdb.virginia.gov and click Download Library from the home page. All of our forms (including DMV forms) are listed in PDF for-mat. Which means to you that you can click on the form you need and complete and print these forms directly from your computer.

Be sure to ALWAYS include your Dealership License Certificate number on any and all forms and correspondence with the Board. Click [HERE](#) for a complete listing and download the latest forms.

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Recent Guidance for Advertising

Removal of Vehicles from Website:

In addition to the Commonwealth's advertising laws and regulations, guidance is being provided to dealerships regarding the removal of vehicles from the dealer's website once the vehicle has been sold.

Upon selling a vehicle listed on its website, the dealer should take action to remove the vehicle from the website within 5 business days. This is recommended to allow the dealership time to coordinate the removal of the vehicle from the website, to avoid misleading the customer and the appearance of bait and switch practices.

Criteria for Freight, Shipping, Delivery, or Destination Charges:

This fee is commonly associated with new vehicles being delivered directly from the manufacturer to the franchise dealership or customer. It is included in the Manufacturer's Suggested Retail Price (MSRP). This fee must be properly disclosed on all advertisements and will appear on the invoice from the manufacturer. The advertised price should ensure that customers are properly informed if the advertised price includes freight and destination charges; if the advertised price does not include freight and destination charges it must be clearly and conspicuously disclosed.

This fee cannot be charged on any preowned vehicle, nor can it be charged to the customer for the movement or transport of the vehicle from another location to the licensed dealership location.

Advertising Vehicle Location

Dealers are responsible for their advertisements, regardless of the format and media (print, internet, videos, electronic, YouTube, etc.).

In addition to the Motor Vehicle Dealer advertising laws and regulations, clarity is being provided to dealerships regarding advertising of vehicles for dealerships with more than one location, and vehicles being advertised at a location when the vehicle is physically located somewhere else.

When a dealership advertises vehicles for sale the advertisement should clearly identify the location of each vehicle listed for sale in the advertisement and each vehicle that is advertised for sale should physically be located at the advertised location.

Criteria for Transfer Fee:

This fee is allowed when a dealership has multiple locations and the customer requests the vehicle be transferred to a specific location for potential purchase. The customer should be given the option of purchasing the vehicle at the dealership where the vehicle is located. However, if the customer requests that the vehicle be transferred to a dealership other than where the vehicle is located, the dealership may charge a transfer fee. The transfer fee should be reasonable and should be disclosed to the customer prior to the transfer of the vehicle.

Reminders...

During a field inspection, MVDB field staff may ask you to produce W-2 records for all your licensed salespersons. **SALESPERSONS MUST BE EMPLOYEES** The Code of Virginia defines a salesperson as follows: “. .. (i) any person who is hired as an employee by a motor vehicle dealer to sell or exchange motor vehicles and who receives or expects to receive a commission, fee, or any other consideration from the dealer; (ii) any person who supervises salespersons employed by a motor vehicle dealer, whether compensated by salary or by commission; (iii) any person, compensated by salary or commission by a motor vehicle dealer, who negotiates with or induces a customer to enter into a security agreement on behalf of a dealer; or (iv) any person who is licensed as a motor vehicle dealer and who sells or exchanges motor vehicles. For purposes of this section, any person who is an independent contractor as defined by the United States Internal Revenue Code shall be deemed not to be a motor vehicle salesperson.” Please be sure that anyone who performs any of the functions listed in the above definition is properly licensed. In addition, anyone licensed as a salesperson must be an employee of the dealership. Licensed salespersons may not be “independent contractors” and paid via IRS form “1099”.

DMV News

Access and Accountability

The Department of Motor Vehicles' (DMV) customer records are privileged, and the access, use, or release of information contained in these records is restricted by the Federal Driver's Privacy Protection Act (1 USC §§ 2721-2725) and by Virginia Code §§46.2-208 through 214. To ensure online dealer participants and authorized users are aware of DMV's information technology (IT) security protocols, and the acceptable use of information, a new security requirement for granting access to DMV records is being implemented. DMV will now require a mandatory online training known as the Awareness Platform for all authorized personnel not employed by the agency who access DMV customer records. Formerly known as MOAT, the Awareness Platform training provides a secure online resource to ensure awareness and accountability for security awareness modules and other organizational information. This training will be required annually for all authorized users of the online dealer program and will require a valid email address for setup. To begin the process and establish each person in the training platform, DMV has requested a listing of all the authorized users at your location to be submitted to your service provider by May 1 2018. This list should display each employee's name, email address, username/ logon ID, and DMV dealer number. After every person has been setup there is a mandatory completion date of August 1, 2018. Upon completion you should print the certificate and IT security form for your records. Untimely completion of this training will result in a user's access being deactivated until completion. If an online dealer participant switches to a different service provider after completing the training, but before the one year expiration, they will not have to retake the training. The same is true for employees who find employment at a different dealership.

PoD Temporary License Plates

Virginia Department of Motor Vehicles (DMV) began using print on demand (PoD) technology for temporary tags in December 2009. Since that time specific parameters for use and issuance have been defined by Virginia Code §46.2-1542, and §46.2-1561. The PoD program is intended to allow individuals who recently purchased vehicles the opportunity to immediately drive the vehicle for up to thirty days while ownership is being transferred. The following are instances when PoD temporary license plates may be issued:

- Purchaser is **NOT** a Virginia resident and will be titling the vehicle in their home state.
 - Out of state purchasers are allowed 2 reissues.
- Purchaser is a Virginia resident and wants a personalized plate message.
- Purchaser is a Virginia resident and wants to order a plate not stocked at the dealership.

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Reminders...

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, classroom course, or by passing a DMV test. Click [HERE](#) for more information and [HERE](#) to determine your recertification deadline. Please note that dealers with [Franchise](#) endorsements are exempt from recertification. If you are unclear on your recertification deadline, or any other recertification questions, please contact Ann Majors at the MVDB. She may be reached at 804-367-1100 x 3016, or email at ann.majors@mvdb.virginia.gov.

DMV News

- Dealership does or does not have the title or ownership document readily available to transfer ownership at the time sale.
 - A second set of 30 day temporary tags may be issued if ownership isn't transferred within 30 days of first issuance.
 - Dealer must submit to DMV the application for certificate of title, copy of the bill of sale, payment of the Sales and Use tax, and a written statement of fact describing the efforts being taken to secure the ownership document before issuing a second set to Virginia customers.
 - The second set must be issued within 5 days of 1st set expiring.
 - A 30 day extension may be granted on the second set if ownership hasn't been transferred or title unable to be produced by the dealer.

Issuing PoD temporary license plates for vehicles not sold at the issuing dealership, or issuing PoD temporary license plates to individuals other than the vehicle owner or purchaser constitutes misuse and is a Class 1 misdemeanor.

Manual Transaction Fee

Pursuant to Va. Code §46.2-1530.2 “every dealer licensed shall pay to DMV \$15 for each manual transaction in excess of 20 per month.” A “manual transaction” is considered any transaction not processed electronically or at a participating dealership within the Online Dealer program (OLD). The manual transaction fee applies to any title transaction processed in a customer service center (CSC) or dealer center by a dealer who could process the same transaction through the Online Dealer program if they are a participant. The manual transaction fee is not charged for transactions that cannot be processed through the Online Dealer program. This fee is currently billed and is in addition to any fees pertaining to the transaction. Dealers who are charged this fee may not pass this on to customers.

Quarterly Inventory Reconciliations

DMV has implemented a new requirement for dealerships who participate in the Online Dealer Program (OLD). All dealerships that maintain inventory onsite must complete a detailed plate report each quarter, or four times per year. Your vendor can provide instructions on how to complete the detailed plate report. DMV's goal is to limit onsite inventory to no more than 90 days of inventory at any given time. Each dealership participating in the OLD is expected to complete the detailed plate report each quarter and report discrepancies to their vendors who will then report to DMV. All vendors will require their dealerships to conduct the detailed plate report.

It is our earnest expectation that all parties comply with this new requirement and meet reporting deadlines. For dealerships that are non-compliant, DMV may prohibit inventory ordering until the detailed plate report is complete. Discrepancies greater than fifty (50) plates will continue to be forwarded to DMV Law Enforcement for further investigation.

Board Actions

Dealer Practices

Informal fact-finding conferences:

Kargar Motors of Manassas and Hafiz U. Kargar - On January 16, 2018, an informal fact-finding conference was conducted to address the alleged violations of unlicensed salesperson. Based on the information provided at the conference, the Board assessed a civil penalty of \$1,500 and a satisfactory inspection. Mr. Kargar may appeal this Board action to a Formal Hearing.

The Car Guys and Stephanie Hill - On February 13, 2018, an informal fact-finding conference was conducted to address the alleged violations of failing to maintain dealer records, and failure to comply with previous warnings. Based on the information provided at the conference, the Board assessed a civil penalty of \$1,500, and a satisfactory inspection. Ms. Hill may appeal this Board action to a Formal Hearing.

Auto Outlet Sales & Rental, LLC and Corey White - On February 21, 2018, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain liability insurance on all dealer tags. Based on the information provided at the conference, the Board assessed a civil penalty of \$3,000 and a satisfactory inspection. Mr. White may appeal this Board action to a Formal Hearing.

Administrative Actions:

Titan Motors, Inc. & Enaytullah Babe. Paid a \$1,500 civil penalty for conducting sales from an unlicensed location; failure to provide proof of safety inspection prior to retail sale; and unlicensed salespersons.

Exquizit Auto Sales & Eric L. Johnson. Paid a \$250 civil penalty for failure to provide proof of safety inspection prior to retail sale.

Jerry's Leesburg Ford & Jerry C. Cohen. Paid a \$16,000 civil penalty for unlicensed salespersons.

Austin's Auto Service & Kyle A. Brandenburg. Paid A \$250 civil penalty for unlicensed salespersons.

ABC Auto Sale & Rhonda S. Miller. Paid a \$250 civil penalty for misuse of dealer tags.

District Performance & Ammar Ghariani. Paid a \$2,250 civil penalty for failure to provide proof of safety inspection prior to retail sale, and failure to provide liability insurance on each dealer tag.

Great Affordable Autos & Michael Mezo. Paid a \$1,000 civil penalty for failure to maintain posted business hours, and comply with previous warnings.

Best Auto Sales, Inc. & Besmullah Wahidi. Paid a \$2,000 civil penalty for failure to provide liability insurance on each dealer tag.

J. B. Auto LLC & Theresa H. Breeden. Paid a \$1,000 civil penalty for failure to provide liability insurance on each dealer tag.

Subaru of Winchester and James B. O'Malley. Paid a \$9,750 civil penalty for unlicensed salespersons.

Faram Auto Sales, Inc. & Jamal Ramanou. Paid a \$250 civil penalty for unlicensed salespersons.

Carmel Motors & Naftali Lev. Paid a \$1,500 civil penalty for failure to provide proof of W-2's and failure to provide proof of safety inspection prior to retail sale.

DHK Auto Sales, LLC & Hishyar Shahab. Paid a \$250 civil penalty for failure to provide proof of safety inspection prior to retail sale.

Board Actions

Pyramid Automotive, LLC & Sharifa Jones. Paid a \$250 civil penalty for failure to provide required dealer records.

Eastern Auto & Yin Ziang. Paid a \$250 civil penalty for failure to provide required dealer records.

Mits of VA & Richard H. Baldwin. Paid a \$250 civil penalty for failure to provide required dealer records.

Fischer's Auto Sales, Service & Johnny Farag. Paid a \$250 civil penalty for failure to provide required dealer records.

Edinburg Used Trucks Sales & Mathew Burgwald. Paid a \$250 civil penalty for misuse of dealer tags.

Auto World of Big Stone Gap & Chantz J. Scott. Paid a \$250 civil penalty for misuse of dealer tags.

Browders Auto Sales & Jerry Browder. Paid a \$250 civil penalty for failure to provide required dealer records.

Armstrong Auto Sales & Travis W. Armstrong. Paid a \$250 civil penalty for unlicensed salespersons.

Marina Motors Inc. & Mounir Jaadouni. Paid a \$250 civil penalty for failure to provide required dealer records.

Master Motors, LLC & Kwaku J. Adeyola. Paid a \$250 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Happy Days Classics, LLC & Gary Hewitt. Paid a \$250 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Select Imports, LLC & William J. Gurdin. Paid a \$750 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Tri-State Automotive, LLC & Jeremy D. White. Paid a \$250 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Tanner's Auto Sales & Raymond L. Tanner. Paid a \$250 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Airport Truck & Equip Sales & Jimmy D. Hite. Paid a \$250 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Alliance Auto Group, LLC & Shahidul Islam. Paid a \$250 civil penalty for failure to maintain posted business hours, failure to comply with previous warnings, and failure to provide dealer records.

Advantage Auto Sale, Inc. & Mohammad E. Mohassel. Paid a \$250 civil penalty for failure to maintain posted business hours, failure to comply with previous warnings, and failure to provide dealer records.

Dixie Motorsports Inc. & Wendy L. Murray. Paid a \$250 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Rick's Auto Solution & Ricky Miles. Paid a \$250 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Joecad Automotive & Kofi & Rita Domfeh. Paid a \$250 civil penalty for failure to maintain posted business hours and failure to comply with previous warnings.

Board Actions

Licensing

Informal fact-finding conferences:

Aaron Paul Rodgers, Sales Applicant - On February 13, 2018, an informal fact-finding conference was conducted to address the alleged violations of having been convicted of a felony. Based on the information provided at the conference, the Board denied Mr. Rodgers's application for a sales license. Mr. Rodgers may appeal to a Formal Hearing.

Curtis M. Bryner, Sales Applicant - On February 13, 2018, an informal fact-finding conference was conducted to address the alleged violations of having used deceptive acts and practices, and having been convicted of a felony. Based on the information provided at the conference, the Board approved Mr. Bryner to apply for a sales license.

Advertising

Informal fact-finding conferences:

Wilson's Automotive, LLC and Gary Sanderson - On December 13, 2017, an informal fact-finding conference was conducted to address the alleged violations of the dealer advertising on Craigslist under the "owner" category, which is considered to be misleading. Also, the advertisement failed to disclose the name of the dealership or VA DLR, and failed to disclose the processing fee. Based on the information provided at the conference, the Board issued a written warning.

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

Reminders...

All new salesperson applications require a criminal background check and the Board uses a contract service ScreeningOne to conduct these checks. Many in the dealer community also use ScreeningOne which greatly increases the turnaround time for the Board to process a new sales license application. Therefore, if the dealer has already completed a ScreeningOne check, please send the copy of the background check with your MVDB 61 application, and write the ScreeningOne File Number directly on the MVDB 61. Completing these two small tasks will ensure the quickest processing of a new sales license application. Secondly, as a reminder, if the dealer has enclosed a completed Screening One background check with the MVDB 61, the dealer only submits a \$30 per salesperson license fee (\$60 if the dealership has a 2 year renewal.) If the dealer needs the Board to conduct the background check, submit \$40 (\$30 for the license fee, and \$10 for the background check). Lastly, if you are a dealer, please remember to inform the Board when salespersons no longer are employed at your dealership. For your convenience, we have a "notice of termination" form on our website that you may fax or email to the Board. Conversely, if you hire a salesperson (as soon as possible) please send in the MVDB 61 to transfer the salesperson to your dealership, or apply for a new sales license as described above.

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.

The course offers 1.6 continuing education credits transferable to any college.

Date	College	Contact Information
2018		
Apr 09-10	Lord Fairfax Comm College, Middletown	Registration 540-868-7021 www.lfccworkforce.com
Apr 23-24	Blue Ridge Comm College, Weyers Cave	Registration 540-453-2215 www.brcc.edu
May 21-22	Comm Coll Wrkfc Alli @ Reynolds CC, Henrico	Sandy Jones 804-523-2293 www.ccwa.vccs.edu
Jun 04-05	Germanna Comm College , Fredericksburg	Registration 540-891-3012 www.germanna.edu/workforce
Jun 25-26	Danville Comm College, Danville	Registration 434-797-8430 www.dcc.vccs.edu/workforce
Jul 09-10	Northern Virginia Comm College, Woodbridge	Clair Wynn 703-450-2551 www.nvcc.edu/workforce
Jul 23-24	VA Western Comm Coll, Greenville Ctr, Daleville	Registration 540-857-6076 www.virginiawestern.edu
Aug 06-07	Tidewater Comm College, Suffolk	Registration 757-822-1234 www.tccworkforce.org
Aug 20-21	Piedmont VA Comm Coll, Charlottesville	Registration 434-961-5354 www.pvcc.edu/instructional-

MOTOR VEHICLE DEALER BOARD

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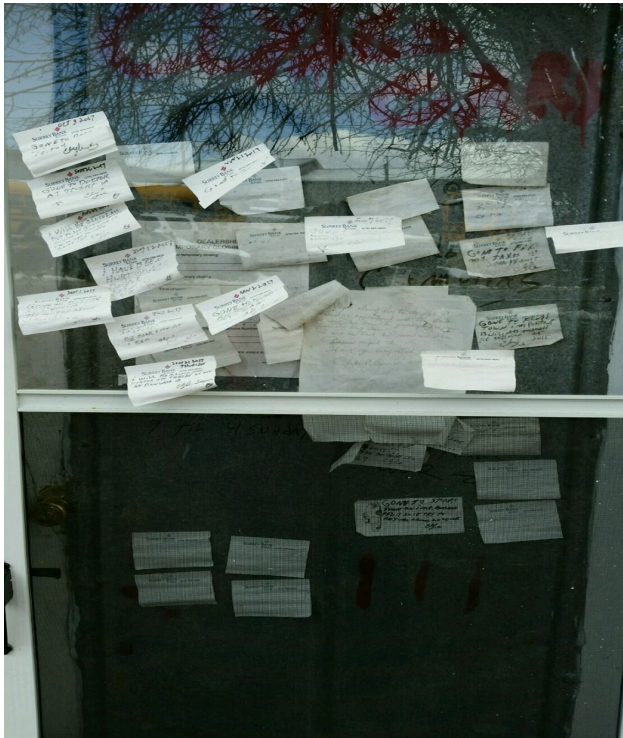
DISCLAIMER: We make every effort to ensure information in Dealer Talk is accurate, but it is not a substitute for legal advice.



MVDB Mission Statement

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

What's wrong with this picture?



Is this entrance inviting to customers? All the notes posted on the door in this picture are not necessary and cause confusion and frustration for customers. The dealership should post the regular business hours so they are visible to the public. Any temporary closing notice ([MVDB 40](#)) or equivalent, should be for a specific time and date, and should be clear and conspicuous to the customer. For a copy of the full temporary closing policy, click [HERE](#).