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Inside this issue:

New Fees 1

New Legislation 1

Upcoming Events 2

FTC Targeting 2

Recertification 3

CRM Software 4

Board Actions 5

Did You Know? 7

Dealer-Operator 8

Vehicle Crashes 9

What's Wrong 9

With this Picture?

Sales & Use Tax 10

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MOTOR VEHICLE DEALER BOARD



New Fees Beginning July 1, 2015

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

From 1996-2007 the Board's successes within the Dealer Community allowed for expansion of many operating efficien-

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

Over the years we have

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

In order to

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New Legislation July 1, 2015

Beginning July 1, 2015, new legislation will move regulation and licensing of the "T & M" (RV's, travel trailers, motor homes,) trailer, and motorcycle dealers from DMV to MVDB. Additionally, the name "T&M" will be changed to "recreational vehicles" or "RVs" for ease of un-

derstanding.

This legislation was initiated by the MVDB, and Delegate McQuinn was the patron who proposed the legislation to the General Assembly. Of note is that this legislation passed both the House of Delegates and the Senate without one single negative vote. As further back-

ground on why MVDB proposed this legislation; prior to the creation of the Motor Vehicle Dealer Board in 1995, all motor vehicle dealers were under the purview of DMV and all dealers followed the same laws. The 1995 legislation shifted the regulation and oversight of only car and truck

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Upcoming EVENTS

BOARD MEETINGS

All Meetings are held at DMV Headquarters

2300 W. Broad Street, Room 702 Richmond, VA

Monday, July 13, 2015

Time: 9:00 a.m.

Dealer Practices Committee Meeting

Monday, July 13, 2015

Time: Immediately following Dealer Practices

Licensing Committee Meeting

Monday, July 13, 2015

Time: Immediately following Licensing

Advertising Committee Meeting

Monday, July 13, 2015

Time: Immediately following Advertising

Transaction Recovery Fund Committee Meeting

Monday, July 13, 2015

Time: 10:00 a.m.

Full Board Meeting

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

Holiday Hours

CLOSED:



Friday, July 3, 2015

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New Legislation

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

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

FTC Targeting Auto Ads

Internet advertising has the same rules that apply to other media, and the FTC is monitoring dealer websites.

(The following article appeared in the Washington Area New Automobile Dealers Association (WANADA) April 30 Bulletin and reprinted with their permission.)

The Federal Trade Commission recently announced a crackdown on fraud in auto sales and finance. WANADA Kin-dred-Line member and dealer attorney Mike Charapp of Charapp and Weiss evaluated FTC enforcement actions and outlined several advertising areas where dealers should be cautious:

□ *Truth in Lending.* Most of the consent orders have involved allegations of Truth in Lending Act violations. These are easy violations for the FTC to spot. Dealer staff involved in advertising and the dealership's outside ad agency should understand trigger terms and the disclosures required by law if there is a trigger term.

□ *Bait and switch.* The focus of the three latest consent orders and of many of the previous ones is in the realm of “bait and switch.” The FTC focuses on pricing or sales terms it believes are not available to all potential buyers. Advertised vehicle pricing and terms should be available to all buyers. If offers are not available to all, as would be the case with new car prices based on manufacturer rebates and incentives that have limitations, a dealer must take care that the qualifica-

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FTC

tions to achieve the savings are clearly and conspicuously disclosed.

□ *Negative equity.* Early in its post-Finance Reform Act consent orders time frame in 2011-12, the FTC charged violations by dealers who used some variant of the claim where they would pay off a trade “no matter how much you owe.” The FTC signaled that it would look closely at claims that failed to disclose that negative equity would be rolled into the new finance balance. This is an ongoing FTC hot button.

□ *Internet Advertising.* The FTC is not looking only at newspaper advertising, but Internet ads as well. FTC knows that dealers concentrate marketing efforts on the Internet, and regulators are, in fact, reviewing dealer websites. Internet advertising is governed by the same rules that apply to other media, and those creating Web content for the dealership need to know the rules.

NADA’s legal group commissioned special counsel earlier this year to craft their latest version of a *Dealer Guide to Federal Advertising Requirements* through their *Driven Management Series*. A copy of the complete guide – which all dealer sales teams and their ad agencies should have close at hand as a ready reference – can be reviewed and downloaded by clicking [here](#).

[back to pg 1](#)

Independent Dealer-Operator Recertification

The Independent Dealer-Operator program, effective January 1, 2011, requires Independent Dealer-Operators (IDO) to **recertify every three (3) years** to maintain their certificate of qualification by completing a continuing education course **or** successfully passing the Independent Dealer-Operator recertification examination.

If you choose to maintain your IDO qualification you **MUST** recertify every 3 years, --- regardless of whether you are an active IDO (currently the assigned dealer-operator), or inactive IDO (not the assigned dealer-operator). If you are the assigned Dealer-Operator of an Independent dealership, failure to recertify your IDO qualification will result in your IDO certification becoming ***invalid and will jeopardize the dealership’s licenses if you are currently the assigned dealer operator.***

If you are not currently working as an IDO OR as the assigned IDO for the dealership, we ***strongly encourage*** you to recertify and keep your IDO qualification. Even if you have closed your dealership, or are working as a salesperson, we recommend maintaining your qualification. Keeping your IDO qualification current also avoids starting the IDO education process from the beginning.

In our ongoing efforts to increase awareness of the IDO Recertification requirement, we have added a couple new communication tools. We have posted an alphabetic list on our WEB site www.mvdb.virginia.gov of all individuals that must recertify within their authorized timeframe. To see the list, click [HERE](#). In addition to website postings, and mailing recertification notices to the home address of independent dealer-operators on a monthly basis, we continue to offer additional monthly email reminders.

Online recertification is by far the most “user friendly” way an IDO can fulfill their recertification requirement. Make sure the IDO of record is the student taking the online course, and that all the registration data entered is legally correct & accurate. To meet demand, our recertification partners continue to schedule classes for those who prefer taking a class rather than completing the recertification on-line or by taking a test at any DMV. For more information on both classroom and on-line recertification contact the providers:

- Virginia Independent Automobile Dealers Association (VIADA) 1-800-394-1960 www.viada.org
- Compass Systems 1-800-296-5585 www.eProLearn.com

Please note that dual licensed **Franchise** dealers are exempt from recertification. If you are unclear on your recertification deadline, or any other recertification questions, please contact the Board. Or call Ann Majors at the MVDB. She may be reached at 804-367-1100 x 3016, or email her at ann.majors@mvdb.virginia.gov. We look forward to providing assistance to you and welcome your participation.

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ensure the viability of the agency and to operate effectively it has become necessary to adjust dealer and salesperson licensing fees. While operating costs continue to rise, fees have remained constant since 2007. These fee adjustments are indicated in the chart below, and will adequately meet the Board's operating costs while sustaining firm financial ground over the next several years. These fee adjustments for the most common categories stated on the right will apply to Dealers and Salespersons effective July 1, 2015. Please keep in mind not *all* fees the Board currently charges for services will be increased.

Please watch your email for further updates. If your license renews after July 1, 2015, please be sure to calculate your new renewal fees using the fee chart on

New Fees

our website. For your convenience, our new fee schedule will be posted on our website July 1, 2015, so be sure to watch your email for additional reminders and links. For additional information, please email dboard@mvdb.virginia.gov.

Category	July 1, 2015 Fee
Dealer Certificate	\$225 / per license year
Salesperson License (Initial, Renew, Transfer)	\$30
Foreign Registrant License	\$75

Reminders...

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

New CRM Software Rollout

MVDB announces a new proprietary Customer Relationship Management (CRM) software rollout called Horizon. The objective of Horizon is to integrate multiple systems into one enterprise application transparent to all MVDB staff, internal & field. MVDB developed this proprietary application internally, and released it in a phased approach. Daily updated data is migrated from all existing internal systems, and previous systems are "retired" after appropriate testing and validation from IT and MVDB staff is validated.

The most recent application to migrate onto Horizon is the field inspection application. During development of the field application, the Dealer Audit Sheet was created. This audit sheet is one of the most useful tools for all MVDB staff and potentially for dealers as well. This Dealer Audit Sheet is a snapshot overview of a Dealer's basic information we have on record, and includes dealership contact information, owner/dealer-operator, salespersons, dealer tags, hours, and other pertinent data. From a Field Representative's perspective, this will greatly increase productivity, and decrease the amount time a representative takes to compile the necessary data to complete an effective inspection.

back to pg. 1

Board Actions

Dealer Practices

Crown Auto Group, Inc. and Mikhail Braslavskiy. Consumer complaints, an unsatisfactory inspection to include inadequate record keeping, and issuance of a high number of 30-day PoD tags caused staff to convene and informal fact finding conference. On February 13, 2015, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain established place of business, dealer records, title within 30 days, misuse of transport tags, misuse of PoD tags, material misstatement, failure to comply with a written warning or willful failure to comply, and failure to submit fees to DMV within 30 days. Based on the information provided at the conference, the Board assessed a civil penalty of \$4,500, satisfactory inspection, and that Mr. Braslavskiy successfully complete the two-day dealer-operator course.

Autoloox and Khashayar Zargham. Five consumer complaints, an unsatisfactory inspection and issuance of a high number of PoD tags caused Board staff to convene an informal fact-finding conference. It should be noted that this conference was the third convened against this dealer. He has paid civil penalties and attended the dealer-operator class in the past. In January of this year, as requested by the dealer, this dealer was placed in out-of-business status. On December 17, 2014, an informal fact-finding conference was conducted to address the alleged violations of dealer records, title within 30 days, records to be kept by dealers, inspection, acts of officers, material misstatement, failure to comply with previous warnings, having been convicted of any criminal act involving the business of selling vehicles, and failure to submit fees within 30 days. Based on the information provided at the conference, the Board assessed a civil penalty of \$16,000 and revocation of licenses and certificates.

Layne's Use Cars, LLC and Rodney E. Layne. From January 2009 – February 2015, Dealer Board field representatives made no less than 6 attempts to inspect this dealership. No one was at the dealership for five out of the six attempts. The one successful attempt was a failed inspection as no records were available, certificate not posted and the sign was not adequate. In addition, the dealer was sent several educational letters. On March 16, 2015, an informal fact-finding conference was conducted to address the alleged violations of failure to properly maintain dealer records, failure to maintain business hours, failure to provide proof of liability insurance on dealer tags, and failure to submit fees to DMV within 30 days. During the May Board meeting, Mr. Rodney Layne requested the board allow him and his father time to liquidate inventory, and close the dealership by August 31st. Based on the information provided at the conference and Mr. Layne's request, the Board assessed a civil penalty of \$750, and accepted Mr. Layne's August 31st closure.

Access Auto, LLC and Brahim E. Iberkak. There are at least five documented cases of this dealership not providing titles to customers within 30 days and not submitting tax and registration money to DMV that was collected from purchasers. Mr. Iberkak was aware of these violations and stated that he was using the money collected in order to keep his business opened. On March 30, 2015, an informal fact-finding conference was conducted to address the alleged violations of failure to properly maintain dealer records, failure to provide title within 30 days, and failure to comply with previous warnings. During the May Board meeting, Mr. Iberkak indicated that he is prepared to close his business, and requested that the Board allow him to keep his sales license. Based on the information provided at the conference, and Mr. Iberkak's statements, the Board assessed a civil penalty of \$6,500, the dealership must cease selling vehicles at retail, and gave Mr. Iberkak until June 30th to close his dealership.

VA Motors, LLC and Alfred B. Ankomah. An August 2014 inspection of this dealership revealed record keeping deficiencies including lack of accounting for 110 transport tags and proof that all salespersons are employees. This failed inspection caused the Board staff to send this dealer an educational/warning letter. A follow up inspection in December, showed no improvement to include odometer statements missing. Around this same time, improper advertisements on Craigslist were discovered and these improper advertisements continued after an educational/warning effort. On April 15, 2015, an informal fact-finding conference was conducted to address the al-

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Board Actions

leged violations of dealer records, failure to disclose Virginia dealer in advertising, prohibited solicitation and compensation, W2, misuse of transport tags and dealer tags, acts of officers, salespersons, failure to comply with previous warnings, misleading advertising, and failure to disclose processing fee in advertising. Based on the information provided at the conference, the Board assessed a civil penalty of \$2,750, satisfactory inspection within 6 months and to successfully complete the Dealer-Operator course within 6 months.

Kennon Auto Sales and Timothy W. Kennon. From May of 2011 through September of 2014, eight attempts to visit this dealer were not successful as the dealership was closed. These eight failed inspections resulted in 5 certified letters being sent to the dealer. In the 14 month period running from 7/13 – 9/14 there were four failed attempts to inspect this dealership resulting in 2 certified letters and assessment of a civil penalty. The last time this dealership was inspected was 2010. Mr. Kennon appealed the civil penalty and requested an informal fact-finding conference which was held on October 22, 2014, for alleged violations of failure to maintain business hours and failure to comply with a written warning or willful failure to comply. At its January, 2015 Board meeting, the Board assessed a \$2,750 civil penalty and revoked all licenses and certificates issued by the Board to Mr. Kennon. Mr. Kennon appealed this decision by the Board and on March 10, 2015, a formal hearing was conducted to address the above listed violations. Based on the information provided at the formal hearing, the Board assessed a civil penalty of \$3,000 and revocation of all licenses and certificates.

Old Dominion Motors, Inc., and Alan W. Yeattes. Paid a \$250 civil penalty for misuse of dealer tags.

Lake Anna Marina, and Joseph Boggs, Sr., and Rosario D. Boggs. Paid a \$1,000 civil penalty for under insured dealer tags.

Zaka Automotive, Inc. and Ghulam Y. Zaka. Paid a \$1,000 civil penalty for unlicensed salesperson and under insured dealer tags.

B & B Auto Group, and Joseph A Brooks. Paid a \$250 civil penalty for misuse of D-tags or transport tags.

DFS Auto Group, LLC, and Fraydune F. Beg. Paid a \$250 civil penalty for failure to maintain business hours.

3 Boys Motors, Inc., and Felix Y. Urbina. Paid a \$500 civil penalty for failure to maintain business hours.

Richard Cady Auto Sales, and Richard H. Cady. Paid a \$250 civil penalty for failure to maintain business hours.

Licensing

David C. Haskins, A1 Sale, LLC . Mr. Haskins also owns a pawn shop and a gun shop. After a plea agreement, in December of last year, Mr. Haskins plead guilty of two felonies related to his gun shop business. On February 19, 2015, an informal fact-finding conference was conducted to address the alleged violations of deceptive acts and practices and having been convicted of a felony. Based on the information provided at the conference, the Board took no action against Mr. Haskins.

Mikhail Braslavskiy, Crown Auto Group, Inc. Mr. Braslavskiy was the subject of another conference held in February of this year. In that conference, it was mentioned that he had been convicted of improper use of dealer tags in August of 2012. In subsequent applications submitted to the Board, Mr. Braslavskiy failed to note this conviction. As a result, on April 21, 2015, an informal fact-finding conference was conducted to address the alleged violations of use of dealer's and manufacturer's license plates, use of dealer's license plates and temporary transport plates, material misstatement, convicted of a criminal act, and leasing, lending, allowing use of a dealer's license not authorized. Based on the information provided at the conference, the Board assessed a \$1,000 civil penalty.

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Board Actions

Advertising

Southern Chrysler Jeep Greenbrier and Bradley Hunt. Based primarily on the Board's long standing policy that dealers should be assessed civil penalties without previous warnings when "It is apparent that an advertisement willfully attempts to deceive the consumer." A number of dealers, including Southern Chrysler Jeep Greenbrier were assessed civil penalties for advertising a price of a new car that included rebates that were not available to everyone as staff believed that this type of advertisement was overtly deceptive. This dealership appealed the assessment of a civil penalty and on February 11, 2015, an informal fact-finding conference was conducted to address the alleged violations of having used deceptive acts or practices, misleading advertising, failure to disclose Processing Fee in their advertising, and using the term "free" in a prohibited manner. Based on the information provided at the conference, the Board assessed a civil penalty of \$1,000.

General Imports of Salem, LLC, and Christopher Bower. Paid a \$2,000 civil penalty for advertising on Craigslist in the owner section, not disclosing the processing fee in a dollar amount, and did not fully disclose they were a dealership.

Pearson Hyundai, and Max Pearson. Paid a \$3,000 civil penalty for advertising rebates not available to all customers.

Lustine Toyota Scion Chrysler Jeep Dodge Ram, and L.N. Kairys. Paid a \$2,000 civil penalty for advertising rebates not available to all customers.

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

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

[back to pg 1](#)

DID YOU KNOW??

The Board is pleased to announce our newest Field Representative Jason McCoy. Jason has more than 15 years of experience with DMV as an Engineer Technician III and most recently Compliance and Safety Officer III. Jason's territory includes the counties of Warren, Frederick, Clarke, Culpeper, Rappahannock, Page, Fauquier, Shenandoah, Loudoun, and Luray and Winchester Cities. We are confident that Jason will be an asset to the MVDB's field efforts.



The National Highway Traffic Safety Administration will organize and prioritize the replacement of the defective air bag inflators that were used in nearly **34 million vehicles**. NHTSA will also be coordinating with Takata and automakers that used the defective inflators in their vehicles, to ensure the American public receives information regarding these recalls as it becomes available.

NHTSA is waiting for the automakers to supply a complete list of affected vehicles. As this information is available, NHTSA will update this site to provide the American public with this information. Once manufacturers identify which vehicles are affected, use NHTSA's [VIN search tool](#) to confirm whether your individual vehicle is under recall, and search by VIN on a [specific vehicle-maker's site](#). For more information, please see <http://www.safercar.gov>.

IMPORTANT NOTICE TO PROSPECTIVE DEALERS

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

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

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

Date	College	Contact Information
2015		
June 2 & 3	Germanna Community College, Fredericksburg	Registration 540-937-2913 www.germanna.edu/workforce
June 16 & 17	Danville Community College, Danville	Donna Agee 434-797-6437 www.dcc.vccs.edu/workforce
Jul 14-15	Northern VA in Manassas	Registration 703-257-6630 www.nvcc.edu/wdce
Jul 28-29	Virginia Western in Daleville	Registration 540-966-3984 www.virginiawestern.edu
Aug 11-12	Piedmont Virginia in Charlottesville	Registration 434-961-5354 www.pvcc.edu
Aug 25-26	Tidewater Community College Suffolk	Registration 757-822-1234 www.tcc.edu/wd
Sep 15-16	Lord Fairfax Community College in Warrenton	Registration 540-351-1524 www.lfccworkforce.com
Sep 29-30	J Sargeant Reynolds in Henrico/Richmond/Parham Rd	Sandy Jones 804-523-2293 www.ccwa.vccs.edu
Oct 13-14	Northern Virginia in Reston	Claire Wynn 703-450-2551 www.nvcc.edu/loudoun/continuing
Nov 03-04	Blue Ridge in Weyers Cave	Registration 540-453-2215 www.brcc.edu

Thousands of Virginia Crashes, Injuries Due To Inattention

RICHMOND – Drivers taking their eyes off the road was the No. 1 cause of distracted driving crashes in Virginia last year, according to statistics from the Virginia Department of Motor Vehicles' (DMV) Highway Safety Office.

In 2014, more than 24,000 crashes statewide were attributed to distracted drivers. These crashes resulted in 163 deaths and 14,378 injuries.

According to the National Highway Traffic Safety Administration (NHTSA), motorists are 23 times more likely to get into a crash while driving distracted. Younger drivers have the greatest proportion of distracted driving crashes. Of this group, 11 percent of all drivers who die in crashes were reportedly distracted, NHTSA said.

"It seems like common sense to stay focused on the task at hand when

you're operating a two-ton piece of machinery but, sadly, our statistics show that's not the case," said DMV Commissioner Richard D. Holcomb, the Governor's Highway Safety Representative. "In today's world, we are almost programmed to multi-task but, behind the wheel, you just can't risk it."

Using a cell phone while driving is a common cause of distracted driving crashes. In Virginia, texting while driving is illegal and considered a primary offense. A texting while driving conviction carries a \$125 fine for the first offense and a \$250 fine for second-or-subsequent offenses.

Other top causes of distracted driving crashes include rubbernecking, passengers, and adjusting a radio or CD player.

Here are a few tips to avoid distraction behind the wheel:

- Adjust your seat, mirrors, radio and GPS before you start to drive. Ask passengers to help you once you hit the road.
- Shut off your cell phone or place it out of reach. If you need to make a call or send a text, safely pull over and park your vehicle.
- Don't eat, apply makeup or engage in other behaviors that take your focus off the road.
- Secure your pets. It is safer for them and for you.
- Make sure you get plenty of rest. If you're drowsy, you won't be able to concentrate.

What's Wrong With This Picture?



§ 46.2-1510. Dealers required to have established place of business. "No license shall be issued to any motor vehicle dealer unless he has an established place of business..."

In this instance a field representative went out for a location change and found that the dealership's new location was uninhabitable and did not meet Virginia Code standards. Therefore, the dealership's location change was NOT approved at that time.

[back to pg 1](#)

MOTOR VEHICLE DEALER BOARD

MVDB

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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.



Volume 18, Issue 104

Dealer Talk

Page 10

Sales and Use Tax Increase July 1, 2015



Picture courtesy of :

<http://www.virginia.gov/government/legislative>

[back to pg. 1](#)

MVDB Mission Statement

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

Currently, the titling tax is 4.05% of the sale price (including the Processing Fee.). **A new rate of 4.1% will be effective July 1, 2015:**

The definition of "sale price" changed in July of 2013. "Sale price" shall mean the total price paid for a motor vehicle and all attachments thereon and accessories thereto, as determined by the Commissioner, exclusive of any federal manufacturers' excise tax, without any allowance or deduction for trade-ins or unpaid liens or encumbrances. However, "sale price" shall **not** include ***(i) any manufacturer rebate or manufacturer incentive payment applied to the transaction by the customer or dealer whether as a reduction in the sales price or as payment for the vehicle and (ii) the cost of controls, lifts, automatic transmission, power steering, power brakes or any other equipment installed in or added to a motor vehicle which is required by law or regulation as a condition for operation of a motor vehicle by a handicapped person.***

As a reminder, the current minimum tax levied on the sale of any motor vehicle in the Commonwealth is \$75.

The current retail sales tax is 5.3%. Four percent goes to the State and one percent to the local government. In Northern Virginia and Hampton Roads, the total retail sales tax is 6% and in the rest of the Commonwealth is 5.3%. For more details, please visit: <http://www.tax.virginia.gov/site.cfm?alias=SalesUseTax#RetailSales> .