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# MOTOR VEHICLE DEALER BOARD

## Dealer Talk

### Virginia Aligns with CDC

Governor Ralph Northam lifted Virginia's universal indoor mask mandate to align with [new guidance](#) from the Centers for Disease Control and Prevention (CDC). Governor Northam also announced that Virginia will ease all distancing and capacity restrictions on Friday, May 28, two weeks earlier than planned. The updates to Virginia's mask policy are reflected in amendments to Executive Order Seventy-Two and will become effective at midnight tonight along with [previously announced changes](#) to mitigation measures.

Governor Northam made the announcement in a [new video message](#). Virginia is able to take these steps as a result of increasing vaccination rates, dramatically declining COVID-19 cases, hospitalizations, and statewide test positivity rate, and revised federal guidelines.

"Virginians have been working hard, and we are seeing the results in our strong vaccine numbers and dramatically lowered case counts," said **Governor Northam**. "That's why we can safely move up the timeline for lifting mitigation measures in Virginia. I strongly urge any Virginian who is not yet vaccinated to do so—the vaccines are the best way to protect yourself and your community

*Cont'd on pg. 3*

### DMV Exam Appointments

As Governor Northam has lifted most of the Covid 19 mitigation mandates, the ability for dealers to schedule their own exams is recommended. The following is an easy tutorial on how to obtain a salesperson or dealer-operator qualification examination at the DMV. Beginning June 1, 2021, DMV is doubling their appointments for all customers, which should alleviate some of the delays in obtaining an examination. Here is a step by step tutorial on how to obtain an appointment for a salesperson exam or dealer-operator exam.

#### Step 1

Go to [www.dmvnow.com](http://www.dmvnow.com)

#### Step 2

Click on "Schedule an appointment"



Appointments for service for the upcoming 90 days are available at open DMV locations.  
[Find a location and schedule now](#)

Or go to the search bar on the DMV website and type "appointments"

*Cont'd on pg. 2*



## Upcoming EVENTS

### BOARD MEETINGS

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

**Monday, July 12, 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.

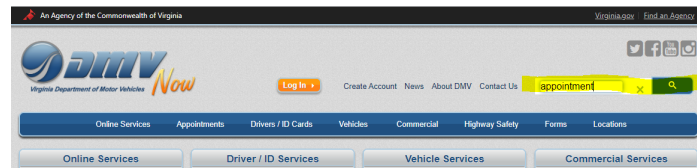
## MVDB will be closed

- ◆ Friday, June 18 Juneteenth
- ◆ Monday, July 5 Independence Day



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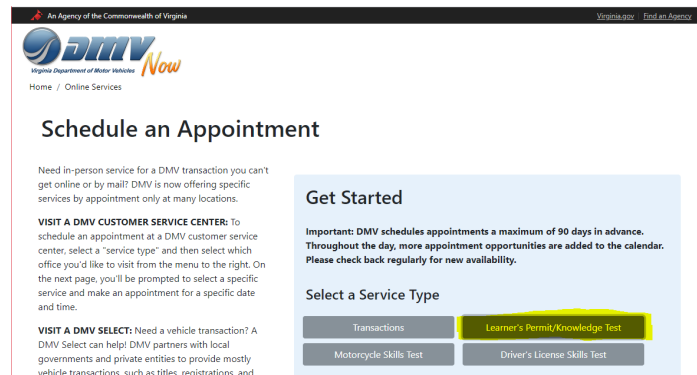
## DMV Exam Appointments



If you schedule exams frequently, you may want to bookmark this page = <https://www.dmv.virginia.gov/online-services/appointments.aspx>.

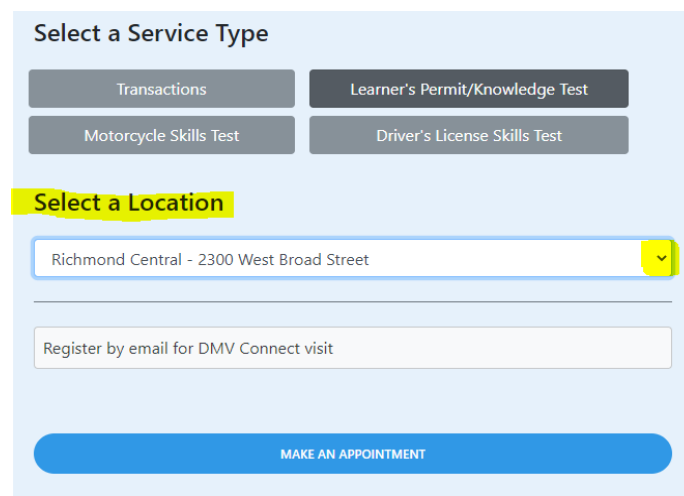
### Step 3

Once you get to the “Schedule an Appointment” page, look under “Select a Service Type”, and click on “Learner’s Permit/Knowledge Test”.



### Step 4

As soon as you click on the Knowledge Test, you may select a testing location from the dropdown menu.



### Step 5

When you have selected your location, click the blue button “make an appointment”. A new tab will open. On this page,

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## Virginia Aligns with CDC

from COVID-19. The message is clear: vaccinations are how we put this pandemic in the rearview mirror and get back to being with the people we love and doing the things we have missed.”

The CDC guidelines state that fully-vaccinated individuals do not have to wear masks in most indoor settings, except on public transit, in health care facilities, and in congregate settings. Businesses retain the ability to require masks in their establishments. Employees who work in certain business sectors—including restaurants, retail, fitness, personal care, and entertainment—must continue to wear masks unless fully vaccinated, per CDC guidance. Those who are unvaccinated or not fully-vaccinated are strongly encouraged to wear masks in all settings.

The state of emergency in Virginia will remain in place at least through June 30 to provide flexibility for local government and support ongoing COVID-19 vaccination efforts. Governor Northam will take executive action to ensure individuals have the option to wear masks up to and after that date. Masks will continue to be required in K-12 public schools, given low rates of vaccination among children.

Virginia has administered nearly 7 million doses of COVID-19 vaccines. More than 4 million people have received at least one dose of the vaccine, representing over 63 percent of Virginia’s adult population. Governor Northam has said he remains confident the Commonwealth will meet President Biden’s goal of having 70 percent of adults vaccinated with at least one dose by July 4.

COVID-19 cases, hospitalizations, and the percent of positive tests continue to fall throughout the Commonwealth. Virginia is currently reporting a positivity rate of 3.5 percent, which is lower than at any time since the start of the pandemic. The Commonwealth’s seven-day average of new cases is 555, the lowest number in over 10 months. Virginia is currently recording its lowest number of COVID-19 hospitalizations at 684. For additional data on COVID-19 on Virginia and vaccination efforts, please see the Virginia Department of Health’s data dashboards.

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.

The full text of Seventh Amended Executive Order Seventy-Two and Order of Public Health Emergency Nine, which takes effect on May 15, can be found [here](#).

### 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@mvdb.virginia.gov](mailto:ann.majors@mvdb.virginia.gov)

### Reminders...


[§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 trailer dealers.

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## DMV Exam Appointments

you need to scroll all the way to the bottom of the page under “Choose a category...” and again select “Knowledge Test: Dealer Operator, Salesperson” etc.

Choose a category... 

Knowledge Testing

I would like to schedule...

**Knowledge Test: Passenger Vehicle or Motorcycle Only for Learner's Permit or Original License (Computer)**  
\*Test your knowledge of traffic signs, motor vehicle laws and safe driving techniques in a computer-based test.

**Knowledge Test: Commercial Vehicle Only for a Learner's Permit or License (Computer)**  
\*Test your familiarity with the operation of commercial vehicles, motor vehicle laws and safe driving techniques in a computer-based test.

**Knowledge Test: Dealer Operator, Salesperson, Escort or Pesticide Applicator Certification (Computer)**

### Step 6

When you click on the Knowledge Test: Dealer Operator, Salesperson, etc. a calendar will appear. Select a date and time that is available. Dates will appear in Bold font, and the shaded dates are unavailable.

**Knowledge Test: Dealer Operator, Salesperson, Escort or Pesticide Applicator Certification (Computer)**

< **July 2021** >

M	T	W	Th	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	<b>22</b>	23	24	25
26	27	28	29	30	31	

### Step 7

After clicking on the selected date, follow the online prompts for making the appointment. You will be prompted for your First Name, Last Name, email address, and phone number. It is important that you give DMV the email address that you check often. **This email address is where the DMV will email you your confirmation of your appointment**, as well as sending you a reminder 1-2 days prior to your appointment. We encourage persons to enter their cell phone number as well.

If by chance you are unable to get an appointment at your desired location, select another location outlined in step 4, and continue until you find a suitable appointment.

For a printable .pdf document of these instructions, click [HERE](#).

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# FTC Rules for Safeguarding Customer Information

The FTC has standards on the dealer's responsibility to protect your customer's information.

## **§314.1 Purpose and scope.**

(a) *Purpose.* This part, which implements sections 501 and 505(b)(2) of the Gramm-Leach-Bliley Act, sets forth standards for developing, implementing, and maintaining reasonable administrative, technical, and physical safeguards to protect the security, confidentiality, and integrity of customer information.

(b) *Scope.* This part applies to the handling of customer information by all financial institutions over which the Federal Trade Commission ("FTC" or "Commission") has jurisdiction. This part refers to such entities as "you." This part applies to all customer information in your possession, regardless of whether such information pertains to individuals with whom you have a customer relationship, or pertains to the customers of other financial institutions that have provided such information to you.

## **§314.2 Definitions.**

(a) *In general.* Except as modified by this part or unless the context otherwise requires, the terms used in this part have the same meaning as set forth in the Commission's rule governing the Privacy of Consumer Financial Information, 16 CFR part 313.

(b) *Customer information* means any record containing nonpublic personal information as defined in 16 CFR 313.3(n), about a customer of a financial institution, whether in paper, electronic, or other form, that is handled or maintained by or on behalf of you or your affiliates.

(c) *Information security program* means the administrative, technical, or physical safeguards you use to access, collect, distribute, process, protect, store, use, transmit, dispose of, or otherwise handle customer information.

(d) *Service provider* means any person or entity that receives, maintains, processes, or otherwise is permitted access to customer information through its provision of services directly to a financial institution that is subject to this part.

## **§314.3 Standards for safeguarding customer information.**

(a) *Information security program.* You shall develop, implement, and maintain a comprehensive information security program that is written in one or more readily accessible parts and contains administrative, technical, and physical safeguards that are appropriate to your size and complexity, the nature and scope of your activities, and the sensitivity of any customer information at issue. Such safeguards shall include the elements set forth in §314.4 and shall be reasonably designed to achieve the objectives of this part, as set forth in paragraph (b) of this section.

(b) *Objectives.* The objectives of section 501(b) of the Act, and of this part, are to:

- (1) Insure the security and confidentiality of customer information;
- (2) Protect against any anticipated threats or hazards to the security or integrity of such information; and
- (3) Protect against unauthorized access to or use of such information that could result in substantial harm or inconvenience to any customer.

## **§314.4 Elements.**

In order to develop, implement, and maintain your information security program, you shall:

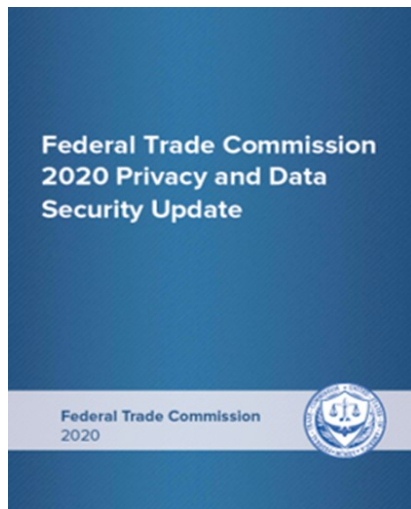
- (a) Designate an employee or employees to coordinate your information security program.
- (b) Identify reasonably foreseeable internal and external risks to the security, confidentiality, and integrity of customer information that could result in the unauthorized disclosure, misuse, alteration, destruction or other compromise of such information, and assess the sufficiency of any safeguards in place to control these risks. At a minimum, such a risk assessment should include consideration of risks in each relevant area of your operations, including:
  - (1) Employee training and management;
  - (2) Information systems, including network and software design, as well as information processing, storage, transmission and disposal; and



*Cont. from pg. 5*

## FTC Rules for Safeguarding Customer Information

- (3) Detecting, preventing and responding to attacks, intrusions, or other systems failures.
- (c) Design and implement information safeguards to control the risks you identify through risk assessment, and regularly test or otherwise monitor the effectiveness of the safeguards' key controls, systems, and procedures.
- (d) Oversee service providers, by:
  - (1) Taking reasonable steps to select and retain service providers that are capable of maintaining appropriate safeguards for the customer information at issue; and
  - (2) Requiring your service providers by contract to implement and maintain such safeguards.
- (e) Evaluate and adjust your information security program in light of the results of the testing and monitoring required by paragraph (c) of this section; any material changes to your operations or business arrangements; or any other circumstances that you know or have reason to know may have a material impact on your information security program.



Click on the graphic on the **left** to find out more about FTC enforcement initiatives.

Click on the graphic to the **right** and learn the basics for protecting your business from cyber attacks. The business cybersecurity resources in this section were developed in partnership with the National Institute of Standards and Technology, the U.S. Small Business Administration, and the Department of Homeland Security.



## FTC Closing Letters

The FTC takes a practical approach to its mission of protecting America's consumers. That typically means law enforcement actions to challenge companies' unfair or deceptive acts or practices. But depending on the facts, we may supplement law enforcement with other methods, including consumer education, business guidance, warning letters, national workshops, reports, and – in limited circumstances – staff closing letters.

Closing letters from the staff of the Bureau of Consumer Protection are just what they say they are. They're letters from FTC staff telling a company or individual that we're closing our investigation into their conduct. Closing letters aren't binding on the Commission and the text of the letters makes it clear that the FTC reserves the right to take further action as the public interest may require.

There are a number of practical reasons why staff may close an investigation even when there is concern that a company has violated the law. That's why closing letters also expressly state that the receipt of a letter shouldn't be construed as a determination that there wasn't a law violation.

Even though staff closing letters serve a narrow purpose, it's still wise for businesses and attorneys to read them. They'll often include a pointer that can help other companies with their own compliance efforts. Just be sure to read them on the [Staff Closing Letters page on the FTC website](#). Why? Over the years, we've heard reports about companies falsifying or altering FTC documents – including correspondence, civil investigative demands, and even staff closing letters. If you see a closing letter anywhere other than on the FTC website, the best way to be sure you're looking at a genuine document is to check if it's published on [ftc.gov](#).

## How to Handle a Customer Dispute—Part 1

“The only difference between an ordeal and an adventure is your attitude,” states the recent, popular internet meme I encountered, and I agree.

Customer disputes often begin when you hear from a third party. The customer may not complain because of their feelings: shame, embarrassment, or self-doubt, to name a few. You may instead hear it from a lawyer or regulator (i.e. a Motor Vehicle Dealer Board, Consumer Financial Protection Bureau (CFPB), State Attorney General, State Consumer Affairs Division, Better Business Bureau etc.).

There are some customers who will find something wrong with the vehicle and use that as a wedge to try and leverage you into some bigger action. This type of customer will not usually come right out and tell you they want out of the unit, but rather will go “on campaign” and send you emails and letters and phone calls demanding you fix the problem. This campaign may start with an internet posting complaining about the vehicle and the dealership. Customer problems often begin with internet complaints and how you address those early on may determine your ability to successfully conclude the problem.

### **The First Meeting:**

Listen to the customers’ story first.

Take notes, writing down everything the customer tells you. (I do mean everything.) Sometimes this can take more than an hour. Invest the time. At the end, show the customer your pages and pages of notes. Then tell the buyer you are going to read them back and you want them to let you know if you missed anything. Then, read the notes and paraphrase what you have been told. This should take as long as it takes. (I’ve had these meetings last all day.) The net result is the customer will feel heard, which is part of the “disarming process.” These steps are meant to show you were listening and the customer was heard. Do not skip any of this or try to do it quickly. While you are taking notes, nod and say things like “I understand.”

Label the customer’s feelings. If they have a terrible tale of woe, use phrases like:

“That must have been frustrating.” “That must have been hard.” “That sounds really aggravating.”  
“I wouldn’t want to go through that either.”

Do not feel the need to create a solution during the first meeting. In fact, even though you can often solve the problem by snapping your fingers, if you choose this shortcut, the customer will often decline the solution as he may not be emotionally invested in the process.

At the first meeting, set a time for the second meeting and let the customer know that you are going to do some homework in between meetings. Setting multiple meetings and being “gameday” shows you care and you want to help.

Set expectations before the end of the first meeting and let the customer know that you may not have any solutions by the end of the second meeting and you are going to work on their issues. Reassure the customer that he is valuable and important to you.

Do not be defensive as it will turn out negatively and the customer will feel you are trying to defend the dealership.

Be truthful. Half-truths will get you nowhere. When you add half-truths and caginess to this situation, you are going to get yourself and the dealership into trouble. Quickly correct any errors (or omissions) that another employee may have said, or a false perception that a customer has. If you set the customer straight and tell them the real deal, they (almost always) can deal with the circumstances.

Be realistic. Assure the customer that you are going to work toward a satisfactory resolution. Be true to your word. Do not over-promise. Emphasize that you want the customer comfortable and happy.

Follow-up properly and call back when you said you would. It builds trust.

In the August issue of Dealer Talk—Part 2, will show you how to conclude the complaint.

Tom Kline [www.BetterVantagePoint.com](http://www.BetterVantagePoint.com)

## DMV News

### Constitutional Amendment

Effective January 1, 2021 veterans of the United States armed forces or the Virginia National Guard who have been rated by the United States Department of Veteran Affairs or its successor agency pursuant to federal law with a one hundred percent (100%) service-connected, permanent, and total disability will be exempt from state and local taxation on one motor vehicle owned and used primarily by or for the qualifying veteran. Veterans that qualify will be exempt from sales and use tax (SUT) provided they present the appropriate documentation. Motor vehicles purchased prior to the effective date wherein sales and use tax was paid will not be refunded any taxes paid. Under this amendment, a motor vehicle that is owned by the spouse of a veteran of the United States armed forces or the Virginia National Guard with a one hundred percent (100%) service-connected, permanent, and total disability could also be free from taxation for one motor vehicle used primarily by or for the qualifying veteran. To prove eligibility, qualifying veterans or spouses will have to submit the following documentation along with the ownership document:

- SUT 3 “Purchasers Statement of Exemption” and
- Veteran’s benefits letter stating 100% service-connected, permanent, and total disability.

Online dealer participants will not be able to process transactions with this exemption; this transaction should be sent to the auto auction for processing. If SUT is paid at a dealership, the qualifying veteran or spouse may request a refund from DMV by submitting form SUT 2 “Application for Refund of Sales and Use Tax” along with the veterans benefit letter stating 100% service-connected, permanent, and total disability.

## Misleading and Bait Advertising

If you are charging fees that are not included in the advertised price of the vehicle, you may be in violation of Va Code advertising laws. §46.2-1581.8 states in part “the advertised price or credit terms shall include all charges which the buyer must pay to the seller, except buyer-selected options, state and local fees and taxes, and manufacturer's or distributor's freight or destination charges, and a processing fee, if any. If a processing fee or freight or destination charges are not included in the advertised price, the amount of any such processing fee and freight or destination charge must be (i) clearly and conspicuously disclosed ...” The dealer’s processing fee is the fee that the dealer has on file with the Board. Additional fees may not be added at the time of sale, they must be added into the advertised price of the vehicle. The Board believes that adding fees specifically not allowed by Virginia law to the advertised price is deceptive. For example, if the advertised price is \$20,000, and at signing, the buyers order adds an additional \$4,000 for a document fee, and an administrative fee, and a dealer prep fee, and a reconditioning fee, and a 3<sup>rd</sup> party vendor fee, etc.; these fees should not appear as line items on your buyers order. Any and all of those fees/costs must be included in the advertised price of the vehicle---not added to the buyers order at the time of signing. This type of advertising could be considered a violation of §46.2-1581.12 "Bait" advertising, in which an advertiser may have no intention to sell at the price or terms advertised. The Board staff will be stepping up enforcement and utilizing an accelerated penalty process for violators. First time violators will receive a written warning and second time violators will receive a \$1,000.00 civil penalty (if appealed, granted an informal hearing). Third time violators will be granted an informal hearing and eventually appear before the Board. If you have any questions regarding “fees” that you can legally charge to a customer you should contact the MVDB, VADA, or VIADA.



# Board Actions

## Dealer Practices

### Informal Fact-Finding Conferences:

**Abraham's Autos and Mildred Bruce** - On February 23, 2021, an informal fact-finding conference was conducted to address the alleged violations of failure to maintain dealer records, unlicensed salesperson, proof of safety inspection prior to retail sale, and failure to comply with previous written warnings. Based on the information provided at the conference, the hearing officer recommended assessing a civil penalty of \$2,375 and revocation of all licenses, certificates, and qualifications. Ms. Bruce may appeal to a Formal hearing.

### Formal Hearings

**Virginia Auto Sales, LLC and Muhammad Junaid Bashir** - Historical Overview leading up to the formal hearing: On November 10, 2020, an informal fact-finding conference was conducted to address the alleged violations of salespersons not paid as employees on a W-2, and failure to maintain dealer records. Based on the information provided at the conference, the hearing officer recommended assessing a civil penalty of \$250 and a satisfactory inspection within 90 days. At the January 11, 2021 Committee and Full Board Meetings, the Board adopted a resolution assessing a civil penalty of \$250 and a satisfactory inspection on or before April 11, 2021. Mr. Bashir appealed for a formal hearing. On March 3, 2021, a Formal hearing was conducted to address the alleged violations listed above. Based on the information provided at the hearing, the Board assessed a civil penalty of \$250 and a satisfactory inspection within 90 days. Mr. Bashir may appeal to Circuit Court.

### Administrative Actions:

**POS Auto Sales LLC and Divesh Patel.** Paid a \$250 civil penalty for salespersons acting as independent contractors and not paid on a W-2.

**Rick's Used Cars, Inc. and Rickie L Seward.** Paid a \$500 civil penalty for failure to provide proof of safety inspection prior to retail sale, and maintain dealer records for 5 years.

**Mid Atlantic Truck Center and Hamid Yasini.** Failed to pay an \$11,000 civil penalty for failure to maintain Dealer PoD records, and provide proof of safety inspection prior to retail sale. The dealership was suspended, then turned over to debt set-off.

**Lindsay Chevrolet and Christopher F. Lindsay.** Paid a \$1,000 civil penalty for failure to maintain dealer records, and unlicensed salespersons.

**Dalo Motors LLC and Amer Hamah-Ameen and Mohommed Zaquog.** Paid a \$250 civil penalty for failure to provide proof of safety inspection prior to retail sale, and maintain dealer records for 5 years.

**H & C Auto Inc and Richard Elliott Call.** Paid a \$2,000 civil penalty for failure to provide proof of safety inspection prior to retail sale, and maintain dealer records for 5 years, and no dealer records of PoD tags.

**AP Auto LLC and Bismillah Safai.** Paid a \$250 civil penalty for failure to maintain dealer records, and salespersons acting as independent contractors and not paid on a W-2.

**Nobel Motors and Abdul Azis Hamidi.** Paid a \$2,200 civil penalty for failure to provide proof of insurance on each D-tag.

**Car Central LLC and Kawthar M. Haque and Mohammad Abdelaziz.** Paid a \$250 civil penalty for misuse of D-tags.  
of D-tags.

# Board Actions

**A & R Motors, LLC and Zuhair Ramadan.** Paid a \$1,750 civil penalty for failure to maintain dealer records, salespersons acting as independent contractors and not paid on a W-2, proof of safety inspection prior to retail sale, and misuse of D-tags.

**Caspian Auto Motors and Elshan A. Bayramov.** Paid a \$5,350 civil penalty for failure to maintain dealer records of PoD tags, and proof of safety inspection prior to retail sale.

**I-Dealer Auto LLC and Anthony Emanuel Carter.** Paid a \$3,150 civil penalty for failure to maintain dealer records and PoD records, and proof of safety inspection prior to retail sale.

**Legacy Motorsports, LLC and Vladimir Arana.** Paid a \$250 civil penalty for failure to maintain dealer records.

**Kool Automotive LLC and John P. Kool.** Paid a \$250 civil penalty for failure to maintain dealer records, and proof of safety inspection prior to retail sale.

**Harding's Auto Sales LLC and Brent Harding.** Paid a \$500 civil penalty for failure to maintain dealer records, odometer records, and misuse of D-tags.

**Pacific Auto Sales, and Paul Ramos.** Paid a \$2,800 civil penalty for failure to maintain dealer records and PoD records.

**S G Spangler, Inc. and Samuel G. Spangler III.** Paid a \$1,500 civil penalty for failure to maintain dealer records, and proof of safety inspection prior to retail sale, and unlicensed salesperson.

**Homeland Motors Inc. and Asif Khan.** Paid a \$500 civil penalty for failure to maintain dealer records, and failure to comply with previous warnings.

**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.

## Advertising

**Rick Hendrick Chevrolet Buick GMC and Gregory H. Gach.** Paid a \$250 civil penalty for misleading and bait advertising.

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



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

### June 22-23

Home2 Suites by Hilton (43340 Defender Dr, Chantilly, VA 20152)

### July 13-14

Hilton Garden Inn (1999 Power Plant Pkwy, Hampton, VA 23666)

### July 27-28

Holiday Inn Conference Center (20 Sanford Dr., Fredericksburg, VA 22406)

### 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)



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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[www.mvdb.virginia.gov](http://www.mvdb.virginia.gov)

**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, it shall be unlawful for any dealer to cause or permit dealer's license plates to be used on: Vehicles used to deliver or transport (i) other vehicles; (ii) portions of vehicles; (iii) vehicle components, parts, or accessories; or (iv) fuel;