

December 2022 Issue 144

Inside this issue:

Page 1
<u>Posted Business Hours</u>
<u>Salespersons "Paid on a W2"</u>
<u>"REBUILD" Branded Vehicle</u>

Page 3
DMV License Plate Contest

Page 4
<u>FTC VS Passport Auto Group</u>

Page 5
<u>POD – Temporary License Plates</u>

• Page 6 <u>FTC Returns \$9.8 million to</u> <u>Consumers</u>

Page 7
<u>Safeguards Rule is now June 9, 2023</u>

• Page 8-9 <u>Board Actions</u>

Page 10
<u>IDO Recert Schedule 2022</u>

• Page 11 <u>What's Wrong With This Picture</u>

Upcoming Events!

Monday 1/9/2023

Board Meeting In person at the DMV 2300 W. Broad St. Richmond VA, 23220

Closed: Friday 12/23/2022 Closed: Monday 12/26/2022 Closed: Monday 1/2/2023

• <u>Click here for more details on the</u> <u>next Board Meeting Details</u>



Posted Business Hours

The MVDB Field Representatives are seeing an uptick in the number of dealerships that are not open during their posted business hours. As a licensed Virginia dealer, you are expected to maintain the posted business hours you have on file with the Board. In March of 2018 the Board, out of concern for consumers, the industry's reputation, and dealership success, directed the MVDB staff to implement the following actions regarding Virginia Code <u>§46.2-1533</u> violations:

- 1st 1533 violation: Dealer receives an educational warning (email or letter notification).
- 2nd violation, a \$750 civil penalty (if appealed, granted an informal hearing).
- 3rd violation, the dealer will be advised of an informal hearing on §46.2-1533 violation, Failure to maintain Business Hours .

Cont'd on pg. 2

Salespersons "Paid on a W-2"

Dealer-Operators, F & I Employees, and Sales Managers must have sales licenses. Legislation in 2006 expanded the definition of a motor vehicle salesperson to include those functions performed by the sales manager, dealer -operator, and dealer employees who are in the "F&I" side of the automobile sales industry. Anyone who performs functions as described in the following definition must have a salesperson's ... <u>Cont'd on pg. 2</u>

"REBUILT" Branded Vehicle

When a dealer sells a "REBUILT" branded vehicle to a purchaser, the dealer must make sure the purchaser and dealer both sign the <u>VSA 59</u>. This rebuilt vehicle disclosure statement must be included with the sales documents, title paperwork, other required documents, taxes, and fees that the dealer submits to DMV. Virginia Code <u>\$46.2-1602(A)(4)</u> states that "It shall be unlawful for any person to sell a ... <u>Cont'd on pg. 3</u>

Posted Business Hours

Cont'd from pg. 1

Anytime your dealership is closed, you must notify the MVDB by email (dboard@mvdb.virginia.gov) and you may want to notify your field representative as well. Submit the closing date and time as well as the return date and time by completing a MVDB 40, Dealership Notice of Temporary Closing (03/01/2018) or an alternative notice with the required information. The MVDB 40 or alternative notice is to be posted near the dealership's front entrance so that it is visible to the public. Dealers closing within 24 hours or less are encouraged to text or call their local field representative in addition to submitting the required information to the MVDB. As always, when communicating with the Board, be sure the Board has the most current and valid contact information for the dealership and dealer-operator. If we need to contact you, please be sure the Board has an email that is frequently monitored, and a phone number that is answered or has a working voice mail so that the Board may leave a message.

POSTED HOURS OF OPERATION	
MONDAY	CLOSED
TUESDAY	9:00am – 5:30pm
WEDNESDAY	9:00am – 5:00pm
THURSDAY	9:00am – 6:00pm
FRIDAY	9.00 am - 5.30 pm

10:00am - 4:00pm

CLOSED

<u>Cont'd from pg. 1</u>

license. Regardless of the working title an individual has, if they fit the definition, they must have a salesperson's license. Section §46.2-1500, Definitions. "Motor vehicle salesperson" or "salesperson" means (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. It is important for you to study this definition as all employees of your dealership that meet any of the criteria as noted in the definition will need a salesperson's license. It is the responsibility of the dealership owner to make sure that all salespersons are properly licensed and paid on a W-2. No "1099". Please remember that salespersons may not be independent contractors paid via IRS Form "1099". Salespersons must be employees of the dealership and that usually means that they receive an IRS Form "W-2" at the end of the tax year. 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 must be paid on a W-2, and not be "independent contractors" paid via IRS form "1099". Form K-1 is used by members of an LLC to report their share of the Corporation's earnings (or loss). If a member of an LLC is also a licensed salesperson, then by definition, they are also an employee of the LLC and the LLC must issue that employee an IRS Form W-2 at the end of the tax year. Therefore, a member of an LLC who is also a licensed salesperson will receive both a "K-1" and a "W-2" at the end of the tax year.

Salespersons

"Paid on a W-2"

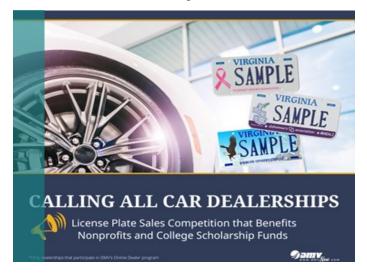
SATURDAY

SUNDAY

DMV License Plate Contest

DMV License Plate Contest to Raise Money for Nonprofits and College Scholarship Funds.

The Virginia Department of Motor Vehicles (DMV) invites motor vehicle dealerships that partner in DMV's Online Dealer program to participate in a license plate contest to raise money for nonprofit organizations and college scholarships. Between January 3 and March 6, 2023, the dealership that sells the most special license plates that support organizations and their causes will win a trophy and the opportunity for a news conference at the dealership.



Many special plates offered by DMV are "revenuesharing", in which a portion of the annual fee is "shared" with a designated organization as set in statute. Popular examples include Shenandoah National Park, Virginia Tech and VDOT's Operation Wildflower. Dealers participating in the contest may offer customers any revenue sharing plate or promote plates that benefit causes meaningful to them.

REMINDERS

All orders are placed through the online dealer vendor system.

The dealership that sells the most revenue-sharing license plates, thereby raising the most money for nonprofits and college scholarship funds, will win. To participate, dealers must complete this <u>form</u>, provide the dealership mailing address and contact information; DMV will mail a packet with more detailed contest information.

Contest at a glance:

- Contest begins January 3, 2023.
- Contest concludes March 6, 2023.
- More than half of the 250 special license plates at DMV are revenue-sharing, in which \$15 of the \$25 fee is "shared" with the benefiting organization.
- List of all DMV's "revenue-sharing license plates".
- Dealership that sells the most revenue-sharing license plates during the contest period will receive a license plate "trophy" and news conference to which DMV will invite local media.

"REBUILT" Branded Vehicle

Cont'd from pg. 1

rebuilt vehicle without first having disclosed the fact that the vehicle is a rebuilt vehicle to the buyer." Virginia Code §46.2-1600 defines a rebuilt vehicle as: (i) any salvage vehicle that has been repaired for use on the public highways, or (ii) any late model vehicle that has been repaired and the estimated cost of repair exceeded 75% of its actual cash value, excluding the cost to repair damage to the engine, transmission, or drive axle assembly.

Safety Inspections ...

§46.2-1539 requires a safety inspection between the time the vehicle comes into the possession of the dealer and the time it is sold at retail. In the event the vehicle is found not to be in compliance with all safety inspection requirements, the dealer shall either take steps to bring it into compliance or shall furnish any buyer intending it for use on the public highway a written disclosure, prior to sale, that the vehicle did not pass a safety inspection. The provisions of this section shall also apply to watercraft trailers and watercraft trailers.



Federal Trade Commission Takes Action Against Passport Automotive Group

The Federal Trade Commission is taking action against auto dealer Passport Automotive Group for deceiving consumers by tacking hundreds to thousands of dollars in illegal junk fees onto car prices and for discriminating against Black and Latino consumers with higher financing costs and fees. Passport, its president, Everett Hellmuth, and its vice president, Jay Klein, will pay more than \$3.3 million to settle the FTC's lawsuit, which will be used to refund consumers harmed by Passport's conduct.

"With this action against Passport and its top executives, the Commission is continuing its crackdown on junk fees and discriminatory practices that harm Black and Latino consumers," said Samuel Levine, Director of the FTC's Bureau of Consumer Protection. "As families struggle with rising prices, companies that think they can hit consumers with hidden fees should think again." Passport, based in Maryland, owns car dealerships around the Washington, D.C., metropolitan area. In 2018, the FTC brought action against Passport, its president, and vice president, alleging the company mailed more than 21,000 fake "urgent recall" notices to consumers in 2015 and 2017, to lure them to visit dealerships.

Passport, based in Maryland, owns car dealerships around the Washington, D.C., metropolitan area. In 2018, the FTC brought action against Passport, its president, and vice president, <u>alleging the company</u> <u>mailed more than 21,000 fake "urgent recall"</u> <u>notices</u> to consumers in 2015 and 2017, to lure them to visit dealerships. In its complaint announced today, the FTC alleges that Passport regularly advertises certified, reconditioned, or inspected cars at specific prices, but then adds extra certification, reconditioning, or inspection fees that it falsely claims consumers are required to pay. The FTC also alleges that Passport charges Black and Latino consumers hundreds of dollars more in financing costs and fees, on average, than white consumers. In its complaint against Passport, the FTC alleges that the company has for years violated the FTC Act and the Equal Credit Opportunity Act by:

- Charging illegal junk fees: Passport advertises cars as "certified," "inspected," or "reconditioned" at specific prices, but the FTC alleges that when customers try to pay the amount advertised for those vehicles, Passport adds hundreds or thousands of dollars in fees. These fees either increase the price over what was advertised or negate any discounts the consumers negotiated. The complaint cites one case in which a vehicle advertised for \$24,050 was in fact sold for \$26,440 due to illegal add-on fees. Passport frequently describes the extra fees it charges to customers for inspection, reconditioning, or certification as required when in many instances, auto manufacturers specifically prohibit dealers from charging separately for certification costs.
- Discriminating against Black and Latino customers: The complaint alleges that Passport regularly charges Black and Latino customers more in financing costs and fees than they charge non-Latino white customers. Although Passport claimed that it had a policy to prevent discrimination, the complaint alleges that Passport did not even enforce or monitor the policy.

The FTC's complaint alleges that Black and Latino consumers paid on average about \$291 and \$235, respectively, more in interest than non-Latino white consumers did. It also alleges that Black and Latino consumers paid on average an extra fee 24 percent and 42 percent more often, respectively, than non-Latino White consumers.

Enforcement Action

Passport, its president, and its vice president have agreed to a proposed federal court order that would:



POD Temporary License Plates

Virginia Department of Motor Vehicles (DMV) began using print on demand (PoD) technology for temporary tags in December 2009. Participants in the Pod program may issue temporary tags to recent purchasers at the time of sale for authorized motor vehicles.

When issuing PoD tags consider the following:

- Does the customer already have a Virginia record? If the customer has a Virginia Identification card or Driver's license, you should be using the customer's established customer ID number and NOT creating a new customer record to issue PoD tags.
- Is your customer from out of state? Use the customer's identity document to obtain their full legal name. Dealers must use the full legal name presented on the customer's identity document to issue a PoD temporary license plate. To reduce errors type the customer's name directly from their identity document.
- If the dealer does or does not have the title or ownership document readily available to transfer ownership within 30 days of the sale an additional set may be issued. Remember that the second set must be issued within 5 days of the 1st set expiring.
 - 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.

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.

Dealer Title Only (DTO)

Applying for a dealer title only (DTO) is also known as getting a title flip. By obtaining a title in the dealer's name dealers can avoid many common title issues.

- Obtaining a title in your dealership's name is a great way to prevent paperwork headaches for your title clerks.
- Have you ever lost or misplaced a title that had multiple reassignments included? If you had applied for a DTO you could have avoided the trouble and expense of going back to the selling dealers to find the original owner in order to get a duplicate.
- Getting a DTO helps your dealership to be able to maintain title inventory easily by only requiring you to keep the title and not have to worry about all of the extensions to go along with the title.
- It's only \$15 per title.
- Online dealers can conveniently process a DTO in their online system right there at the dealership. To ensure you have this capability or to learn how to use it, check with your vendor who can provide further details about their system.

Online Dealer Reminders

- Online dealers who receive errors when processing transactions through their vendor system should contact their vendor for assistance. DMV cannot assist with how transactions should be processed in the vendor systems.
- Online dealers are required to send in processed bundles within 14 days of finalizing transactions. Dealers should be bundling finalized transactions and submitting one work date in each shipping envelope.
- When mailing online bundles into DMV Headquarters the only approved shipping method is UPS Ground Commercial. If UPS Ground Commercial is not used online dealers may incur charges.

Federal Trade Commission Takes Action Against Passport Automotive Group

Cont'd from pg. 4

- Prohibit them from charging different groups different markups: The order would require Passport to establish a fair lending program to ensure it does not discriminate going forward, including a provision that will require each Passport dealership location to either charge no financing markup or charge the same markup rate to all consumers.
- Prohibit them from deceiving consumers about prices and fees: The order would prohibit Passport from misrepresenting the cost or terms to buy, lease, or finance a car, or whether a fee or charge is optional. It would also require them to only charge consumers fees with their express, informed consent.
- Require them to pay money to refund consumers: The order would require Passport to pay the FTC \$3.38 million to refund consumers harmed by Passport's unlawful actions.

The FTC has taken significant action to protect consumers across the automotive marketplace in recent years, most recently by announcing a proposed rule that would ban many of the junk add-on fees and bait-andswitch tactics plaguing car buyers. In the last ten years alone, the FTC has brought more than 50 law enforcement actions related to automobiles and helped lead two nationwide law enforcement sweeps that included 181 state-level enforcement actions in these areas.

The Commission vote authorizing the staff to file the complaint and stipulated final order was 4-1.



FTC Returns More Than \$9.8 Million To Consumers

FTC Returns More Than \$9.8 Million To Consumers Harmed by Napleton Auto's Junk Fees and Discriminatory Practices.

The Federal Trade Commission is sending payments totaling more than \$9.8 million to consumers who were harmed by Illinois-based Napleton Automotive Group's junk fees and discriminatory practices.

The <u>FTC and the State of Illinois sued Napleton</u> <u>Automotive Group in March 2022</u>, alleging that Napleton employees were sneaking illegal junk fees for unwanted "add-ons" onto vehicle purchases and discriminating against Black consumers. According to the joint complaint, eight of the company's dealership illegally tacked on junk fees for unwanted "add-on" products such as payment insurance and paint protection, costing consumers hundreds or even thousands of dollars. The complaint also alleged that Napleton discriminated against Black consumers by charging them more for add-ons and financing.

REMINDERS

VSCC free brochures ...

The Virginia State Corp Commission has free insurance brochures that are available to dealers to offer basic guidance on insurance. If you would like to receive any of the available State Corporation Commission resources, please click on the link and follow the ordering instructions.

http://scc.virginia.gov/boi/pubs.aspx Advertising Freight B

Safeguards Rule is now June 9, 2023

The Federal Trade Commission announced it is extending by six months the deadline for companies to comply with some of the changes the agency implemented to strengthen the data security safeguards financial institutions must put in place to protect their customers' personal information. The deadline for complying with some of the updated requirements of the Safeguards Rule is now June 9, 2023.

The Safeguards Rule requires non-banking financial institutions, such as mortgage brokers, motor vehicle dealers, and payday lenders, to develop, implement, and maintain a comprehensive security program to keep their customers' information safe.

The Commission is extending the deadline based on reports, including a letter from the Small Business Administration's Office of Advocacy, that there is a shortage of qualified personnel to implement information security programs and that supply chain issues may lead to delays in obtaining necessary equipment for upgrading security systems. These difficulties were exacerbated by the COVID-19 pandemic. These issues may make it difficult for financial institutions, especially small ones, to come into compliance by the deadline.

The FTC approved changes to the Safeguards Rule in October 2021 that include more specific criteria for what safeguards financial institutions must implement as part of their information security programs. While many provisions of the rule went into effect 30 days after publication of the rule in the Federal Register, other sections of the rule were set to go into effect on December 9, 2022.

The provisions of the updated rule specifically affected by the six-month extension include requirements that covered financial institutions:

- designate a qualified individual to oversee their information security program,
- develop a written risk assessment,
- limit and monitor who can access sensitive customer information,
- encrypt all sensitive information,
- train security personnel,
- develop an incident response plan,
- periodically assess the security practices of service providers, and
- implement multi-factor authentication or another method with equivalent protection for any individual accessing customer information.

REMINDERS

Power of Attorney (POA)...

The Power of Attorney (POA) form has limited use. DMV issued clarification regarding the proper usage of the Power of Attorney (POA) form VAD70A by the motor vehicle dealer community. Federal law requires that mileage disclosure be recorded on a secure POA when ownership is transferred. The VAD70A is a secure POA with limited usage, which allows the dealer to sign for the titled owner and disclose mileage when the subsequent owner receives the title. The VAD70A can only be used when the customer's title is physically held by a lien holder, or when the owner has lost the title. If the owner has lost the title, the dealer may apply for a lost title from DMV using Form VSA 66, "Application for Replacement and Substitute Titles". The POA form allows the dealer to sign for the title. The Power of Attorney (Form VAD 70A) can only be used by auto dealers and may be purchased from VIADA.

Dealer Practices

Informal Fact Finding Conferences:

540 Auto and Wali Baluch

On August 30, 2022, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain dealer PoD records. Based on the information provided at the conference, the Board assessed a civil penalty of \$1,150, and a satisfactory inspection. Mr. Baluch may appeal to a Formal hearing.

Auto City and Wali Baluch

On September 8, 2022, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain dealer PoD records. Based on the information provided at the conference, the Board assessed a civil penalty of \$3,700, and a satisfactory inspection within 30 days.

Mr. Baluch may appeal to a Formal hearing.

Advantage Auto Sale, Inc. and Mohammad

Elahi-Mohassel

On October 26, 2022, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain posted business hours and comply with previous warnings. Based on the information provided at the conference, the Board assessed a civil penalty of \$750, a satisfactory inspection, and successful completion of the 2day class.

Mr. Elahi-Mohassel may appeal to a Formal hearing.

Enterprise Automotive Financial,

LLC and Jassam M. Sarhan

On October 18, 2022, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain posted business hours and comply with previous warnings. Based on the information provided at the conference, the Board assessed a civil penalty of \$1,000 and a satisfactory inspection.

Mr. Sarhan may appeal to a Formal hearing.

El Shaddai Motors and Jose M. Trigueros

On October 25, 2022, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain posted business hours and comply with previous warnings. Based on the information provided at the conference, the Board assessed a civil penalty of \$750 and a satisfactory inspection.

Mr. Trigueros may appeal to a Formal Hearing.

Royal Motors and Shane Pardis

On October 25, 2022, an informal fact-finding conference was conducted to address the alleged violations of failure to have an established place of business, dealer records, proof of safety inspection prior to retail sale, unlicensed salespersons, and complying with previous warnings. Based on the information provided at the conference, the hearing officer recommended assessing a civil penalty of \$2,000, a satisfactory inspection of dealer records, and successful completion of the 2-day class.

Mr. Pardis may appeal to a Formal hearing.

Formal Hearings:

Kar Mart, LLC and Dennis J. Rogers

Historical Overview leading up to the Formal Hearing: On June 7, 2022, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain dealer records, proof of safety inspection prior to retail sale, title within 30 days, PoD records, misuse of transport tags, and deceptive acts and practices. Based on the information provided at the conference, the Board assessed a civil penalty of \$31,250.00, satisfactory inspection, and successful completion of the 2-day Dealer-Operator course. On July 18, 2022, Mega Auto Outlet and Rukhsana Akbar appealed the Decision and requested a Formal Hearing. On August 30, 2022, a Formal Hearing was conducted to address the alleged violations. Based on the information provided at the hearing, the Board assessed a civil penalty of \$28,000, satisfactory inspection of the dealership and PoD records, and successful completion of the 2-day Dealer-Operator course.

Mr. Rogers may appeal to the appropriate Circuit Court.

Board Actions

Dealer Practices

Administrative Actions:

Hollywood Motors LLC and Brenton Gray. Paid a \$750 civil penalty for failure to maintain posted business hours.

Yes Auto Sales and Yasmine Hamad. Paid a \$500 civil penalty for failure to provide proof of salespersons paid on a W-2, and dealer records.

Leesburg Auto Import LLC and Hidar Awad. Agreed to pay a \$9,000 civil penalty for failure to maintain dealer records, proof of safety inspection prior to retail sale, proof of salespersons paid on a W-2, PoD records, and use of D-tag records.

Marcus Auto Sales and Marcus Smith. Failed to pay a \$2,900 civil penalty for dealer records, PoD records, safety inspection prior to retail sale, and D-tag records. Dealership is suspended and moved to debt set-off.

Millers Tavern Auto Parts and Scott A. Bruce. Paid a \$1,000 civil penalty for failure to maintain dealer records, and proof of safety inspection prior to retail sale.

Right Price Autosales, LLC and Dominique Coleman. Paid a \$250 civil penalty for failure to maintain dealer records, odometer records, proof of salespersons paid on a W-2, and D-tag records.

OLA Motors LLC and Olayinka Fowowe. Paid a \$750 civil penalty for failure to maintain posted business hours.

Commonwealth Motors LLC and Tracy Dean Sakowitz.

Paid a \$750 civil penalty for failure to maintain dealer records, D-tag records, and proof of salespersons paid on a W-2.

Affordable Automotive Sales and Christopher Thayer.

Suspended for failing to pay a \$750 civil penalty for failure to maintain posted business hours.

T B Auto Sale and Delores Becerra. Paid a \$500 civil penalty for failure to maintain dealer records, and proof of safety inspection prior to retail sale.

Motley's Assett Disposition Group and Mark T. Motley.

Paid a \$1,500 civil penalty for failure to maintain dealer records, copies of titles for completed sales, and D-tag usage.

Shorehaven Motor Sports LLC and Steven C. Epstein. Paid a \$250 civil penalty for failure to maintain dealer records, and proof of salespersons paid on a W-2.

Carfast Automotive and MD Mizanur Rahman Sarker.

Paid a \$1,250 civil penalty for failure to maintain dealer records, proof of safety inspection prior to retail sale, proof of salespersons paid on a W-2, and use of D-tag records.

Carvana and Ernest G. Garcia III. Paid a \$1,000 civil penalty for failure to maintain dealer records, copies of titles for completed sales, and D-tag usage, and proof of safety inspection prior to retail sale.

Advertising

Administrative Actions

Lindsay Chevrolet LLC and Christopher F. Lindsay.

Paid a \$1,000 civil penalty for misleading advertising. Additional options that are not negotiable must be included in the advertised price.

The Following Courses are Registered Through VIADA

2022 - 2023 Course Schedules

December 13 - 14 : Richmond/Midlothian (1525 Huguenot Road, Suite 200, Midlothian, VA 23113)

January 10 - 11 : Danville (TBD)

January 17 - 18 : Richmond/Midlothian (1525 Huguenot Road, Suite 200, Midlothian, VA 23113)

February 7 - 8 : Bristol/Abingdon Hilton Garden Inn (325 Village Circle Bristol, Va. 24201)

February 14 - 15 : Chantilly (TBD)

March 7 - 8 : Hampton (TBD)

March 14 - 15 : Richmond/Midlothian (1525 Huguenot Road, Suite 200, Midlothian, VA 23113)

April 11 - 12 : Danville (TBD)

April 18 - 19 : Richmond/Midlothian (1525 Huguenot Road, Suite 200, Midlothian, VA 23113)

May 9 - 10 : Hampton (TBD) May 16 - 17 : Chantilly (TBD)

June 6 - 7 : Harrisonburg (TBD)

June 13 - 14 : Hampton (1525 Huguenot Road, Suite 200, Midlothian, VA 23113)

> **You can register for your IDO Course on the VIADA website <u>HERE</u> ** Or call 800-394-1960

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?



Illegal Decals on Dealer Plates!

This dealer tag has an illegal sticker. All DEALER tag year stickers are PURPLE. The year sticker circled in the picture above is not purple, therefore it is illegal on a dealer plate.

Locate Us:

2201 West Broad St. Suite 104 Richmond, Va. 23220 We are located inside The BookBindery Building

Contact Us:

804-367-1100

Executive Director: William R. Childress ext:3002#

Field Representative Supervisor: Lisa Mack-Nelson ext:3005#

> Operations Manager: Rick Sipe ext:3003#

Agency Analyst/Education: Ann Majors ext:3016#

Email: dboard@mvdb.virginia.gov

> Dealer Talk Editor: Ann Majors Layout/Graphics John Saul



Volume: 25 Issue 144