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**MOTOR VEHICLE DEALER BOARD**

# Dealer Talk

## Dealers Must Maintain Posted Business Hours

In March 2020, Governor Northam declared a State of Emergency due to the COVID-19 pandemic. With the State of Emergency Order in place, the Motor Vehicle Dealer Board (MVDB) temporarily suspended enforcement of the minimum number of hours that a dealership must be open during the week. In June 2021, Governor Northam lifted the State of Emergency Order. Therefore, **beginning August 1, 2021**, the MVDB will resume enforcement of the Virginia Code regarding dealership business hours requirements.

“§ 46.2-1533 (1533) of the Virginia Code states that each motor vehicle dealer must be open a minimum of 20 hours per week of which 10 hours shall be between the hours of 9:00 am – 5:00 pm, Monday through Friday.”

The Board strongly recommends that dealers work closely with their local field representatives and central office staff to ensure that your dealership's current business

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## Dealer Records

§ 46.2-1529 requires all Motor Vehicle Dealers to keep the originals or a copy of all original records at the site (dealership) of origination for five (5) years. This is not an exhaustive list, but dealer records may consist of records of employees (W-2); proof of ownership of vehicles in inventory for sale; consignment documents; vehicle purchases; sales; trades; and transfers of ownership; buyers orders and buyers guides; proof of titling; uninsured motor vehicle documents; proof of registration fees; odometer disclosure statements; records of D-tag registrations; proof of safety inspection; and the registration portion of all PoD tag registrations printed. Most of these items may be in the “deal folder”, but all must be given to the Field representative on request.

Certain records may be maintained on a computerized record-keeping system with prior approval from the Board. Upon request, the executive director may exempt a dealer from the requirement to keep the originals or a copy of the originals at the originating dealership when the location for the off site storage is no further than five miles from the originating dealer. Additionally, the executive director may also

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*Cont'd from pg. 1*

## Dealers Must Maintain Posted Business Hours

hours, email address, and other pertinent information on file with the MVDB is correct.

Educational Warning and Civil Penalty for Violating § 46.2-1533

- 1<sup>st</sup> § 46.2-1533 violation: Dealer receives an educational warning (email or letter notification)
- 2<sup>nd</sup> violation, a \$750 civil penalty
- 3<sup>rd</sup> violation, the dealer will have an informal hearing, and will appear before the Board.

To be in compliance with § 46.2-1533 and avoid civil penalties and hearings, you must keep the MVDB ([dboard@mvdb.virginia.gov](mailto:dboard@mvdb.virginia.gov)) informed of the dealership closures during normal business hours. Work closely with your local MVDB field representatives and the main office staff to ensure your dealership's current business hours, email address, and other information are on file and up to date. For their contact information, click on <https://mvdb.virginia.gov/agency-directory/#FieldReps>. We understand emergencies happen; however, it is important that you notify the MVDB, your field representative, or both as soon as possible.

## Dealer Records

exempt a dealer from the requirement to keep the originals or copies of the originals at the originating dealership when an electronic system is in place that allows immediate retrieval of documents imaged or otherwise maintained in electronic format at the site where they originated. Online dealers who own multiple dealerships and prefer to process all on-line transactions in a central location have five business days to return the original documents or a copy to the originating dealership once the on-line transaction is completed. (The original or a copy must be stored at the dealership for 12 months.) Dealers must request in writing and be approved by the Dealer Board prior to storing their records electronically or off-site. The Dealer Board will take into consideration the Dealer's record keeping history and other factors when deciding the dealer's request.

In summary, when Field Representatives request dealer records, dealerships must be able to retrieve and show these documents for inspection. For full guidance, click [HERE](#).

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## Upcoming EVENTS

### BOARD MEETINGS

All Meetings are held at DMV Headquarters  
2300 W. Broad Street, Room 702  
Richmond, VA 23220

**Monday, September 13, 2021\*\***

### 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

Immediately following Transaction Recovery Fund Committee meeting.

\*\*Click [HERE](#) for Virginia Town Hall to view meeting information.

## MVDB will be closed

◆ **Monday, September 6 Labor Day**



## PoD Reminders

The following reminders provide important information impacting dealer transactions. PoD tags on bond paper is not authorized. All PoD temporary tags must be printed on the weather resistant paper supplied by the Department of Motor Vehicles, Dealer Services work center. The **PoD tags are not authorized to be emailed to customers**. All vehicles must be titled within 30 days of purchase to ensure that titling tax is paid to the Virginia Department of Motor Vehicles as required by law. It is important to note that continued use of bond paper may result in the loss of your privileges to participate in the PoD program. Also, law enforcement may ticket vehicle owners displaying the bond paper for illegal use of license plates. Orders for the PoD paper will be accepted through Dealer Services Work Center. To place an order, send an email to: [podtemptag@dmv.virginia.gov](mailto:podtemptag@dmv.virginia.gov) with the following information: dealer name, dealer number, shipping address, order quantity, tag size(s) (standard/ small), and printer make/ model number. Approved order requests will be shipped within five business days. Standard tags will be issued in packs of 100 and small tags (motorcycle/ trailer) in packs of 25.

§ 46.2-1561 states in part, no dealer shall lend temporary license plates to any person for use on any vehicle...and...It shall be unlawful for any person to issue any temporary license plates containing any misstatement of fact, or for any person issuing or using temporary license plates knowingly to insert any false information on their face.

§ 46.2-1559 requires all dealers to maintain a permanent record of all temporary license plates (PoD) issued.

§ 46.2-1529 requires dealers to keep dealer records for 5 years. As one of many required dealer records, please note that the Board Field Representatives may ask to see your records regarding PoD usage. The Board recommends dealers retain in the vehicle folder, one of the registrations that are printed as part of the PoD tag. This includes transport tags, and temporary registrations for vehicle sales to customers.

### Reminders...

ALL IDO's of independent dealerships must recertify their IDO qualification every three years by either taking an online course, classroom course, or by passing an administered 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@mvdv.virginia.gov](mailto:ann.majors@mvdv.virginia.gov)



## Title Within 30 Days

The Board is receiving an increase in consumer complaints regarding dealers failing to get customers' their title and registration within the time limits allowed by law. Dealers are required to get customers their titles and registration within thirty (30) days for Virginia residents, and an additional 30 days for out of state residents.

Va Code § 46.2-1542 states in part that "whenever a dealer sells or conditionally sells and delivers to a purchaser a motor vehicle, the dealer may issue temporary license plates and a certificate of temporary registration. The temporary license plates and the certificates for temporary registration may be issued if (i) the dealer has the title or the certificate of origin for the vehicle or (ii) is unable at the time of the sale to deliver to the purchaser the certificate of title or certificate of origin for the vehicle because the certificate of title or certificate of origin is lost or is being detained by another in possession or for any other reason beyond the dealer's control."

In subsection C, it states in part, "If the dealer does not produce the certificate of title or certificate of origin to the vehicle before the expiration of the second temporary certificate, **the purchaser's rights to the vehicle under this section may terminate and he shall have the right to return the vehicle** as provided in subsection B." In addition, be aware that dealers cannot repossess a vehicle from a customer unless the vehicle has been titled in the customer's name.

**Dealer Title Helds:** DMV allows dealers to title a customer's vehicle with missing documentation by placing a dealer title held on the vehicle. This stops the title from printing until the missing documentation is provided to DMV (e.g., the prior title is held up by the lienholder). Utilizing dealer title helds allows dealers to meet their 30-day titling requirement when they are still missing documentation normally required to title the vehicle. To place a title held onto a vehicle, the dealer must deliver to the Department an application for title, copy of the bill of sale, **all required fees** and a written statement of facts describing the dealer's efforts to secure the certificate of title or certificate of origin to the vehicle.

DMV only offers this to dealers. However, it is the dealer's responsibility to submit the missing documentation. DMV has noticed an increase in dealers not submitting the remaining documentation to remove the dealer title held. Consequently this delays the customer's ability to receive their title, which causes customer frustrations. It may also reflect poorly on the dealership and should be avoided by submitting the required documentation as soon as it is received. DMV will send letters to the dealership, lienholder and customers advising them of the need for additional documentation to release the dealer title held.

## Securely Transmit Documents

For the security of dealers, and salespersons, be aware that whenever you submit information to the Board electronically that contains personal identifying information (PII), you should submit this information via a secured electronic medium. **Virtru** is a software that is free for your usage and provides that secure delivery mechanism to protect PII. Please keep this in mind when you submit future documents that contain PII, make sure the email comes encrypted to the Board. To get started, go to the link provided [HERE](#) and watch the quick video on how to install the Virtru Plugin from the Chrome Web Store. This link provides detailed installation instructions of Virtru on the following (Outlook Desktop, IOS, and Android). **The email address for encrypted license applications is: [MVDB61@MVDB.VIRGINIA.GOV](mailto:MVDB61@MVDB.VIRGINIA.GOV). When composing your email to send the application(s) electronically, make sure "Virtru" is "turned on". Be sure you have attached the application(s) to your email.** In the email message, you must provide the Board with a name of the individual authorized to pay for the transaction by credit card over the phone, and a **phone number that is readily answered**. The dealership will receive an email verifying the Board's receipt of the encrypted email and attached applications. Board staff will contact the dealership for credit card payment, so it is essential that the Board receives the correct contact information for the person with the credit card. **If the Board is unable to receive credit card payment, this will delay processing of the applications.** It is important for everyone's security that dealers begin using Virtru to email any sensitive applications/documents that include PII to the Board. If dealers email PII without using Virtru, the sender will receive an email reply reminding the dealer of the security requirements. If you have any questions on the process, please email [mvdb61@mvdb.virginia.gov](mailto:mvdb61@mvdb.virginia.gov).



## FTC and Tate Auto Group

FTC alleged that Richard Berry orchestrated a regional scheme to falsify consumer information on financing applications.

The FTC reached an agreement with Richard Berry, the owner and manager of a group of bankrupt auto dealerships in Arizona and New Mexico, to resolve charges that he and the dealerships deceived consumers and falsified information on vehicle financing applications. Many of the affected consumers were members of the Navajo Nation.

“When Berry’s auto dealerships falsified income and down payment information to qualify people for loans they couldn’t afford to pay back, they set people up for failure – including default, repossession, and ruined credit,” said Samuel Levine, Acting Director of the FTC’s Bureau of Consumer Protection. “That’s why the FTC sued Berry and his dealerships.”

The FTC reached an earlier settlement with the four dealerships: Tate’s Auto Center of Winslow, Tate’s Automotive, Tate Ford-Lincoln-Mercury, and Tate’s Auto Center of Gallup. If approved by the district court, the present settlement against Berry, would result in a \$450,000 payment to the FTC and conclude the FTC’s case. The settlement also included a stipulated dismissal of relief defendant Linda Tate, which has been entered by the court.

The FTC’s complaint, filed in August 2018, alleged that the defendants falsified consumers’ income and down payment information to get vehicles financed and engaged in unlawful advertising. In an earlier ruling in the case, the judge found that the defendants violated the Truth in Lending Act (TILA) and Consumer Leasing Act (CLA) by failing to disclose legally required information in their advertisements.

In addition to the \$450,000 payment, the proposed settlement prohibits Berry from misrepresenting information in documents associated with a consumer’s purchase, financing, or leasing of a motor vehicle, and misrepresenting the costs or any other material fact related to vehicle financing. The proposed order also requires Berry to provide consumers sufficient time to review and obtain a copy of the relevant vehicle financing documents and prohibits him from violating the TILA and CLA.

The Commission vote approving the proposed stipulated order was 5-0. Commissioner Rebecca Kelly Slaughter issued a concurring statement. The proposed order was filed in the U.S. District Court for the District of Arizona.

NOTE: Stipulated final orders or injunctions, etc. have the force of law when approved and signed by the District Court judge.

### Reminders...

**§46.2-1529.1** The Federal Trade Commission’s (FTC) Used Car Rule requires dealers to post a Buyers Guide in every used car they offer for sale. This includes light-duty vans, light-duty trucks, demonstrators, and program cars. Demonstrators are new cars that haven’t been owned, leased, or used as rentals, but have been driven by dealer staff. Program cars are low-mileage, current-model-year vehicles returned from short-term leases or rentals. Buyers Guides do not have to be posted on motorcycles and most recreational vehicles.

### Field Staff Change

Welcome to our new Field Representative, Kenneth Clark. Kenny will be responsible for Caroline, Culpeper, Essex, Fredericksburg, King George, Lancaster, Northumberland, Orange, Richmond County, Spotsylvania, Stafford, and Westmoreland jurisdictions. Kenny may be reached at 804-539-5211, or email him at [Kenneth.clark@mvdv.virginia.gov](mailto:Kenneth.clark@mvdv.virginia.gov).

Kenny is taking over Larry Sparks’ territory. Larry has retired after working for the Board for more than 7 years, —**we wish Larry all the best in his retirement!**

# Virginia Earns Back-to-Back Titles

Governor Ralph Northam announced that CNBC, a world leader in business news, has named Virginia as America's "Top State for Business" in 2021. The Governor joined CNBC at the Port of Virginia for a live broadcast where the winner was revealed following an extensive study of 85 distinct metrics across 10 competitiveness categories. CNBC's scorecard highlighted the Commonwealth's education system, workforce, and commitment to equity and inclusion.

Following the announcement, Governor Northam held a [press conference](#) with leaders from the General Assembly to discuss the pragmatic, forward-looking policies that propelled the Commonwealth to reclaim the top spot in 2019 and made Virginia the first state to win back-to-back titles in CNBC's ranking.

"Virginia continues to be the best place to do business because of our world-class education institutions, talented workforce, and shared commitment to equity, diversity, and inclusion," **said Governor Northam**. "I am proud of what this coveted recognition says about the policies we have put in place and how they are driving growth and innovation across our Commonwealth. Our success is a blueprint for creating a vibrant economic climate in the post-pandemic world—and proves that when you lift everyone up, when you treat people right, and when you celebrate diversity, it's also good for business."

With previous wins in 2007, 2009, 2011, and 2019, Virginia surpassed Texas for most years as the top state for business since CNBC debuted its ranking in 2007. This year, CNBC adapted its formulas to address the realities of the COVID-19 pandemic and its economic impacts, with a new focus on areas like health care, inclusiveness, and sustainability. Information about the methodology used by CNBC to determine America's Top States for Business in 2021 is available [here](#).

States can earn a maximum of 2,500 points across the 10 categories, and Virginia received a total of 1,587 points. In its 2021 ranking, CNBC noted Virginia's highly educated workforce, strong economy, and stable business environment. The study also gives Virginia top scores for education, infrastructure, and technology and innovation. Read more about Virginia's 2021 ranking [here](#).

Since Governor Northam took office in January 2018, the Commonwealth has created nearly 90,000 new jobs and secured more than \$45.4 billion in statewide capital investment, including approximately \$7 billion in distressed communities. With major investments from global leaders like Amazon, Facebook, and Micron, and companies of all sizes choosing to locate or expand their operations in Virginia, businesses continue to recognize the Commonwealth's competitive advantages.

Under Governor Northam's leadership, Virginia has made historic investments in early childhood education, increased funding for historically Black colleges and universities, and worked to expand degree programs in computer science and technology at public higher education institutions to help meet the increased demand for tech talent. Virginia's workforce investments also include the new G3 program, which launched this month and makes tuition-free community college and financial support for other expenses available to low- and middle-income students who pursue jobs in high-demand fields.

Investing in infrastructure has been an essential component of Virginia's ongoing work to create economic opportunity, facilitate commerce, and improve the quality of life. This includes improvements to the heavily traveled I-81 corridor, an expansion project that will once again make the Port of Virginia the deepest port on the East Coast, and the *Transforming Rail in Virginia* initiative to build a 21st-century statewide rail network across the Commonwealth.

The Northam Administration has also put a strong focus on advancing policies that make Virginia more welcoming and inclusive, ensure people are treated fairly and equitably, and make it as easy as possible for Virginians to participate in democracy.

Watch the full CNBC interview with Governor Northam [here](#).

## How to Handle Customer Disputes (part 2)

In Part 1, you will recall that we had the goals of discovering the truth, building trust, and de-escalating the customer's anger. We learned how to set expectations, communicate during the first meeting, and how not to irritate the customer. Here's how to build on your initial success and capitalize on the customer trust you have earned.

### **The Second Meeting: Gather Final Information and Achieve Mutual Understanding.**

- If mistakes happened acknowledge them. It builds trust and continues to make you human and trustworthy in the eyes of the customer.
- If the dealership made a mistake during the sales process it's okay to say, "I'm sorry."
- Disarm by telling the truth.
- Continue to acknowledge the customer's emotions (i.e. angry, upset, anxious etc.) Let the customer vent, as necessary. When you find that the customer is repeating the same thing over and over it's time to say, "Let's focus on how to make you happy." You do not want to have the customer repeat their bad feelings over and over as it begins to wear a groove that is hard to overcome.
- If you don't take care of the problem now, it is going to get worse and it's going to cost more money and you are going to create a problem for someone else at the dealership.
- Be creative and ask lots of questions.
- Ask multiple questions, "If I could do this (xx), would that make you happy?" During these conversations ask things like:
  - If I could buy the unit back at \$xxx (including a profit for you as the dealer) would that interest you?
  - What if I provided you with a service credit for \$xx? (This option will only cost you fifty cents for every dollar that you offer to the customer.)
  - What if I could sell you a different unit and take yours as a trade-in?
  - How would you feel if I were your personal concierge during your ownership experience so you could call me with any issues that you had and I would take care of them?
- Some solutions are non-monetary. Explore these options. Customers want to be pampered and feel important. How can you accomplish those things?
- Offer to put the solution in writing "to make you more comfortable so that you are assured of getting exactly what we are discussing."

### **The Third Meeting: Buy-in.**

Present at least two (2) potential solutions for the customer. When you present a singular solution, a customer feels like you are shoving an answer down their throat. If you proceed that way, then a lot of the trust building efforts you've earned will evaporate. Be creative and don't be afraid to try something different.

It's okay to offer options where the economies are different. For example, maybe you offer to make three (3) payments of \$xx or a service and parts credit of \$yy and those numbers have \$500 difference between them. You may be surprised which option the customer chooses.

In any event, offering options shows that you care and that you are trying really hard to help the customer. Words can be perceived as "cheap," and here you are showing the customer that you care by not just serving up one option.

### **Wrapping Up With The Customer.**

- Put your agreement in writing. Consider having the customer sign a release of any further dealership obligations.
- Follow Up! Follow through! Follow Up!
- Execute on your promises. Make sure you personally see that things are done.
- There is no shame in asking for help or advice or a "TO." Sometimes, other personalities may help you re-close the customer on a solution. This is just like selling in many ways.

So, you did it! Be proud of yourself and allow yourself to have a quiet moment of success. Success comes in many forms and a job well-done is the result of your good attitude. Well done. - Tom Kline

# Board Actions

## Dealer Practices

### Informal Fact-Finding Conferences:

**Auto Icon Motor Group and George M. Ruiz.** On May 25, 2021, an informal fact-finding conference was conducted to address the alleged violations of selling from an unlicensed location, failure to maintain dealer records, and salespersons not paid on a W-2 and acting as independent contractors. Based on the information provided at the conference, the Board assessed a civil penalty of \$6,250, and a satisfactory inspection. Mr. Ruiz may appeal to a Formal Hearing.

### Administrative Actions:

**Star Cars, Inc. and Akram Rastegari.** Paid a \$250 civil penalty for failure to maintain dealer records.

**Integrity Auto Sales Service LLC and Mohamed Ali Eisa.** Suspended for non-payment of a \$7,800 civil penalty for failure to maintain dealer records, records of PoD issuance, and salespersons not paid on a W-2 and acting as independent contractors.

**Car Central LLC and Kawthar M. Haque and Mohammad Abdelaziz.** Paid a \$1,500 civil penalty for failure to maintain dealer records and PoD records.

**Dealers Club and Akhter Ahmed.** Paid a \$250 civil penalty for salespersons not paid on a W-2 and acting as independent contractors.

**J's Cars and William Newton.** Paid a \$500 civil penalty for failure to maintain dealer records, and proof of safety inspection prior to retail sale.

**Car Plus Inc. and Samir Samadov.** Paid a \$1,000 civil penalty for failure to maintain dealer records, records of PoD issuance, and proof of safety inspection prior to retail sale.

**US Auto Sales and Abdul H. Hazaymeh.** Paid a \$500 civil penalty for failure to maintain dealer records, and proof of safety inspection prior to retail sale.

**B & K Auto Sales and Julian Vasquez Morales.** Paid a \$250 civil penalty for failure to maintain dealer records, and salespersons not paid on a W-2 and acting as independent contractors.

**Hendrick Honda Woodbridge and Hendrick Automotive.** Paid a \$250 civil penalty for misuse of D-tags.

**Cima Motors and Wallace Cima.** Paid a \$500 civil penalty for failure to maintain dealer records, records of PoD issuance, and proof of safety inspection prior to retail sale.

**B.D. Auto Repairs, LLC and M.D. Aman Ullah.** Paid a \$250 civil penalty for failure to maintain dealer records, and salespersons not paid on a W-2 and acting as independent contractors.

**Supreme Motorsport and Christopher Epps.** Committed to pay a \$22,050 civil penalty for failure to maintain dealer records, and PoD records.

**RAF Auto Sales and Abdul H. Hazaymeh.** Paid a \$4,500 civil penalty for failure to maintain dealer records, records of PoD issuance, and proof of safety inspection prior to retail sale.

**J and R Used Cars LLC and Jagdish Singh.** Paid a \$250 civil penalty for failure to maintain dealer records, and salespersons not paid on a W-2 and acting as independent contractors.

**Neons Auto LLC and Omar Maad Al-Qaraghuli.** paid a \$250 civil penalty for failure to maintain dealer records.

**Coastal Virginia Auto Sales, Inc. and Phillip Parker.** Committed to pay a \$15,900 civil penalty for failure to maintain dealer records, and PoD records.

**Capital Auto Sales and Suleman Qazi.** Paid a \$4,550 civil penalty for failure to maintain dealer records, and salespersons not paid on a W-2 and acting as independent contractors.



# Board Actions

## Advertising

**Jim McKay Chevrolet Inc. and Kathleen R. McKay.** Paid a \$250 civil penalty for deceptive and misleading advertising, and bait advertising.

**Nissan of Richmond and SSS Rocks LLC.** Paid a \$250 civil penalty for misleading bait advertising, and failure to disclose the processing fee.

**Car Central LLC and Kawthar M. Haque and Mohammad Abdelaziz.** Paid a \$250 civil penalty for misleading and bait advertising, and failure to disclose the processing fee.

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

## Reminders...

All new/initial salesperson applications require a criminal background check and the Board requires dealers to conduct the background checks PRIOR to submitting the MVDB 61. Be sure to insert the vendor name and 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, since the dealer has completed the background check, the dealer only submits a \$30 per salesperson license fee (\$60 if the dealership has a 2 year renewal.) 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 MVDB 41 "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/initial sales license as described above.



Virginians over the age of 12 can schedule a vaccination appointment by visiting [vaccinate.virginia.gov](https://vaccinate.virginia.gov) or calling 877-VAX-IN-VA (877-829-4682, TTY users call 7-1-1). Beginning Monday, May 17, the call center hours will change to 8 a.m. until 6 p.m., Monday through Saturday.

# 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 locations 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, into a sampling of opening and operating expenses, and ending with a discussion on ethics. The course is also open to all existing dealers and their employees.

## **THE FOLLOWING COURSES ARE REGISTERED THROUGH VIADA**

**CALL 1-800-394-1960 to register or visit [viada.org](http://viada.org)**

2021
August 10-11
Courtyard Marriott (2136 Riverside Dr, Danville, VA 24540)
August 17-18
VIADA Home Office (1525 Huguenot Road, Suite 200, Midlothian, VA 23113)
September 7-8
Double Tree by Hilton (990 Hilton Heights Road, Charlottesville, VA 22901)
September 21-22
Holiday Inn Conference Center (20 Sanford Dr., Fredericksburg, VA 22406)
October 7-8
Lansdowne Resort (44050 Woodbridge Pkwy, Leesburg, VA 20176)
October 26-27
VIADA Home Office (1525 Huguenot Road, Suite 200, Midlothian, VA 23113)
November 9-10
Hilton Garden Inn (1999 Power Plant Pkwy, Hampton, VA 23666)
November 16-17
VIADA Home Office (1525 Huguenot Road, Suite 200, Midlothian, VA 23113)
December 7-8
Home2 Suites by Hilton (43340 Defender Dr, Chantilly, VA 20152)



Please click [HERE](#) or on the graphic on the left to view our Dealership Education videos!

More videos will be uploaded on an ongoing basis, so stay informed and receive notifications when new videos are released. The MVDB Education video library will eventually cover a wide range of topics that Dealerships can use to remain compliant with Virginia Code.

You may also access these videos from a link on our website Home page.

BE SURE TO SUBSCRIBE TO OUR [MVDB CHANNEL!](#)

# 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?



### Misuse of D-tags

§ 46.2-1550 states in part, (A)...it shall be unlawful for any dealer to cause or permit: (iii) use of dealer's license plates on any vehicle of a type for which their use is not authorized...

This Franchise Trailer plate may not be used on any other type of vehicle other than a trailer.