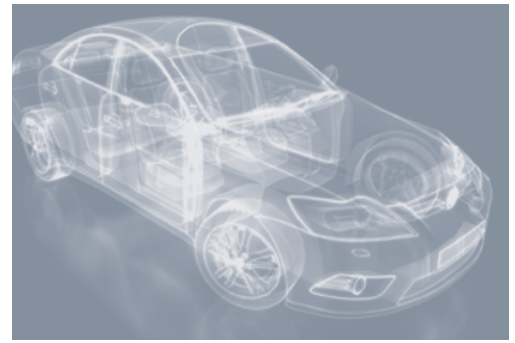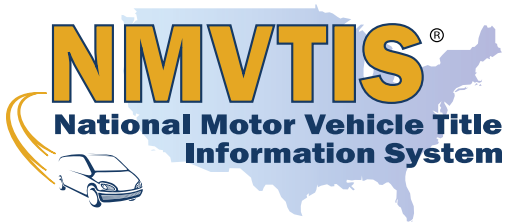# AAMVA

American Association of Motor Vehicle Administrators

Vehicle History
Vehicle Lifecycle
ODOMETER
PAPER TITLE
Consumer Protection
UNIFORMITY

NMVTIS
National Motor Vehicle Title Information System

NMVTIS Best Practices for Title and Registration Program Managers

Edition 5

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VEHICLE STANDING COMMITTEE
NMVTIS STATE PROGRAM SUBCOMMITTEE

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Executive Summary

The National Motor Vehicle Title Information System (NMVTIS), which is operated by the American Association of Motor Vehicle Administrators (AAMVA), was created to enable jurisdictions and others to gain instant and reliable access to information pertaining to the titling of vehicles maintained by other jurisdictions. This allows titling jurisdictions to instantly transmit and verify title, brand, and odometer information on the paper title against the electronic record from the jurisdiction that issued the title. NMVTIS is part of a larger vision that creates a complete history of a vehicle from its birth (manufacture) to death (dismantled or crushed) known as Vehicle Lifecycle Administration (VLA).

As the majority of jurisdictions using NMVTIS in their day-to-day titling activities grew, questions were raised concerning the business procedures and practices used by jurisdictions when reporting and interpreting vehicle title, history, and brand information consistently. These issues were first brought to the members of the NMVTIS Working Group, which was tasked with providing input relating to technical aspects of NMVTIS and not business policy and procedures. As part of AAMVA's role as system operator, AAMVA determined the need for stakeholder groups to provide input and guidance on their particular program area. AAMVA determined that a group more focused on jurisdiction business processes should be established. As a result,

the NMVTIS Business Rules Working Group was established in the summer of 2012. The Business Rules Working Group eventually became the NMVTIS State Program Subcommittee and is made up of representatives from jurisdictions in all four of AAMVA's regions. These jurisdictions represent the various modes of participation in NMVTIS, specifically, fully integrated online, batch, or some combination of the two.

The intent of these best practices is to provide the title and registration program managers with information and a resource to assist them in ensuring that NMVTIS works seamlessly with the jurisdiction's title program.

The NMVTIS State Program Subcommittee suggests all jurisdictions review this material and consider implementing these best practices to maximize the benefits provided by NMVTIS. Implementing these best practices will provide jurisdictions with the best tools available for preventing title fraud; ensuring vehicle brands are carried forward; and ensuring that a comprehensive vehicle history is established, which will ultimately improve consumer protection and public safety.

This document will continue to evolve as new subject matters are considered and recommendations for best practices are revised or added by the NMVTIS State Program Subcommittee.

Introduction to NMVTIS

NMVTIS was created under the Anti Car Theft Act of 1992 (Public Law 102-519), the Anti Car Theft Improvements Act of 1996 (Public Law 104-152), and its implementing regulations (28 C .F .R . part 25). The system was created to:

- prevent the introduction or reintroduction of stolen motor vehicles into interstate commerce;

- protect jurisdictions, consumers (both individual and commercial), and other entities from fraud;

- reduce the use of stolen vehicles for illicit purposes, including funding of criminal enterprises; and

- provide consumer protection from unsafe vehicles.

Guiding Principles

Given the aforementioned tenets as the basis for the system, the following are the "Guiding Principles" under which the NMVTIS jurisdiction program is operated:

- The jurisdiction is the holder of the complete vehicle title record.

- Changes to the jurisdiction data in NMVTIS must be approved by the jurisdiction.

- When possible, changes to jurisdiction data must be processed by the jurisdiction or jurisdiction(s) involved.

- The system maintains NMVTIS standard brands against which jurisdiction brands and/or vehicle status and/or conditions that impact the economic value or safety are mapped.

- A jurisdiction must be reporting data to NMVTIS to have access to use the data.

Definitions and Descriptions of the Participation Approaches for U.S. Jurisdictions in NMVTIS

The NMVTIS jurisdiction program provides each jurisdiction a level of flexibility to fully comply with Department of Justice (DOJ) regulations regarding title verification and data reporting.

This flexibility is captured in the following four participation approaches:

1. Fully integrated online participation: The jurisdiction conducts real time inquiry and updates.

2. Partially integrated participation: The jurisdiction conducts a combination of integrated online inquiry and batch updates.

3. Full batch participation: The jurisdiction conducts batch inquiries and batch updates.

4. Batch and state web interface: The jurisdiction conducts standalone web-based inquiry updates and batch updates.

Approach one: Fully integrated online, this is the optimum approach because it provides for the provision and access to NMVTIS information in a seamless, integrated manner. Jurisdictions are able to immediately access information needed to make informed titling decisions, such as adding a brand to a title, prior to issuance. Likewise, title actions by the jurisdictions are transmitted to NMVTIS in real time, which is an important deterrent to fraud.

Definitions and Acronyms

These definitions are provided as used in context with this document.

American Association of Motor Vehicle Administrators (AAMVA)	A tax-exempt, nonprofit organization that develops model programs in motor vehicle administration, law enforcement, and highway safety. Founded in 1933, AAMVA represents the jurisdictional officials in the United States and Canada who administer and enforce motor vehicle laws. AAMVA's programs encourage uniformity and reciprocity among the jurisdictions.
Batch	A periodic single program run that uploads NMVTIS information, records, and data.
Batch jurisdiction	A jurisdiction that periodically updates NMVTIS data.
Body style indicator	A description of a vehicle that describes the vehicle configuration such as sedan, coupe, two door, convertible, wagon, and so on. The use of a body style indicator varies from jurisdiction to jurisdiction. Body style indicators are not recorded in NMVTIS.
Brand	Words or phrases that describe an event that has impacted the value or safety aspects of a vehicle. Brands are a permanent designation on a vehicle's title, registration, or permit documents. The brands and the criteria used to assign them vary widely from one jurisdiction to another. Although most jurisdictions put history brands somewhere on their titles, the wording varies from jurisdiction to jurisdiction. Descriptive labels regarding the status of a motor vehicle, such as "junk," "salvage," and "flood" vehicles, are examples of brands.
Brand history	Brands are recorded as permanent records in NMVTIS. NMVTIS maintains brands for the life of the vehicle by carrying forward brands to new title documents as they are issued. The brand should remain associated with the vehicle because it shows a significant event pertaining to the vehicle even if the damage is repaired.
Certificate of title (title)	A document issued by a jurisdiction that identifies the vehicle, the rightful owner(s) and in most jurisdictions, applicable liens.
CSOT (change state of title)	A NMVTIS transaction that moves the title record from one jurisdiction to another.

Current title	The most recently issued title that is used to provide proof of ownership and vehicle information.
Duplicate title	A certificate of title issued by the jurisdiction to replace the original title; may be requested because of a lost, destroyed, defaced, stolen, or illegible certificate of title.
Electronic Lien and Title (ELT)	An ELT system provides an electronic means of updating lien information on titles between the jurisdiction motor vehicle agency and lienholders.
Exempt vehicles	Vehicles for which the owners are not required to pay registration fees and are issued license plates that specifically identify that the vehicle belongs to a jurisdiction, city or county, or government. As used in this document, this definition does not refer to odometer disclosure.
Federal Highway Administration (FHWA)	An agency within the U.S. Department of Transportation that supports state and local governments in the design, construction, and maintenance of the nation's highway system (Federal Aid Highway Program) and various federally and tribal owned lands (Federal Lands Highway Program). Through financial and technical assistance to state and local governments, the FHWA is responsible for ensuring that U.S. roads and highways continue to be among the safest and most technologically sound in the world.
Fraudulent titles	A title that does not accurately reflect the title history of the vehicle. Fraudulent titles are maliciously obtained using deception to gain an unfair advantage or for illegal activities. Fraudulent titles may be issued as a result of intentional dishonesty by customers that cloned Vehicle Identification Numbers, stole vehicles, or removed brands to defraud another party.
Inactive title	A title that is no longer in effect because of the subsequent issuance of a new title as a result of transfer of ownership.
Junk vehicle	A vehicle that has been dismantled because it was wrecked, was abandoned, or is a low-valued vehicle that was impounded and acquired from an enforcement agency; that is no longer operable on public streets, roads, and highways; and has no value except as a source of parts or scrap. Some jurisdictions consider a vehicle junk when the frame has been crushed.
Low-speed vehicle (LSV)	A legal class of four-wheeled motor vehicle that has a gross vehicle weight of less than 3000 lb (1400 kg) and a top speed of between 20 to 25 mph (32–40 km/h), allowing it to be titled, registered, and tagged to travel on designated public roads. The National Highway Traffic Safety Administration has published safety guidelines in the United States that apply to vehicles operating in the 20 to 25 mph speed range.

Mail returned (MR)	Mail that is returned to the issuing agency after an attempt to deliver to the indicated address by the postal service.
Manufacturer's Certificate of Origin (MCO)	The original document required to be executed and delivered by the manufacturer to the first dealer or private individual that takes possession of the vehicle, certifying the origin of the vehicle.
Motor vehicle agency (MVA)	A jurisdiction-level government agency that administers vehicle and driver license laws, regulations, and policies.
National Criminal Information Center (NCIC)	An electronic index of criminal justice information (e.g., criminal record history information, fugitives, stolen properties, missing persons). It is available to federal, state, and local law enforcement and other criminal justice agencies and is operational 24 hours a day, 365 days a year. The purpose of maintaining the NCIC system is to provide a computerized database for ready access by criminal justice agencies making inquiries and for prompt disclosure and flow of information among the numerous law enforcement branches.
National Highway Traffic Safety Administration (NHSTA)	Part of the Department of Transportation. It describes its mission as "Save lives, prevent injuries, reduce vehicle-related crashes." It was established by the Highway Safety Act of 1970 and is dedicated to achieving the highest standards of excellence in motor vehicle and highway safety. It works daily to help prevent crashes and their attendant costs, both human and financial.
National Insurance Crime Bureau (NICB)	A not-for-profit organization dedicated exclusively to fighting insurance fraud and crime. NICB maintains a database of all active thefts which includes the NCIC Theft file and all other active theft. This is the source of the NMVTIS theft data.
National Motor Vehicle Title Information System (NMVTIS)	An electronic system that provides consumers with valuable information about a vehicle's condition and history. The NMVTIS is designed to protect consumers from fraud and unsafe vehicles and to keep stolen vehicles from being resold. NMVTIS is designed to collect information from jurisdictions but not to change the nomenclature used in or standards created by jurisdictional motor vehicle laws or by jurisdictional motor vehicle titling agencies. NMVTIS is also a tool that assists jurisdictions and law enforcement in deterring and preventing title fraud and other crimes.
NCIC Vehicle Data Codes	Vehicle data identifiers that are established by NCIC and commonly used in numerous databases that collect data on vehicles. AAMVA recommends the use of NCIC data codes.

Neighborhood electric vehicle (NEV)	A U.S. denomination for battery electric vehicles that are legally limited to roads with posted speed limits as high as 45 mph (72 km/h) depending on the particular laws of the jurisdiction but are usually built to have a top speed of 30 mph (48 km/h) and have a U.S. States Department of Transportation classification for low-speed vehicles.
Nonrepairable	A vehicle that is damaged, destroyed, wrecked, burned, or submerged in water to the extent that the only residual value of the vehicle is as a source of parts or scrap metal or identified by a jurisdiction or insurer that it cannot be rebuilt. Vehicles designated as nonrepairable cannot be rebuilt for operation on the road.
Nonparticipating jurisdiction	A jurisdiction that does not regularly (at least once per week) update title records to the NMVTIS database online or in batch.
Online inquiry	Accesses to the NMVTIS database in real time using the internet or a web-based application.
Online jurisdiction	A jurisdiction that provides data as the title transactions are processed using web-based applications.
Participating jurisdiction	A jurisdiction that updates vehicle title records regularly (at least once per week) to the NMVTIS database online or in batch.
Participation Management Concept (PMC)	A system that includes a jurisdiction profile website where users can assess each jurisdiction's level of participation, locate jurisdiction helpdesk contact information, and view jurisdiction-specific information regarding NMVTIS implementation.
Revoked title	A formal action by the jurisdiction notifying the person to whom the certificate of title has been issued that the title is withdrawn; the title must be returned to the motor vehicle agency because of an error, omission, or fraud.
Salvage	A salvage title is a form of vehicle title branding that notes the vehicle has been damaged or deemed a total loss by an insurance company that paid a claim on it. The criteria for determining when a salvage title is issued differ considerably by each jurisdiction. An vehicle that is damaged by collision, fire, flood, accident, trespass, or other event, to the extent that its fair salvage value plus the cost of repairing the vehicle for legal operation on public streets, roads, and highways, would be more than the fair market value of the vehicle immediately before the event that caused the damage. Salvage vehicles include vehicles determined to be a total loss under the law of the applicable jurisdiction or designated as a total loss by an insurer under the terms of its policies, regardless of whether or not the ownership of the vehicle is transferred to the insurance carrier.

Surrendered title	A valid title that is used to establish supporting evidence for the issuance of a new title. When ownership of a vehicle is transferred from one person to another, the previous owner must prove lawful ownership by providing and relinquishing possession and control of the vehicle's title, allowing a new and current title to be issued to the new owner.
State Web Interface (SWI)	A web-based, standalone application provided by AAMVA used to support data corrections and title verifications into NMVTIS.
Title (certificate of title)	A document issued by a jurisdiction showing ownership of a vehicle.
Title issue date	Date printed on a title and displayed as the title issue date in NMVTIS that indicates the date a title was printed, issued, or both.
Title number	A unique identifying number printed on the title and displayed as the title number on NMVTIS issued for a vehicle's title by the issuing jurisdiction.
Title transfer	A change of vehicle ownership on record resulting in the issuance of a new certificate of title.
Unclaimed title	A title mailed to a customer by a jurisdiction that has been returned undelivered or unclaimed by the customer.
Undercover law enforcement vehicles	Government-owned fleet vehicles that are equipped with minimal or limited accessories to reduce expense and maintenance. These vehicles are designated for official use only. Fleet vehicles are uncharacteristic and stand out from other vehicles because of the atypical nominal equipment and accessories. An undercover law enforcement vehicle is a vehicle owned by a jurisdiction that is used in conjunction with a law enforcement officer to disguise one's own identity or used to assume an identity for the purposes of gaining the trust of an individual or organization to learn secret information to be used as evidence. To blend into the normal environment, an undercover law enforcement vehicle may be a luxury, sport, or regular equipped vehicle for the purpose of the assignment.
United States Postal Service (USPS)	Also known as the Post Office and U.S. Mail, an independent agency of the U.S. federal government responsible for providing postal service in the United States.
Vehicle make codes	Codes used to define the manufacturer of a particular vehicle. The acceptable standard codes are established by the NCIC.

Vehicle Identification Number (VIN)	A unique code including a serial number used by the automotive industry to identify individual motor vehicles, towed vehicle scooters, and mopeds as defined in the International Organization for Standardizations (ISO) 3833. In 1981, the National Highway Traffic Safety Administration of the United States standardized the format. It requires all over-the-road vehicles sold to contain a 17-character VIN, which does not include the letters I (i), O (o), or Q (q) to avoid confusion with numerals 1 and 0. Modern-day VIN stems are based on two related standards, originally issued by the ISO in 1979 and 1980, which are ISO 3779 and ISO 3780, respectively. Compatible but somewhat different implementations of these ISO standards have been adopted by the European Union and the United States of America.
VIN Decoder	Each numeric and alphabetic character in the 17 characters has a meaning based on its place in the sequence of the VIN. The VIN identifies the place the vehicle was made, manufacturer, year, engine size, and other information. A VIN decoder translates the numeric and alphabetic digits into plain text.

Best Practices Format

The following pages contain best practices grouped with similar topics in each section, listed in chronological order as they have been added to the document. It is the intent of the NMVTIS State Program Subcommittee (SPS) to update this document periodically. The most current version can be found on AAMVA's website.

Each best practice contains a description of the issue addressed, an example that should help readers understand the issue and the explanation of the best practice developed by the SPS. Also included are an explanation of the benefits of implementing the best practice and a discussion on some of the challenges that can be expected and should be considered during the planning phase of implementation.

Tools are included in this document to help managers track the best practices that have implemented and those that are going to be implemented in the future. The SPS encourages title program managers to use these tools as a resource in short- and long-range planning.

Implementation of Best Practices – Jurisdiction Self-Assessment					
Location	Best Practice	Fully Implemented	In process of implementing (indicate implementation date)	Will begin to implement in the near future (indicate implementation date)	Cannot implement now; will review at a later date (indicate date)
Section One	Title Issuance Process				
1.1	Duplicate Titles				
1.2	Revoked or Canceled Title Transactions				
1.3	Issue Title or Delay Issuance of Title Based on NMVTIS Response				
1.4	Surrendered Titles for Vehicles Exempt from NMVTIS				
1.5	Title Issue Date				
1.6	Unclaimed Titles				
1.7	Resolving Vehicles with the Same Vehicle Identification Number and Cloned Vehicles				
1.8	Title Transaction Type				
1.9	Dealer Reassignments				
1.10	Vehicles Previously Titled by Nonstate Organizations				
1.11	Inquiring on New Vehicles				
1.12	Titling Without Prior Title				

(continued)

Location	Best Practice	Fully Implemented	In process of implementing (indicate implementation date)	Will begin to implement in the near future (indicate implementation date)	Cannot implement now; will review at a later date (indicate date)
Section Two	**Branding Vehicles**				
2.1	Brand Modifications				
2.2	Nonrepairable Vehicles				
2.3	Brands on Nontitled Vehicles				
2.4	Recovered Stolen Vehicles				
2.5	Branding a Vehicle with the Same Brand Twice Because of Two Similar Events				
2.6	Reporting Brands				
2.7	Honoring Brands on a Vehicle				
Section Three	**Vehicle Identification Number and Make Code Standards**				
3.1	Vehicle Identification Number Decoder				
3.2	Vehicle Make Codes				
Section Four	**Special Vehicle Types**				
4.1	Low-Speed Vehicles				
4.2	Undercover Law Enforcement Vehicles				
4.3	Vehicles Manufactured in Multiple Stages				
Section Five	**Correcting NMVTIS Records**				
5.1	Vehicle Identification Number Corrections				
5.2	Online Jurisdictions: Identifying Duplicate Vehicle Identification Numbers				
5.3	Batch Jurisdictions: Identifying Duplicate Vehicle Identification Numbers				
5.4	Using the State Web Interface				
5.5	Purge National Insurance Crime Bureau Theft File When Stolen Vehicles Are Recovered				

Implementation of Best Practices – Jurisdiction Self-Assessment (continued)

Location	Best Practice	Fully Implemented	In process of implementing (indicate implementation date)	Will begin to implement in the near future (indicate implementation date)	Cannot implement now; will review at a later date (indicate date)
Section Six	**Summary Error and Warning Reports**				
6.1	Summary Error and Warning Report (Summary Error and Warning Messages)				
6.2	Batch System Error and Warning Messages				
Section Seven	**Administrative Actions**				
7.1	Keeping (Helpdesk) Contact Information Up to Date				
7.2	Stolen Blank Title Documents				
7.3	Jurisdiction System Data Purge				
7.4	Communication Between Jurisdictions				
7.5	Vehicles with a Model Year Prior to 1981				
7.6	Raising and Resolving Issues				
7.7	Correcting Odometers on Other Jurisdictions' Titles				
7.8	Attending NMVTIS Operations Monthly Forum Conference Calls				
7.9	Jurisdictions' NMVTIS Helpdesk Contact Information				
7.10	Performing a Best Practice Review				
7.11	Performing a Data Synchronization				
7.12	Notifications of Anomalies and Unique Practices				
7.13	Using NVMTIS as Single-Source Reporting for Junk and Salvage Entities				

Title Issuance Process

Duplicate Titles

Description and Background

Before issuing a duplicate title, the jurisdiction should ensure that another jurisdiction has not issued a subsequent title. There have been occasions when a jurisdiction has unknowingly issued a duplicate title after another jurisdiction has issued a title. This causes two titles on the vehicle to be in circulation, which creates a potential for fraudulent activities.

Example

A customer applies for a duplicate title in Jurisdiction A when the vehicle is currently titled and registered in Jurisdiction B. Jurisdiction A does not make an inquiry to verify that it is the current jurisdiction of title and issues the duplicate title, subsequently taking the pointer record from Jurisdiction B.

Best Practice

Every jurisdiction should perform an NMVTIS inquiry before issuing any duplicate title to verify that it is the current jurisdiction of record.

Benefits of Implementing the Best Practice

This reduces the chances of two titles for the same vehicle being issued and reduces the potential for fraudulent use of one of the titles.

Challenges to Consider When Implementing the Best Practice

Jurisdictions that are unable to perform an online inquiry before issuing a duplicate title will not be able to verify that they are the current jurisdiction of title and may want to take steps to include a verification step in the process before issuing the duplicate title.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Revoked or Canceled Title Transactions

Description and Background

It is understood jurisdictions may have different definitions for the terms revoked and canceled title. In fact, some jurisdictions may use the terms interchangeably to mean the same thing. For the purposes of this document, these terms are defined as follows:

Revoked titles – A title document was issued with invalid or incorrect information or via fraud. The title is invalidated and is no longer negotiable.

If a jurisdiction discovers an issued title needs to be revoked, steps must be taken to identify the title activity in the jurisdiction's internal system, remove it from NMVTIS, and revoke the title.

A jurisdiction querying NMVTIS when presented with a title that has been revoked will not find the title record and should contact the jurisdiction that supposedly issued the title.

Revoked titles should be removed from NMVTIS history.

Canceled titles – A title document was issued, transferred to a new owner or jurisdiction, and is no longer negotiable.

When a new title is issued, the prior title record should be updated to reflect the fact is it no longer the current title of record and subsequently canceled. This information would be reported to NMVTIS to inform everyone viewing the record of the cancellation. Canceled titles should remain in NMVTIS history.

Example

A customer in Jurisdiction A intends to sell a vehicle to a customer in Jurisdiction B. The customer in Jurisdiction A cannot find the title to the vehicle and applies for a duplicate title in Jurisdiction A. While waiting for the duplicate title to process in Jurisdiction A, the customer in Jurisdiction A finds the original and signs it over to the customer in Jurisdiction B. Jurisdiction B issues a title. The duplicate title transaction completes in Jurisdiction A. The duplicate title in Jurisdiction A, if issued to the customer, should be revoked, and Jurisdiction A should internally keep a history of why the revocation was necessary. The duplicate title from Jurisdiction A should not be in NMVTIS.

Another example is when a customer in Jurisdiction C sells a vehicle to someone residing in Jurisdiction D. The Jurisdiction C customer delivers the title to the buyer, and the buyer transfers the title to a Jurisdiction D title. Upon the issuance of the new title, Jurisdiction C would update its title record to reflect that it is no longer the current title of record and cancels it. NMVTIS would reflect the Jurisdiction C title as prior history and the Jurisdiction D title as the current jurisdiction of title.

Best Practice

Internally, jurisdictions need to keep a thorough history of revoked title transactions so they can clearly communicate the details involving these titles. It is recommended to remove revoked titles and retain canceled titles in NMVTIS.

Revoked titles – If a title is presented as an ownership document and the title does not appear within NMVTIS during an inquiry, it could be an indication the title may have been revoked. The transaction should be stopped and the title's origin researched. The jurisdiction that issued the title should be contacted.

Canceled titles – When a new title is issued, the prior title record is moved to title history in NMVTIS, reflecting that it is no longer the current title of record.

Benefits of Implementing the Best Practice

By implementing the best practice, NMVTIS history more accurately reflects the ownership history of a vehicle.

Challenges to Consider When Implementing the Best Practice

Often paper copies of titles that have been revoked are never recovered and pose the risk of being presented as legitimate ownership documents. Jurisdictions may face challenges working to resolve the results of such transactions.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
  Date: _____

☐ In the process of implementation
  Date completion anticipated:
  _____

☐ Will begin implementation within the next year
  Anticipated date: _____

☐ Unable to implement now; will review again
  Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Chapter 1.3   Issue Title or Delay Issuance of Title Based on NMVTIS Response

Description and Background

Jurisdictions should consider all the information available in NMVTIS when making decisions to issue a title. Jurisdictions report that data discrepancies are rare but do occur. There are times when available resources must be used to reconcile discrepancies in information before the issuance of a title.

Example

A vehicle is titled in Jurisdiction A and moves to Jurisdiction B. The title information returned to Jurisdiction B as part of the NMVTIS inquiry does not contain Jurisdiction A's information. Jurisdiction B should contact Jurisdiction A to confirm its title issuance and update NMVTIS before issuing a new certificate of title.

Best Practice

Jurisdictions should consider the information available in NMVTIS when making decisions to issue a title. The following information must be reviewed on the paper ownership document and in NMVTIS before a title is issued:

- Vehicle Identification Number (VIN)
- Jurisdiction of title
- Title number
- Title issue date

Additionally:

- The brand history must be reviewed in NMVTIS, and applicable jurisdiction brands should be carried forward.

- The NMVTIS theft file must not be flagged.

If there are discrepancies, then a manual process or ideally, an automated process would delay issuance until the discrepancies can be resolved with the appropriate jurisdiction by contacting its helpdesk.

Benefits of Implementing the Best Practice

Benefits include improved data integrity and less time spent researching errors and warnings and fielding helpdesk calls. Additionally, there is improved protection for the consumer and jurisdiction. It also ensures unsafe vehicles are properly branded throughout the vehicle lifecycle.

Challenges to Consider When Implementing the Best Practice

Jurisdictions not following this practice will reduce data integrity on the title and NMVTIS. Good communication within a reasonable time between jurisdictions is vital.

Jurisdiction Self-evaluation

| Status of Implementing This Best Practice | ☐ Fully implemented Date: _____ | ☐ Will begin implementation within the next year Anticipated date: _____ | Name of business manager conducting review: _____ |
| | ☐ In the process of implementation Date completion anticipated: _____ | ☐ Unable to implement now; will review again Year next review anticipated: _____ | Date: _____ |

Chapter 1.4 Surrendered Titles for Vehicles Exempt from NMVTIS

Description and Background

For vehicles that are reported to NMVTIS, a Change State of Title (CSOT) transaction is performed. This transaction updates the prior jurisdiction's system to reflect the title is inactive or "surrendered" to the new jurisdiction. Exempt vehicles, such as trailers, are not consistently reported. Currently, most jurisdictions have stopped sending paper surrender reports because NMVTIS surrenders the record based on the CSOT transaction. Some jurisdictions continue to send surrender reports or actual prior titles.

Example

Jurisdiction A uses the reports generated to add a record condition code to indicate that the title was surrendered to another jurisdiction. The status prevents future billing notices and collection activity on the vehicle record. This reduces the incidence of garnishments of vehicle owners' bank accounts, wages, and income tax refunds. It also reduces the number of customer service issues and phone calls to the motor vehicle agency (MVA) and to the jurisdiction tax board to report that a vehicle is titled elsewhere and to stop the collection activity.

Best Practice

Jurisdictions must be notified when a vehicle moves from one jurisdiction to another when a new title is issued for all vehicles. Jurisdictions should send at least monthly reports to all jurisdictions that are not online or batch. For online and batch jurisdictions, the recommendation is to eliminate the NMVTIS records from paper notifications and only report NMVTIS exempt vehicles to eliminate duplicate reporting.

Benefits of Implementing the Best Practice

- Prevents potential fraud

- Provides jurisdictions an accurate record of the title status

- Eliminates the possibility of a duplicate title being issued when that jurisdiction is not the current titling jurisdiction

- May reduce redundant data entry

- May reduce the number of customer complaints

Challenges to Consider When Implementing the Best Practice

Jurisdictions may have limited resources to implement system changes. Jurisdictions not participating in NMVTIS (either via batch or online) need paper records to manually surrender their records.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Title Issue Date

Description and Background

An accurate issue date is necessary to maintain the chronological order of issued titles in NMVTIS because this date determines the current jurisdiction of record. When the chronological order is not accurate, a jurisdiction may not be able to issue a title if it is difficult to determine which jurisdiction is the jurisdiction of record and issued the current valid title.

Example

Jurisdiction A submits a title date that is two weeks in the future to allow for handling and processing time. During these two weeks, the customer receives the title certificate, moves to Jurisdiction B, and registers and titles the vehicle successfully, which moves the current jurisdiction of title to Jurisdiction B. However, when the two weeks is up, Jurisdiction A takes the current pointer back in error when the projected title issue date is met.

Best Practice

Systems should be designed to ensure the date of issuance sent to NMVTIS is the date the title is generated.

Benefits of Implementing the Best Practice

A benefit is the reduction in jurisdiction and AAMVA helpdesk calls each time a title is received with an incorrect issue date. Also, the integrity of the data will be maintained.

Challenges to Consider When Implementing the Best Practice

This should not be an issue for jurisdictions after implementation.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Unclaimed Titles

Description and Background

There are a variety of ways jurisdictions handle unclaimed titles from the United States Postal Service (USPS). Some jurisdictions replace a title, and the title issue date or title issue number will be updated to reflect this information. Some jurisdictions do not change the title issue date, title number, or both upon issuance of a new title when a vehicle owner makes a request to replace a title.

Best Practice

Jurisdictions should change the title issue date, title number, or both when issuing a duplicate title.

Benefits of Implementing the Best Practice

If the original title is located, a jurisdiction will be able to deny the use of the title in that jurisdiction or another because the title issue date, title number, or both will not match.

Challenges to Consider When Implementing the Best Practice

The jurisdiction's computer system and internal procedures may need to be updated.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Chapter 1.7   Resolving Vehicles with the Same Vehicle Identification Number and Cloned Vehicles

Description and Background

If two vehicles share the same vehicle record on NMVTIS, this could be the result of cloning or just a simple data entry error. The vehicles are investigated, and it is discovered that they are in fact two separate vehicles, and one vehicle has been entered with an incorrect VIN.

Example

A criminal steals the VIN information from a vehicle located in Jurisdiction A and returns to Jurisdiction B, where he has stolen a similar vehicle. This criminal creates false ownership documentation based on the information taken from the vehicle located in Jurisdiction A and applies for a title in Jurisdiction B. Fraudulent documents are submitted along with the title application. Jurisdiction B issues the title and sends NMVTIS notification that it is now the Current Jurisdiction of Title for the VIN pointer. At some point, it is discovered that there has been fraudulent activity on this vehicle. For example, the legitimate owner of the vehicle in Jurisdiction A sells the vehicle, and the new owner attempts to retitle it in his or her name in Jurisdiction A. At that point, law enforcement is notified of the criminal's scheme and resolves the investigation by confirming the legitimate VIN belongs with the vehicle in Jurisdiction A and that the information added to NMVTIS by Jurisdiction B was done based on fraudulent documents.

Best Practice

Both vehicles should be visually inspected for the hidden VIN to ensure accurate identification. After the vehicles are accurately identified, the records need to be adjusted to accurately reflect the records of the two separate vehicles. The inaccuracies with the legitimate VIN by the "cloned" or "in error" vehicle records will need to be removed using an "undo" process because these inaccuracies should not have been appended to the record. This will restore the legitimate vehicle record back to the appropriate jurisdiction. It is also important to determine the true status of the cloned vehicle. The record may indicate "cloned" or "in error" if the vehicle is already in NMVTIS under the appropriate VIN, or it may need to be added to NMVTIS. At such time, appropriate brands for the recovered vehicle could be applied such as "36 Recovered Theft" if this brand is recognized by the jurisdiction.

Benefits of Implementing the Best Practice

Data integrity is restored by uniquely identifying the vehicles and applying the appropriate history to each.

Challenges to Consider When Implementing the Best Practice

This requires cooperation between jurisdictions to ensure the proper records are removed in the proper order and possibly reapplied to create the correct history. Accurate and timely communication between the involved jurisdictions may be challenging but is

necessary. It is important in the investigative process for the investigating jurisdiction to provide results of the investigation to the jurisdictions that are impacted; these jurisdictions should review and accept the results of the investigation. To reduce the impact on the affected parties, a timely resolution is necessary.

Title Transaction Type

Description and Background

It is important for jurisdictions to have a mutual understanding in terms of title transaction types, such as duplicates, corrections, and reissues. This difference in title transaction type determines NMVTIS updates. Jurisdictions need to know when to send information to NMVTIS based on the title transaction types. If sent incorrectly, this can cause duplicate VIN records and errors in the system.

Example

Jurisdiction A issues a duplicate title, and the title issue date changes; an NMVTIS update is required. Jurisdiction B issues a "duplicate" title, and no information changes; an NMVTIS update should not be done.

Best Practice

When considering NMVTIS transactions, jurisdictions should use the following terms to describe their title:

- **Duplicate title:** a Certificate of Title issued by the jurisdiction to replace the original title; it may be requested because of a lost, destroyed, defaced, stolen, or illegible certificate of title

- **Corrected title:** when the vehicle information or any other elements on the title has been changed and a new title with the changes is issued

- **Reissued title:** reprint with the same title number; may be on the same (paper jams) or a different date

When a title is reissued or if no information is changing on the title (i.e., the title issue date, title number, VIN, and vehicle information is the same), no information should be sent to NMVTIS.

Benefits of Implementing the Best Practice

The integrity of NMVTIS data is maintained. This minimizes duplicate entries on NMVTIS, and the complete history of vehicle titles is maintained.

Challenges to Consider when Implementing the Best Practice

Jurisdictions should do an assessment of their systems and entry procedures to determine if they are updating NMVTIS correctly. Jurisdictions may not be aware of the proper procedures in updating NMVTIS or may be using the defined terms incorrectly.

Jurisdiction Self-evaluation

| Status of Implementing This Best Practice | ☐ Fully implemented Date: _____ | ☐ Will begin implementation within the next year Anticipated date: _____ | Name of business manager conducting review: _____ |
| | ☐ In the process of implementation Date completion anticipated: _____ | ☐ Unable to implement now; will review again Year next review anticipated: _____ | Date: _____ |

Dealer Reassignments

Description and Background

A registered dealer may reassign a Certificate of Title without first applying for a title. If the second dealer reassigns the vehicle to a third dealer, the third dealer may also reassign the vehicle on the back of the title or may use a jurisdiction's designated reassignment form. Often these reassignment forms have document numbers that some jurisdictions enter in NMVTIS as the title number.

Example

Jurisdiction A changes an NMVTIS record and enters a reassignment document number (not the title) as the title number in NMVTIS. In Jurisdiction B, the title is presented for transfer, but the title number does not match the **title number** in NMVTIS. Jurisdiction B is unable to complete the transaction until it investigates the situation.

Best Practice

Reassignments should accompany the title when a title transfer transaction occurs, but the title number field in NMVTIS should always be the title number, not a reassignment document number.

Benefit of Implementing the Best Practice

Consistency in the documentation on NMVTIS makes it simpler for jurisdictions to work within the confines of NMVTIS and meet internal jurisdiction requirements.

Challenges to Consider When Implementing the Best Practice

Reassignments do represent a chain of custody that currently cannot be tracked within the NMVTIS system. However, the SPS believes that it may be worthwhile for the AAMVA community to consider an alternative method of electronically capturing vehicle reassignments in the future, perhaps in NMVTIS.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Date completion anticipated:
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Date: _____

Vehicles Previously Titled by Nonstate Organizations

Description and Background

Some vehicles are titled by nonstate organizations, such as the U.S. Department of State, General Services Administration, Native American tribes, and the military services.

Example

Jurisdiction A is processing a title application that is supported by an ownership document issued by a Native American tribe. Jurisdiction A checked NMVTIS and did not find any record of the ownership document.

Best Practice

When a jurisdiction titles a vehicle based on an ownership document from a nonstate entity, the process is the same as titling a vehicle from a nonparticipating jurisdiction. If a VIN pointer record does not exist, a record should be added to the VIN pointer file after a participating jurisdiction issues an ownership document for the vehicle. If a VIN pointer record exists (i.e., the vehicle was titled by a participating jurisdiction, then titled by a nonstate organization, and then comes to a participating jurisdiction), perform an in-jurisdiction transfer or a CSOT transaction or submit a BATCH ADD. If a VIN pointer record already exists, the VIN history will include a gap for the time the vehicle was titled by the nonstate organization.

When a jurisdiction responds to an inquiry or a CSOT transaction, the Previous Titling Jurisdiction field is filled with the appropriate value for the nonstate organization. When the title transfer was based on federal government bill of sale, form SF 97, indicating a vehicle that was previously owned by a civilian agency of the U.S. government, the previous titling jurisdiction is coded GS (General Services Administration). When the title transfer was based on Form 2435, indicating the vehicle was sold as a result of a seizure by the Internal Revenue Service, the previous titling jurisdiction is IR, the code for Internal Revenue Service.

Benefit of Implementing the Best Practice

By following these best practices, NMVTIS data will be as accurate as possible.

Challenges to Consider When Implementing the Best Practice

Native American tribes are not required to submit title information to NMVTIS. In this situation or in other situations when title data cannot be verified in NMVTIS, jurisdictions should follow its standard procedures to verify that the surrendered ownership document is authentic and acceptable. Federal agencies do not report the issuance of titles to NMVTIS, but some federal agencies do report brands.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Date completion anticipated:
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_____

Date: _____

Inquiring on New Vehicles

Description and Background

A vehicle title record should not be available in NMVTIS for a transaction supported by a Manufacturer's Certificate of Origin (MCO) because the vehicle is new, and no jurisdiction has performed an Add Title (NM02) for the particular VIN. A jurisdiction would not know if there was a previous title record on NMVTIS for the VIN unless an inquiry is performed. If the VIN for the transaction supported by the MCO is found in NMVTIS, there may be an error in the VIN entered by the inquiring jurisdiction, or there could have been an error in the VIN entered by a previous jurisdiction that issued a title. Alternatively, one of the jurisdictions may have been presented with a fraudulent MCO or other documentation.

Example

A jurisdiction accepts an application supported by an MCO without doing an inquiry on the VIN, issues an ownership document, and performs an Add Title. A title record already exists in NMVTIS for the same VIN. This results in a duplicate VIN in NMVTIS. In addition, the MCO received by the jurisdiction is later determined to have been fraudulent.

Best Practice

Jurisdictions should perform an NMVTIS inquiry on all VINs, including VINs from transactions supported by MCOs, before issuing an ownership document.

Benefit of Implementing the Best Practice

By performing an inquiry on all transactions, including those supported by MCOs, jurisdictions can help determine if the MCO submitted is legitimate, or if a VIN is found on NMVTIS, contact the current title jurisdiction to clear up any inconsistences before issuing an ownership document or adding the record to NMVTIS.

Challenges to Consider When Implementing the Best Practice

Jurisdictions may not have the resources or funding to implement system modifications to inquire on MCOs.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Date completion anticipated:
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Date: _____

Titling Without Prior Title

Description and Background

Jurisdictions using Electronic Lien and Title (ELT) systems may experience challenges when a vehicle is retitled in another jurisdiction. Lienholders are often unwilling to release the title in one jurisdiction to facilitate retitling in another. Some jurisdictions may use finance documents to retitle a vehicle in their jurisdiction instead of the actual title, which results in changing the jurisdiction of title on an electronic title. Subsequently, when the lien is paid off and the ELT is released by the lienholder, the original jurisdiction issues a new title that results in another change in jurisdiction of title. This situation often leads to customer issues in determining which title is valid or which jurisdiction to obtain a replacement title from if a title is lost or confusion for motor vehicle dealers who obtain vehicle history reports showing one jurisdiction as the current jurisdiction of title, but receiving a title from another jurisdiction after payoff.

Example

Jurisdiction A issues an ELT to a lienholder. The owner of the vehicle moves to Jurisdiction B. Before Jurisdiction B issues a new title, it must first obtain the title from the lienholder recorded on Jurisdiction A's title. Jurisdiction B is unable to obtain the title from the lienholder and subsequently proceeds with issuing its new title using finance documentation.

Best Practice

Jurisdiction B should not issue a title without having the most current title listed in NMVTIS or a more current title if the jurisdiction that issued the most recent title is not reporting to NMVTIS. In the absence of obtaining Jurisdiction A's title, Jurisdiction B could only issue a registration and not title the vehicle to allow the owner to operate the vehicle in Jurisdiction B.

Benefit of Implementing the Best Practice

This reduces the risk of two titles being issued to the same vehicle in two different jurisdictions and reduces the impacts to the original titling jurisdiction as well as the owner of the motor vehicle.

Challenges to Consider When Implementing the Best Practice

Jurisdictions issuing titles without surrender of a previous title will need to change their business practices. In addition to changing business practices, it may also require a change to the jurisdiction's law and system.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Name of business manager conducting review:

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Date: _____

Branding Vehicles

Brand Modifications

Description and Background

A jurisdiction may find it necessary to modify a previously applied brand in NMVTIS. These modifications may be the result of jurisdictional mandates (e.g., court orders) or errors recognized in the original application of the brand. If a brand must be removed or modified, it is important that the corrections are consistently applied and that all stakeholders (including consumers, jurisdictions, dealers, auctions, and lenders) in the vehicle are clearly aware of the impact of the change.

Example

Because of a software application glitch:

- Jurisdiction A inadvertently reports a vehicle to NMVTIS as **junk**, but on the jurisdiction's records and the issued paper title, it is actually **salvage**.

- The owner sells the vehicle to a customer in Jurisdiction B, which attempts to title the vehicle in Jurisdiction B.

- Jurisdiction B refuses to issue a salvage title because the brand on NMVTIS is **junk**.

- Because the paper title is marked salvage, Jurisdiction B opts to assist the customer in resolving the issue by contacting Jurisdiction A and verifying that the brand should in fact be **salvage**.

- Acting on the information from Jurisdiction B, Jurisdiction A recognizes the brand on NMVTIS

is incorrect and modifies the brand to reflect **salvage** instead of **junk**.

Best Practice

Brand corrections must be controlled by the jurisdiction that has applied them. Any time a brand correction is necessary, a clear audit trail indicating why the correction was made is important. If the jurisdiction making the modification is not the current jurisdiction of record in NMVTIS, then it is necessary to inform the current jurisdiction of record that a change was made.

Benefits of Implementing the Best Practice

Keeping an accurate brand history ultimately results in protecting the consumer. Brand designations can have a heavy impact on the safety and value of a vehicle. By properly applying brand corrections and cooperating with other jurisdictions, there is a valuable added layer of protection for consumers.

Challenges to Consider When Implementing the Best Practice

Working between jurisdictions to solve brand history issues may come with complications. Jurisdictional legislation, policies, and mandates may make it difficult to resolve brand histories when the jurisdiction correcting the brand is not the current jurisdiction of record.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Date completion anticipated:
_____

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Name of business manager conducting review:

_____

Date: _____

Nonrepairable Vehicles

Description and Background

Some jurisdictions brand vehicles **nonrepairable** and do not allow these vehicles to ever be registered, titled, or used on the roadway again. However, some jurisdictions allow vehicles that have been branded **nonrepairable** by another jurisdiction to be titled and registered in their jurisdictions.

Example

Jurisdiction A issues a **nonrepairable** brand to a vehicle that is not roadworthy. The owner then takes the vehicle to Jurisdiction B. Jurisdiction B issues a title and registration to this vehicle that had been deemed **nonrepairable** by Jurisdiction A.

Best Practice

Jurisdictions should apply the **junk** brand when a vehicle is not repairable. If a jurisdiction brands a vehicle **junk** or **nonrepairable**, it should not be allowed to be titled or registered for on-road use in any other jurisdiction.

A vehicle should not be branded **junk** or **nonrepairable** if the jurisdiction would allow the vehicle to be repaired and retitled. When a brand is unclear, jurisdictions should research the definition of the brand in the jurisdiction that applied the brand.

Benefits of Implementing the Best Practice

Jurisdictions would have a uniform understanding that **junk** or **nonrepairable** vehicles are not to be allowed to ever be registered, titled, or used on the roadway again, therefore keeping non-roadworthy vehicles off the road, improving consumer protection and highway safety, and reducing opportunities for fraud.

Challenges to Consider When Implementing the Best Practice

Laws pertaining to vehicle brands vary among jurisdictions. Changing the definition of a brand or title type may require legislative action or a regulation change. Reviewing the definition of a brand from the issuing jurisdiction can be time consuming. If the definition is not clear, the issuing jurisdiction may need to be contacted, adding additional time to processing the title.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

- ☐ Fully implemented
  Date: _____
- ☐ In the process of implementation
  Date completion anticipated:
  _____

- ☐ Will begin implementation within the next year
  Anticipated date: _____
- ☐ Unable to implement now; will review again
  Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Brands on Nontitled Vehicles

Description and Background

Some jurisdictions do not issue titles on certain vehicles (e.g., vehicles more than 15 years old) and rely on the registration as proof of ownership.

These nontitled vehicles may have existing brands or may become branded during the time the titling documentation is or has transitioned from a titled vehicle to the registration as proof of vehicle ownership. It is important to ensure the brands are carried over from the nontitled vehicle's registration when issuing a title in a new jurisdiction that requires a title for these vehicles.

Example

A customer applies for a title in Jurisdiction A, which requires titles for all its vehicles. The customer presents the registration as proof of ownership from Jurisdiction B, which did not issue a title for this particular vehicle because of its age. Jurisdiction A makes an inquiry to NMVTIS, Jurisdiction B, or both to verify that the vehicle record currently resides with Jurisdiction B. Before issuing a title, Jurisdiction A would carry any brands to the new title.

Best Practice

Any jurisdiction that has nontitled vehicles should brand the VIN record (as required) as if it was titled. Any jurisdiction accepting a registration as proof of ownership in its titling process should carry brands forward on that VIN to the new paper title being issued. Every jurisdiction should perform an NMVTIS inquiry before issuing any title to verify that it is the current jurisdiction of record and convey any branding.

Benefits of Implementing the Best Practice

This ensures the integrity of the brand record for a vehicle without regard to the jurisdiction process of titling or registration as proof of ownership. This practice also ensures continuity of branding records.

Challenges to Consider When Implementing the Best Practice

Jurisdictions may face system challenges for reporting brands when no title records exist.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

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Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Recovered Stolen Vehicles

Description and Background

NMVTIS records must accurately identify when stolen vehicles are recovered and the investigation is complete.

Example

A local law enforcement agency recovers a stolen vehicle. If it does not report to the presiding jurisdiction that the vehicle has been recovered, it cannot be properly branded.

Best Practice

The recovering law enforcement agency needs to be responsible for reporting the recovery to the appropriate entities, including the National Criminal Information Center (NCIC), the National Insurance Crime Bureau (NICB), and the titling and registration division of the presiding jurisdiction. The jurisdiction will need to brand the vehicle appropriately.

Benefits of Implementing the Best Practice

Proper reporting and branding leads to less confusion as to the status of a vehicle and improves data integrity, which leads to more accurate understanding of the value and condition of a vehicle.

Challenges to Consider When Implementing the Best Practice

Reporting the vehicle recovery by the recovering entity cannot be controlled by NMVTIS. Therefore, it is dependent on participation from the recovering entities to ensure accurate vehicle history records can be created.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Chapter 2.5 # Branding a Vehicle with the Same Brand Twice Because of Two Similar Events

Description and Background

If a jurisdiction applies one or more brands to the vehicle that are not already reflected on the NMVTIS Brand History file, the jurisdiction should update the NMVTIS Brand History file with each new brand. If the jurisdiction applies a brand to a vehicle and the brand already exists on the Brand file, the jurisdiction should not add the brand to the NMVTIS Brand History file unless new events or circumstances require applying the brand again. To allow for this, the Brand file rejects a brand report only if the newly reported brand record matches an existing record on four key elements: VIN, Brander Code, Brand Code, and Brand Date.

Examples

Example 1: The Brand file for a vehicle includes a salvage brand. The vehicle is then rebuilt but is involved in another crash (a new event) and declared a total loss for a second time.

Example 2: The Brand file for a vehicle includes a flood damage brand. The vehicle is repaired, but it subsequently sustains a second occurrence of flood damage.

Best Practice

The same brand is applied to the Brand file when the vehicle sustains a new occurrence of the same type of event that would result in the application of the applicable brand. In both of the examples above, the same brand is applied again. The jurisdiction should also add a rebuilt brand in between the two salvage or flood damaged brands.

Benefit of Implementing the Best Practice

An accurate sequence of title events is important to ensure an accurate NMVTIS vehicle history record. If a vehicle has been in two similar events at different times, the vehicle record should clearly indicate both events.

Challenges to Consider When Implementing the Best Practice

It is important the NMVTIS record indicate there are two different events and not the same event reported twice. Staff must be trained to understand the importance of reporting brands accurately and within NMVTIS procedures.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice	☐ Fully implemented Date: _____	☐ Will begin implementation within the next year Anticipated date: _____	Name of business manager conducting review:
	☐ In the process of implementation Date completion anticipated: _____	☐ Unable to implement now; will review again Year next review anticipated: _____	_____ Date: _____

Chapter 2.6   Reporting Brands

Description and Background

When deciding to report brands, certain considerations must be taken into account. Normally, a jurisdiction is responsible for applying its own brands and may not apply a brand that occurred in another jurisdiction. There are circumstances that require jurisdictions to apply brands that did not occur in that jurisdiction. If the title is being transferred from a nonparticipating jurisdiction to a participating jurisdiction with a brand on the title, the brand from the nonparticipating jurisdiction will not be on the Brand file. It should also be noted that certain brands are not recognized by all jurisdictions.

Examples

Example 1: A participating jurisdiction is titling a vehicle supported by an ownership document from a nonparticipating jurisdiction. The ownership document reflects a brand that is listed in the NMVTIS Brand file. The jurisdiction evaluates the brands reflected in the NMVTIS Brand file and on the surrendered ownership document and determines the applicable brand(s) for the ownership document.

Example 2: A previously applied brand is not recognized by Jurisdiction A; therefore, it is not added to Jurisdiction A's title. The brand will still remain on the NMVTIS Brand file even though it

was not carried forward by Jurisdiction A. The title then transfers from Jurisdiction A to Jurisdiction B. Jurisdiction B does recognize the brand and reapplies the brand to its title.

Best Practice

All incidents that require branding inside the titling jurisdiction should be reported to NMVTIS. To ensure the most complete brand history, any brand that is noted on a surrendered title during a title transfer in a participating jurisdiction that is not on the NMVTIS Brand file should be applied using the receiving jurisdiction as the branding jurisdiction and the title issue date as the branding date. The surrendered title is justification for adding the brand to NMVTIS.

Benefits of Implementing the Best Practice

The goal of the best practice is to protect consumers as well as jurisdictions by maintaining a Brand file that is as accurate and complete as possible. In reaching that goal, consumers are informed, and jurisdictions are protected from possible litigation when consumers find out they have a vehicle that was branded but somehow the brand was not carried forward to the current title.

Challenges to Consider When Implementing the Best Practice

If a brand is applied to NMVTIS by a jurisdiction where the branding incident did not occur, there may be statutory considerations as to whether it can post its jurisdiction as the branding jurisdiction. A jurisdiction that does not recognize brands on a surrendered title may find it difficult to add these brands to NMVTIS without applying them to the new title. Extra steps may be necessary in the titling process.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Honoring Brands on a Vehicle

Description and Background

Jurisdictions have different definitions for establishing vehicle brands. These differences are often based on jurisdiction laws. A vehicle that meets the definition of a brand in one jurisdiction may not meet the definition of the same brand in another. Subsequently, vehicles may be retitled without the proper brand.

Examples

Example 1: Jurisdiction A first issued a salvage title to a vehicle. Later, the vehicle is rebuilt, and Jurisdiction A issues a new title with a REBUILT SALVAGE brand. The vehicle is subsequently taken to Jurisdiction B and retitled. Under its laws, Jurisdiction B does not recognize the REBUILT SALVAGE brand, so it does not apply the REBUILT SALVAGE brand to its title.

Example 2: A vehicle rebuilt in Jurisdiction A and issued a title with a REBUILT SALVAGE brand is subsequently taken to Jurisdiction B and retitled. Jurisdiction B's laws specify a vehicle more than 15 model years old cannot be branded with REBUILT SALVAGE. Jurisdiction B issues a clean title.

Best Practice

In the absence of all jurisdictions implementing the same definitions, all jurisdictions should honor brands applied on prior jurisdiction titles. The jurisdiction retitling the vehicle should always issue the appropriate title type or apply the appropriate brand based on the prior jurisdiction's determination.

Benefits of Implementing the Best Practice

Implementing this best practice eliminates the necessity to evaluate a prior jurisdiction's determination. Furthermore, it ensures all brands on the title or motor vehicle record are made available to consumers and alerts the consumer to potential safety concerns with the vehicle.

Challenges to Consider When Implementing the Best Practice

Honoring brands from prior jurisdictions regardless of the jurisdiction's determination methodology may require changes to the jurisdiction's laws, rules, or policies. Additionally, jurisdiction systems may require changes to apply these brands.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Date: _____

Vehicle Identification Number and Make Code Standards

Description and Background

When a VIN is entered incorrectly or if the vehicle description fields such as make code, year, and so on are entered incorrectly, the vehicle may not be identified accurately in NMVTIS. Duplicate records may also be created in error. Correcting errors made either by the jurisdiction currently holding the record or a jurisdiction that previously held the record is time consuming.

Example

Under the standards issued by the International Organization for Standardization, the 10th character of the VIN indicates the model year of a vehicle. If during entry, a clerk places the wrong character in this position, the VIN decoder will not be able to decode the VIN, or it will decode to the wrong year indicating the VIN was not entered correctly, which can be corrected by the clerk.

Best Practice

Jurisdictions should use VIN Decoder technology, which uses NCIC vehicle data codes to ensure the accuracy of motor vehicle data. A VIN Decoder reduces vehicle record errors, mitigates fraud, and leads to increased efficiency for jurisdictions.

Benefits of Implementing the Best Practice

Leveraging VIN Decoder technologies in systems would aid in preventing the erroneous processing and reporting of motor vehicle data. VIN Decoder technology prevents the processing of an incorrectly or unlawfully configured VIN. VIN Decoder technology can also be used to automatically populate vehicle data in the MVA's system. Upon entering the VIN, it can be decoded and used to populate the manufacturer, model, model year, and engine type data fields. This results in fewer keystrokes, reduced errors, and improved efficiency.

Challenges to Consider When Implementing the Best Practice

Depending on the complexity and flexibility of MVA systems, some jurisdictions may have to invest resources (time, money, personnel) to implement the use of the VIN Decoder technology.

Jurisdiction Self-evaluation

Status of
Implementing
This Best Practice

☐ Fully implemented
   Date: _____

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Date: _____

Vehicle Make Codes

Description and Background

NMVTIS relies on uniformity among jurisdictions. Without a standard for defining the make of a vehicle, it is very difficult to distinguish different makes. Confusion in the make can lead to problems when researching vehicle histories, and with a nonconforming VIN, it can also create duplicate NMVTIS records.

Example

Simple examples include:

- Using MERC for Mercedes when MERC actually refers to Mercury

- Gillig, a bus manufacturer with VINs that are often not decodable, is represented in NMVTIS under makes such as TRUK, GIL, GLLG, and GILG.

Best Practice

All jurisdictions should use the NCIC vehicle data codes to ensure the accuracy and consistency of data

transmitted to NMVTIS. NCIC vehicle data codes are available on the AAMVA's website.

Benefits of Implementing the Best Practice

If all jurisdictions use NCIC vehicle data codes, accuracy and consistency would increase. Proper and consistent identification of vehicle data is important for the evaluation, research, and comparison of vehicles and their records. Governmental entities such as law enforcement agencies, the National Highway Traffic Safety Administration (NHSTA), the Federal Highway Administration (FHWA), and jurisdictions rely on this information to perform various tasks, and consistency in this area will lead to reduced errors; improved efficiency; and clear, consistent, and precise data.

Challenges to Consider When Implementing the Best Practice

Depending on the complexity and flexibility of MVA systems, some jurisdictions may have to invest resources (time, money, and personnel) to implement the use of the NCIC vehicle data codes.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice		
☐ Fully implemented Date: _____	☐ Will begin implementation within the next year Anticipated date: _____	Name of business manager conducting review: _____
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Special Vehicle Types

Low-Speed Vehicles

Description and Background

Low-speed vehicle (LSV), neighborhood electric vehicle (NEV), and zero emissions vehicle (ZEV) title records are sent to NMVTIS but are not identified as LSVs. However, jurisdictions may need to know if a vehicle that has moved into the jurisdiction has a LSV/NEV/ZEV classification. Not all jurisdictions indicate on the title or registration document that a vehicle is a LSV/NEV/ZEV. This is a "body style indicator," which is not reported to NMVTIS; however, the LSV/NEV/ZEV indicator can be passed between jurisdictions during an online inquiry, which does include the body style of a vehicle.

Jurisdictions are required to report all LSV/NEV/ZEV vehicles titled within a jurisdiction to NMVTIS regardless if the vehicle is registered for road use or not because these types of vehicles are designed for on-road use when in compliance with FMVSS 571 .500. In addition, jurisdictions are encouraged to transmit the body style of vehicles when a jurisdiction-to-jurisdiction NMVTIS inquiry is made.

Best Practice

Jurisdictions are encouraged to capture body style on the initial issuance of a title. Body style may appear on the MCO as LSV/NEV/ZEV in the series or model field or designate the vehicle complies with Federal Motor Vehicle Safety Standard (FMVSS) 571. 500. VIN decoding software may also identify the body style as LSV/NEV/ZEV.

Benefits of Implementing the Best Practice

By performing an NMVTIS online inquiry with the previous jurisdiction, LSVs/NEVs/ZEVs can be easily identified and carried forward to the new jurisdiction's body style classification. Clear identification of the body style for these vehicles by jurisdictions using LSV/NEV/ZEV assists in identifying these vehicles where jurisdictional law restricts or prohibits on-road use.

Challenges to Consider When Implementing the Best Practice

Jurisdictions that are not using online inquiry will not be able to determine the body style classification used by the jurisdiction. Some jurisdictions may not supply jurisdictions with detailed data. Upon titling or registering in a jurisdiction, whether a vehicle is previously titled in another jurisdiction, jurisdictions may want to consider conducting a physical inspection of the vehicle to ensure the documents presented match the actual vehicle and that the vehicle meets the LSV qualifications for that jurisdiction. At that time, the body style classification would be known.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated: _____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Undercover Law Enforcement Vehicles

Description and Background

Vehicles used in undercover operations are often titled to the government agency that owns the vehicles. Jurisdictions should use care in determining if and when to send the vehicle information to NMVTIS because undercover operations could become compromised.

Jurisdictions need to balance the need to inform a consumer of the vehicle history with the need to protect undercover vehicle operations. This issue is complicated when these vehicles move between undercover use and non-undercover operations.

Example

Law Enforcement Agency A assigns a vehicle to be used in an undercover operation. It issues a registration and title to appear as if the undercover agent registered and titled the vehicle in their undercover name and address. The law enforcement agency wants all records to appear normal. In this example, the law enforcement agency may want the record sent to NMVTIS to continue the appearance that the vehicle is registered and titled to the undercover agent.

Law Enforcement Agency B uses a vehicle in undercover operations that is registered and titled to its agency, but it does not want anyone to know the vehicle is owned by a law enforcement agency. In this situation, the agency may not want any information sent to NMVTIS.

Best Practice

Jurisdictions should consider how the undercover vehicle and the vehicle's history will appear in NMVTIS. Consumers now have access to NMVTIS to run VINs that have been obtained from an undercover vehicle and could see the title issue date. People with access to web inquiry have access to the transaction date. Careful attention must be paid to ensure consistency of data.

Each jurisdiction should discuss how the general public can view vehicle data with law enforcement agencies that have undercover vehicles. It is important that the law enforcement agencies understand what data will be available so that the appropriate data are displayed. In some cases, it may be appropriate not to send undercover vehicle data to NMVTIS.

Benefits of Implementing the Best Practice

When law enforcement officials understand how NMVTIS data appear to consumers, they can make more informed decisions when titling vehicles that are used or have been used in undercover operations.

Challenges to Consider When Implementing the Best Practice

Jurisdictions may need to add programming to ensure that vehicles, registrations, and titles that are designated as confidential are added to NMVTIS with a limited data set. The SPS encourages jurisdiction title program managers to develop good communication channels with law enforcement agencies to ensure vehicle records, which are available to the public, do not endanger law enforcement officers.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Chapter 4.3   Vehicles Manufactured in Multiple Stages

Description and Background

Motorhomes and other types of vehicles may be manufactured in a multistage process with each manufacturer providing an MCO recording a different make, model year, and in some cases VIN for the vehicle. Vehicle history data can become disjointed if jurisdictions do not consistently report the VIN, year, and make of these vehicles to NMVTIS.

Example

Jurisdiction A is processing a title application for a motor home. There are two MCOs attached to the title application. The MCOs reflect a VIN, make, and model year that are different.

- The first MCO reflects a 2014 FORD with a 17-digit VIN.

- The second MCO reflects a 2015 Coachmen with an 8-digit VIN.

Best Practice

When titling and submitting the data to NMVTIS for vehicles manufactured in multiple stages:

- The VIN reflected on the first-stage manufacturer's MCO should be the only VIN that is recorded in the motor vehicle agency's registration and title files and submitted to NMVTIS.

- The make used to describe the complete vehicle as reflected on the final stage manufacturer's MCO should be recorded in the motor vehicle agency's registration and title file and submitted to NMVTIS.

- The model year used to describe the complete vehicle as reflected on the final stage manufacturer's MCO should be recorded in the motor vehicle agency's registration and title file and submitted to NMVTIS.

Using the example described above, the vehicle should be titled as a 2015 Coachman using the 17-digit VIN assigned by Ford. This is the information that should be sent to NMVTIS.

This identification process is also described in the AAMVA Policy on Multistage Vehicles found at https://www.aamva.org/policy/policy-positions/motor-homes-and-multistage-vehicles.

Benefits of Implementing the Best Practice

By implementing this best practice, vehicles manufactured in multistages will be reported consistently to NMVTIS, allowing for the creation and maintenance of an accurate and complete vehicle history and reducing duplicate VIN pointers.

Challenges to Consider When Implementing the Best Practice

When using a VIN decoder system, it may be necessary to override and change the year and make to adopt this best practice. Also, if a jurisdiction does provide NMVTIS with title updates for multi-stage vehicles, the history of the vehicle will not be complete and may require additional investigation by jurisdiction NMVTIS helpdesks.

Correcting NMVTIS Records

Vehicle Identification Number Corrections

Description and Background

Vehicles may be titled in error with an incorrect VIN. Subsequently, the incorrect VIN on the title is submitted to NMVTIS.

Best Practice

When a VIN error is discovered, the jurisdiction's records and NMVTIS records must be corrected. It is necessary to correct the record of the vehicle with the incorrect VIN to ensure that NMVTIS accurately reflects the history of the vehicle. Also, if another vehicle is correctly titled with the first vehicle's incorrect VIN, it should be verified for accuracy.

If the VIN error is found within the issuing jurisdiction, the correction procedure is as follows:

1. Physically verify the VIN on the vehicle according to the jurisdiction's procedures.

2. Review originating documents to see if an error was made at time of titling.

3. A jurisdiction representative corrects the VIN in the internal system.

4. A batch jurisdiction uses the NMVTIS Data Change Request Form to notify NMVTIS of the VIN correction. The form is emailed to helpdesk@aamva.org. The helpdesk will move the vehicle history from the incorrect VIN to the correct VIN.

If the customer presents title with the incorrect VIN and the VIN error is found outside of the issuing jurisdiction, the correction procedure is as follows for jurisdictions that update NMVTIS through a batch process:

1. Physically verify the VIN on the vehicle according to the jurisdiction's procedures.

2. Contact the originating jurisdiction's NMVTIS representative and inform him or her that the vehicle's VIN has been physically verified and found to be in error. The originating jurisdiction will correct the VIN in its system and issue a corrected title or letter of correction.

3. The originating jurisdiction should use the NMVTIS Data Change Request Form to notify NMVTIS of the VIN correction. The form can be obtained from and emailed to helpdesk@aamva.org. The helpdesk will move the vehicle history from the incorrect VIN to the correct VIN.

4. After the new title or letter of correction from the originating jurisdiction is received, the issuing jurisdiction then corrects the VIN following the VIN correction process for the jurisdiction.

5. The new jurisdiction issues the customer a title with the correct VIN.

6. For online jurisdictions that can enter old and new VINs:

    a. The customer presents a title with the incorrect VIN.

    b. The jurisdiction physically verifies the VIN on the vehicle according to the jurisdiction's procedures.

c. The jurisdiction representative adds the title with incorrect AND correct VINs.

d. The jurisdiction issues a title with the correct VIN to the customer.

7. For online jurisdictions that cannot enter old and new VINs:

a. The customer presents a title with the incorrect VIN.

b. The jurisdiction physically verifies the VIN on the vehicle according to the jurisdiction's procedures.

c. The jurisdiction representative adds title with incorrect VIN into the internal system and NMVTIS. This is done so the issuing jurisdiction takes over the VIN pointer. A title with the incorrect VIN should not be issued to the customer.

d. The jurisdiction representative corrects VIN following the VIN correction process for the jurisdiction.

e. The jurisdiction issues a title to the customer with the correct VIN.

f. The jurisdiction updates NMVTIS with corrected title information (either manually or programmatically).

g. NMVTIS will show the incorrect VIN as part of the title history.

Benefits of Implementing the Best Practice

As each vehicle is titled and transferred, the accuracy of the VIN ensures the history of the vehicle is kept with the vehicle. Manufacturer recall information, warranties, jurisdictional inspections, and repair tracking can be hampered if VINs are not accurate. An accurate VIN is important to maintain title brand information for consumer protection in addition to preventing the VIN and the vehicle from being used in criminal activities.

Challenges to Consider When Implementing the Best Practice

There may be a delay from the time the originating jurisdiction is contacted and the new title or letter of correction is received by the issuing jurisdiction. Over-the-counter jurisdictions may experience hindrances to customer service.

Chapter 5.2 ## Online Jurisdictions: Identifying Duplicate Vehicle Identification Numbers

Description and Background

Duplicate VINs often occur when a jurisdiction uses the wrong NMVTIS transaction type when issuing a title.

For online jurisdictions, the first opportunity to resolve a duplicate VIN occurs with the used vehicle inquiry. When an inquiry includes the VIN, the response identifies all records (up to 47) from the VIN pointer file with a matching VIN, including those that a jurisdiction has set to "purged" because the record is no longer available in the jurisdiction's database.

As part of the update process, the VIN pointer file checks for duplicate VINs among all active VIN pointer records. If a duplicate VIN is found, the jurisdiction initiating the update and each jurisdiction with a duplicate VIN receives a message identifying the duplicate records. Up to six jurisdictions with duplicate VIN pointer records, including the update jurisdiction, receive notification messages. If more than six records with duplicate VINs are identified, only the first six receive notification messages, and the messages include a Match Limited Exceeded Indicator set to "Y."

In an online update, the updating jurisdiction receives a Duplicate Created Response in response to the update, and the jurisdictions with duplicate VIN records receive a Duplicate Creation Notification message.

Example

A customer presents a used car title from Jurisdiction A. At a later time, Jurisdiction B completes an MCO transaction causing a VINADD to be sent to NMVTIS. This transaction will cause a duplicate VIN because Jurisdiction A had a VIN pointer for the vehicle on NMVTIS. The VINADD transaction caused an additional pointer for the same vehicle.

Jurisdiction B queries NMVTIS and discovers two other records for the vehicle. The inquirer examines the response and investigates the duplicates to determine if any of the records represents the vehicle being titled. Based on results of the investigation, the jurisdiction needs to decide to perform an Add Title, CSOT, or In-Jurisdiction Title Transfer or Change Data transaction. It is possible that the update may still create a duplicate VIN, but it is done knowing that the duplicate is legitimate.

Best Practice

Address duplicate VINs by following the procedures outlined in the NMVTIS Procedures Manual: https://www.aamva.org/getmedia/89a2b64a-09e7-4ea9-9df1-c705054d65fd/NMVTIS-Online-State-Procedures-Manual.pdf. Users should be trained on the correct transactions to use to add or modify VINs to the NMVTIS database.

Jurisdictions are responsible for accepting the notification of duplicate VINs and working together to resolve duplicates, regardless of which jurisdiction created the duplicate. Many duplicates occur in the same jurisdiction. If a jurisdiction allows duplicate VINs on its title file, the duplicates also show up on NMVTIS unless they are resolved in the batch processing as described earlier.

Often, additional information may be needed to resolve duplicate VINs. A VIN pointer file history

inquiry may provide a chain of titling events. History maintained by the jurisdiction(s) with the duplicate records may provide other information, such as owners, locations, and registrations. Data relationships may indicate records with the same VIN represent the same vehicle.

If records with duplicate VINS correctly reflect different vehicles, no update is required. If the records represent the same vehicle, the action to resolve the duplicates depends on the circumstance. The resolution must ensure the VIN pointer history reflects the correct title sequence. A record may need to be deleted and re-added, or several transactions may need to be undone and redone so that a record is inserted into history in the correct location. The AAMVA Helpdesk can help determine the steps needed to resolve a duplicate.

When a transaction resolves a duplicate VIN situation, each jurisdiction with that VIN receives a Duplicate Resolved Notification message. Batch jurisdictions may receive Duplicate Resolved

Notification messages in a batch file, just as when a duplicate is created.

Benefits of Implementing the Best Practice

Resolving duplicate VINs is necessary to ensure a complete and accurate record for each vehicle is maintained in NMVTIS. If records are not properly reviewed and combined when necessary, the history on a vehicle can be split into two or more records. When this happens, there is the potential for fraudulent activity or unintentional misrepresentation of the history of a vehicle.

Challenges to Consider When Implementing the Best Practice

Systems may have to be changed to present duplicate titles. Also, it can be time consuming when trying to resolve the history of vehicles when there are duplicate VINs in NMVTIS. It may require contact with AAMVA and other jurisdictions to piece together the correct history and then to make the necessary updates.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
    Date: _____

☐ In the process of implementation
    Date completion anticipated:
    _____

☐ Will begin implementation within the next year
    Anticipated date: _____

☐ Unable to implement now; will review again
    Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Chapter 5.3

Batch Jurisdictions: Identifying Duplicate Vehicle Identification Numbers

Description and Background

As part of the batch update process, the VIN pointer file checks for duplicate VINs among all active VIN pointer records. If a duplicate VIN is found, the jurisdiction initiating the batch update receives warning 426: DUPLICATE VIN CREATED BY BATCH UPDATE. This indicates a record with a duplicate VIN was created.

When a title update event on the NMVTIS Central Site creates a new duplicate VIN or adds to an existing duplicate VIN situation, each jurisdiction that participates either online or partial online and is associated with the duplicate VIN should receive a Duplicate Created Notification message.

Jurisdictions that participate only in batch mode do not receive Duplicate Created Notification messages at this time. Within each notification message, up to six other jurisdictions with duplicate VIN records receive Duplicate Creation Notification messages identifying the duplicate records if the jurisdictions are online jurisdictions. If more than six records with duplicate VINs are identified, only the first six receive notification messages, and the messages include a Match Limited Exceeded Indicator set to "Y."

Examples

Jurisdiction A submits a batch update on a VIN but receives a warning message that its record created a duplicate VIN record.

Best Practice

Jurisdictions must work together to resolve duplicates. The AAMVA Helpdesk can help batch jurisdictions

obtain information to determine if duplicate records represent the same vehicle and the records can be combined.

If records with duplicate VINs correctly reflect different vehicles, no update is required. If the records represent the same vehicle, the action to resolve the duplicates depends on the circumstance. The resolution must ensure that the VIN pointer history reflects the correct title sequence. A record may need to be moved from "OTHER" and put in the correct history sequence under "Current Vehicle Title Information." This may require several transactions to fully resolve the issue. The AAMVA Helpdesk can help determine the steps needed to resolve a duplicate or see the flow chart under Title Transaction Type in the document.

When an input record resolves a duplicate VIN situation, the input jurisdiction receives a "Duplicate VIN Resolved by Batch Update" warning. Each jurisdiction with that VIN receives a Duplicate Resolved Notification message if the jurisdiction is an online jurisdiction. Batch jurisdictions do not receive this warning at this time. Just as when a duplicate is created, the number of Duplicate Resolved Notification messages is limited to six, including the jurisdiction that initiated the transaction resolving the duplicate and the Jurisdiction of Title from the first five duplicate VIN records.

Note: Batch jurisdictions do not receive Duplicate Creation Notification or Duplicate Resolved Notification messages at this time, but an enhancement being considered for NMVTIS would enable batch jurisdictions to receive these messages at each jurisdiction's option.

Benefits of Implementing the Best Practice

Resolving duplicate VINs is necessary to ensure that a complete and accurate record for each vehicle is maintained in NMVTIS. If records are not properly reviewed and combined when necessary, the history on a vehicle can be split into two or more records. When this happens, there is the potential for fraudulent activity or unintentional misrepresentation of the history of a vehicle.

Challenges to Consider When Implementing the Best Practice

It can be time consuming when trying to resolve the history of vehicles when there are duplicate VINs in NMVTIS. It may require contact with AAMVA and other jurisdictions to piece together the correct history and then to make the necessary updates. Jurisdictional staff will require training to correct the vehicle history using the State Web Interface (SWI) process.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
  Date: _____

☐ In the process of implementation
  Date completion anticipated:
  _____

☐ Will begin implementation within the next year
  Anticipated date: _____

☐ Unable to implement now; will review again
  Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Using the State Web Interface

Description and Background

Most NMVTIS corrections may either be resolved through the SWI or a Jurisdiction Helpdesk application. Corrections may include adding or removing brands or adding, changing and modifying records. In some cases, jurisdictions are relying on the AAMVA helpdesk to resolve issues or make corrections instead of the self-service options available.

Example

Jurisdiction A receives an application supported by Jurisdiction B's title; however, Jurisdiction B's title is not in NMVTIS. Jurisdiction A emails Jurisdiction B to verify it is the current jurisdiction of title. Jurisdiction B will open an AAMVA helpdesk ticket requesting a data correction.

Best Practice

In lieu of submitting an AAMVA Helpdesk ticket on NMVTIS corrections, all jurisdictions should use the SWI or their own helpdesk application to address NMVTIS issues.

Benefits of Implementing the Best Practice

Jurisdictions using SWI or their helpdesk application increases efficiency for better customer service by eliminating AAMVA as an intermediary. Additionally, implementing this best practice reduces the volume of tickets requiring action from the AAMVA Helpdesk.

Challenges to Consider When Implementing the Best Practice

Jurisdiction staff who are not trained on the use of SWI will need to devote time to attend a training webinar provided by AAMVA.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Purge National Insurance Crime Bureau Theft File When Stolen Vehicles Are Recovered

Description and Background

NMVTIS uses the NICB vehicle file for jurisdictions to check the stolen status of vehicles as part of the jurisdiction NMVTIS inquiry. The NICB Theft File contains all active thefts, which includes a mirror image of active theft data from the NCIC. The NCIC purges stolen records from its active files after five years. If a stolen vehicle is recovered after being purged from NCIC, there is no record of recovery in NCIC unless law enforcement reenters the vehicle into NCIC and then processes a vehicle recovery. NICB retains purged stolen records forever in its vehicle file database.

Example

In 2014, a vehicle is stolen and reported to law enforcement, who enters the report into NCIC. NICB is updated with a copy of this report. In 2019, the stolen record is purged from NCIC but remains on the NICB Theft File. In 2021, the vehicle is recovered; however, the theft report is no longer in NCIC, and as a result, law enforcement has not updated the status to "recovered" in NCIC, and the NICB Vehicle File is not updated with the recovered status. During a subsequent title transfer in 2024, a stolen status is returned by NICB.

Best Practice

If there is a stolen hit purged from NCIC, this stolen information is found in the NMVTIS Vehicle Theft Information section. After the vehicle has been verified as recovered by law enforcement, the original reporting law enforcement agency (if different than the agency verifying the recovery) should be notified and asked to reenter the vehicle into the NCIC Vehicle File. Because the stolen vehicle has been removed from NCIC (purged), the law enforcement agency must reenter the vehicle into NCIC as stolen, and then it can be immediately reported as recovered. This will update the file in NCIC and NICB, which will subsequently remove the stolen hit returned as part of an NMVTIS inquiry.

Benefits of Implementing the Best Practice

A consistent process for removing stolen reports from the NICB Vehicle File, when the vehicle is recovered will ensure the theft information provided through an NMVTIS inquiry is current, benefiting jurisdictions and their customers.

Challenges to Consider When Implementing the Best Practice

When implementing the best practice, ensure designated staff are aware of the process for contacting law enforcement agencies to request their assistance in changing the status to recovered stolen vehicles.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Summary Error and Warning Reports

Summary Error and Warning Report (Summary Error and Warning Messages)

Description and Background

Error and warning messages are sent to jurisdictions to advise them of issues with records that were submitted to NMVTIS. Jurisdictions should address specific error and warning messages from NMVTIS in a standard way.

Example

An example Summary Error and Warning (SEW) file header is as follows:

```
C . CMIA0000000352003040520030411Y99A

C . 000000036 NUMBER OF RECORDS INPUT

C . 000000000 NUMBER OF RECORDS REJECTED DUE TO ERRORS

C . 000000028 NUMBER OF RECORDS THAT HAD WARNINGS

C . 000000035 NUMBER OF RECORDS VALID FOR UPDATE

C20BW 000000012 VIN IS SHORTER THAN 17 CHARACTERS

C21AW 000000014 VIN DECODED BUT CK DIGIT FAILED

C21CW 000000001 VIN DID NOT DECODE (MAYBE TYPOS) & CK DIGIT FAILED

C222W 000000002 MAKE CHANGED - LEADING SPACE REMOVED
```

There are many reasons why a transaction may return with a SEW file record. The SEW file record may represent an error or a warning. An error identifies a condition that prevents an update from completing. A warning identifies a condition that merits examination to ensure data accuracy or as a possible fraud indicator, but the condition does not prevent the update from completing.

SEW Example

Batch Jurisdiction A's titling application sends a VIN Add transaction. The following day, a SEW record is returned with 401 error "TITLE EXISTS FOR THIS VIN/SOT/TITLE #." Investigating the response, Jurisdiction A finds that the titling application is picking up and sending re-created titles (titles with no change in the SOT, title number, title issue date, VIN, make, or model year) in the batch VIN Add transactions. The SEW file record has made it possible for Jurisdiction A to recognize this issue and make a correction to its titling application to prevent sending the recreated titles in the future.

Warning Example

Jurisdiction A attempts to add a title for VIN 3AKGGEBG8ESFU0445. NMVTIS returns a SEW record with 21D warning "VIN NOT IN DB BUT CK DIGIT OK." Jurisdiction A verifies the VIN from the input transaction. If it is correct, no action is required.

Best Practice

Standardize the process of resolving the error and warning messages by using the resolutions outlined in the NMVTIS State Procedures Manual to ensure consistency nationwide.

Benefits of Implementing the Best Practice

The goals in standardizing the process are to ensure the integrity of the vehicle information and to ensure that jurisdictions will be able to assist consumers in a timely manner.

Challenges to Consider When Implementing the Best Practice

Working with jurisdictions to ensure that the process is standardized for resolving error and warning messages may be challenging. Jurisdictional policies may make it complicated to standardize for all jurisdictions when online jurisdictions and batch jurisdictions are involved.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice	☐ Fully implemented Date: _____	☐ Will begin implementation within the next year Anticipated date: _____	Name of business manager conducting review: _____
	☐ In the process of implementation Date completion anticipated: _____	☐ Unable to implement now; will review again Year next review anticipated: _____	Date: _____

Batch System Error and Warning Messages

Description and Background

The high volume of SEW messages makes it difficult to prioritize researching and resolving issues.

Example

A pre-1980 vehicle returns a warning that the VIN is shorter than 17 characters.

Best Practice

The SEW messages are designed to be a comprehensive list of errors and warnings to help jurisdictions maintain data integrity. Understanding the difference between warnings and errors is critical. Knowing that an error means the attempted data change did not take place on the NMVTIS system deserves higher priority. Warnings, which still may be useful, mean that the record was updated on the NMVTIS system with the given information but may require review. Warnings deserve some review as

resources allow. See the State Procedures Manual for more information on severity of errors and warnings.

Benefits of Implementing the Best Practice

Acknowledging data changes were unable to occur because of an error and then correcting the errors lead to improved data integrity and vehicle histories. Detailed review of SEW messages provides the ability for jurisdictions to identify business processes or system programming that may be inadvertently corrupting data.

Challenges to Consider When Implementing the Best Practice

Certain circumstances may underrepresent the importance of SEW messages returned. There exists the possibility a warning normally considered "unimportant" is really returning valuable information jurisdictions need to improve processes or data.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
    Date: _____

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Name of business manager conducting review:

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Date: _____

Administrative Actions

Keeping (Helpdesk) Contact Information Up to Date

Description and Background

All jurisdictions should be keeping contact information up to date so that inquiries made to the helpdesk can be resolved efficiently.

Example

A helpdesk member from Jurisdiction A has found employment elsewhere, but the NMVTIS contact information has not been updated. Jurisdiction B tries contacting Jurisdiction A using the contact information provided but receives no response because that helpdesk member is no longer employed by Jurisdiction A.

Best Practice

Establish NMVTIS Helpdesk support by implementing a group phone number and voicemail account as well as a group email account. If a jurisdiction does not have the capability to use a group account, then the jurisdiction should make every effort possible to update the NMVTIS contact list in a timely manner when changes are made.

Jurisdictions should use the PMC (Participation Management Concept) portal to update jurisdiction contacts. Jurisdiction administrators (JAs) can add, modify, or delete the contact information in their jurisdiction profiles. All JAs have an edit jurisdiction profile button at the top right-hand corner of the profiles. This opens the data that the JA can edit. The contact box is at the very bottom of the edit page. A prompt provides instruction on how to make changes to the jurisdiction contacts.

Benefits of Implementing the Best Practice

Using group contact information results in quicker response times. If unable to use a group contact, please update jurisdiction contact information as quickly as possible.

Challenges to Consider when Implementing the Best Practice

Jurisdictions may not have the resources or ability to set up a group email and voicemail system.

Jurisdiction Self-evaluation

Status of
Implementing
This Best Practice

☐ Fully implemented
  Date: _____

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  Date completion anticipated:
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Name of business manager conducting review:

_____

Date: _____

Stolen Blank Title Documents

Description and Background

There is no systematic way for jurisdictions to report stolen blank title documents among jurisdictions. It is important that jurisdictions share information with each other related to stolen blank title documents to minimize fraudulent activity.

There are fraudulent schemes related to stolen blank title documents that are not identified by an NMVTIS inquiry because the stolen blank title stock is submitted with legitimate information (e.g., same VIN, same issue date, same title number) from a jurisdiction's database.

Example

Stolen title stock was discovered in Jurisdiction A. Jurisdiction A notified neighboring jurisdictions B, C, and D. Stolen title stock from Jurisdiction A is submitted to Jurisdiction E for transfer. Jurisdiction E is not aware of the theft and accepts the stolen stock for transfer because the information on the title is consistent with the title record in NMVTIS.

Best Practice

It is important that jurisdictions perform an NMVTIS inquiry before issuing a title. This will identify any title discrepancies for information submitted on stolen title stock.

When a jurisdiction discovers missing or stolen title stock, the jurisdiction should report that information to AAMVA by sending an email to Denise Hanchulak,

dhanchulak@aamva.org. The AAMVA will communicate the information to all jurisdictions. (See Appendix A, Document Updates and Fraudulent Activity Alert Site, for detailed information about AAMVA's fraud alert site.)

It is recommended that jurisdictions have a systematic way to identify stolen and missing title stock in their home jurisdictions. For example, one jurisdiction adds the stolen title stock inventory or control numbers and jurisdiction reported by AAMVA to its jurisdiction system. The system alerts users to check the inventory or control numbers on the title submitted from the affected jurisdiction's title.

If stolen or missing title stock is later discovered, the stock should be destroyed and reported to the AAMVA as recovered.

Benefits of Implementing the Best Practice

Implementing this best practice prevents the fraudulent usage of stolen title stock when a title application is presented and promotes consumer protection.

Challenges to Consider When Implementing the Best Practice

Jurisdictions may not be able to modify existing systems to capture control or inventory numbers when stolen stock is reported. Jurisdictions may not destroy rediscovered stock, thereby causing jurisdictions to question valid transactions.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Date completion anticipated: _____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Description and Background

Jurisdictions that perform system full or partial purges need to keep in mind the impact the purges will have on the information they submit to NMVTIS.

Examples

Example 1: During an initial load to NMVTIS, Jurisdiction A transmits an incorrect issue date when the actual issue date is unknown because of a system purge by that jurisdiction. Based on the issue date provided, Jurisdiction A may be incorrectly reflected as the current jurisdiction of title.

Example 2: A participating jurisdiction has performed a data purge on their system; however, it did not follow the NMVTIS batch purge process. As a result, inquiries against NMVTIS on affected records will not show the purge indicator is set to on, therefore potentially increasing unnecessary helpdesk interaction. Note: The purge indicator can also be set using the NMVTIS Online Transaction NM09 – Set Purge Indicator.

Best Practice

Jurisdictions implementing NMVTIS should wait until after they have submitted their initial load to NMVTIS before purging records from their jurisdiction system. Jurisdictions should not submit records that have been purged or partially purged from their records. In the event a jurisdiction partially purges records, the title number and title issue date should be retained. If the title number and title issue date are not available and a "filler" title number or title issue date is used, this data anomaly shall be included in the data anomalies list contained in the procedures manuals, SWI and PMC.

Participating jurisdictions that purge records should follow the batch purge process outlined in the NMVTIS Batch System Specification (https://www. aamva.org/technology/systems/vehicle-systems/ nmvtis).

When purging a record, the jurisdiction must first update the VIN pointer file to indicate the data is not available before removing the record from the jurisdiction's database. When restoring a record, the jurisdiction must first restore the record in the jurisdiction's database and then update the VIN pointer file to indicate the data is available. This sequence helps prevent broken pointers during the purge or restoration process.

Benefits of Implementing the Best Practice

NMVTIS will maintain the jurisdiction's vehicle and title information for inquiry purposes when the jurisdiction provides the record prior to its purge.

Web and online inquiries will receive vehicle information denoting that the jurisdiction of title no longer has detailed vehicle information to provide.

Challenges to Consider When Implementing the Best Practice

Jurisdictions may not have the resources, funding, or data storage to retain data before transmitting an initial load to NMVTIS.

Jurisdiction helpdesks should be trained to ensure they know where the purged flag indicator is located. See the following example.

PURGED INDICATOR EXAMPLE

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

☐ In the process of implementation
Date completion anticipated:
_____

☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Communication Between Jurisdictions

Description and Background

There are times when a jurisdiction receives verbal assistance from another jurisdiction regarding an NMVTIS record. However, the jurisdiction then has to wait for the updates to be made in NMVTIS before proceeding with processing its customer's transaction. The customers may be inconvenienced if waiting for the update to be made in NMVTIS before the title transaction can be completed.

Example

Jurisdiction A contacts Jurisdiction B for information concerning a title presented to Jurisdiction A. Jurisdiction B provides a response resolving the issue. Jurisdiction A waits until NMVTIS is updated with the corrected or appropriate information from Jurisdiction B. Jurisdiction A's customer must wait until this occurs.

Best Practice

Jurisdictions should provide information to other jurisdictions in writing within two business days from the initial contact. When a jurisdiction asks for information or corrections to be made in NMVTIS, it should proceed with its transaction after receiving the information. Jurisdictions that receive requests from other jurisdictions should process corrections or updates as quickly as possible but no later than 30 days after the resolution.

Benefits to Implementing the Best Practice

This best practice enhances customer service for the jurisdiction's external customers and the jurisdiction-to-jurisdiction experience.

Challenges to Consider When Implementing the Best Practice

It is important to have confidence that other jurisdictions will update NMVTIS as promised in writing. However, it may not be updated immediately; therefore, it is recommended the NMVTIS record is monitored until the correction is accurately reflected.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Date completion anticipated:
_____

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Date: _____

Vehicles with Model Years Prior to 1981

Description and Background

Jurisdictions are asked to omit vehicles from their initial load with a model year prior to 1981 that do not have an active title and an active registration. Vehicles manufactured prior to 1981 do not have a 17-character VIN. After the initial load, title activity on a vehicle manufactured prior to 1981 should be sent to NMVTIS if the registration becomes active.

Example

A jurisdiction implementing NMVTIS is finalizing the initial load of their title database to identify records for vehicles with a model year prior to 1981.

Best Practice

Vehicle records with a model year prior to 1981 that have an active title and an active registration should be included in the initial load.

Vehicle records with a model year prior to 1981 that do not have an active title and an active registration should not be included.

After a jurisdiction has completed its initial load and a vehicle with a model year prior to 1981 is titled or the registration becomes active, the record is submitted to NMVTIS.

Benefits of Implementing the Best Practice

This practice minimizes the instances of duplicate VINs on the VIN pointer file for vehicles that were manufactured before the current VIN standard became effective beginning with model year 1981.

Challenges to Consider When Implementing the Best Practice

When processing a title application for an older vehicle that was previously titled in another jurisdiction, the title record may not appear in NMVTIS if the vehicle was not currently registered when the jurisdiction submitted its initial load. The jurisdiction should verify the ownership document manually and then add its title record to the VIN pointer file after issuing the title.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Name of business manager conducting review:

_____

Date: _____

Raising and Resolving Issues

Description and Background

NMVTIS relies on coordination and harmony of data and processes. Vehicle and title data must accurately reflect the status, history, and conditions of the vehicle. As issues arise regarding data or procedures, jurisdictions may address them to a specific jurisdiction, to all participating jurisdictions, or to AAMVA. Daily operational issues are directed to the AAMVA Helpdesk. Contact numbers and email addresses are maintained in the PMC (https://share.aamva.org/vehicle/pmcc/SitePages/Home.aspx).

Examples and Best Practices

Example 1: Jurisdiction A has a paper title issued by Jurisdiction B with a title issue date printed on the title, but the record in NMVTIS indicates that Jurisdiction B issued the title prior to the issue date reflected on the paper title.

Best Practice 1: In some cases, data and process issues can be addressed between jurisdictions. Jurisdictions can find contact information for other jurisdictions' NMVTIS helpdesks through the PMC. When jurisdictions address situations they consider nonroutine, AAMVA would like to receive information regarding the issue and resolution. The information can be emailed to the AAMVA Helpdesk at helpdesk@aamva.org.

Example 2: Jurisdiction C sees titles issued by nonstate organizations such as the US government or Native American tribes and would like to know if the data is supposed to be in NMVTIS.

Best Practice 2: When a question or issue involves more than two jurisdictions or the issue addresses a condition in the NMVTIS process or data, the AAMVA Helpdesk (helpdesk@aamva.org) is the first contact. The helpdesk will record the issue and either resolve the issue or forward it to the group within AAMVA responsible for resolving it. Although a given issue may require a variation on the process, in general, the resolution process includes the following steps after the AAMVA Helpdesk receives it, documents it, and refers it to a specified group for resolution:

- Investigate to understand and describe the issue to be resolved.

- Determine if existing documentation or established practice addresses the issue.

- If a resolution doesn't already exist, draft a possible resolution for consideration by the NMVTIS State Program Subcommittee.

- Receive responses from the subcommittee, revise the draft, and circulate it to the subcommittee for decision.

- Receive responses from the subcommittee and document the final resolution.

- Update NMVTIS documents and distribute changes, if needed.

Example 3: Jurisdiction D has been trying to send an inquiry to NMVTIS for more than an hour but does not receive a response.

Best Practice 3: To resolve technical operation issues:

The AAMVA Helpdesk (helpdesk@aamva.org) addresses technical issues that arise during daily production operations. The procedures for reporting problems to the Helpdesk are on the AAMVA website at https://www.aamva.org/about/contact-us.

When a jurisdiction notices its own system, another jurisdiction, or the NMVTIS central site is not responding, the jurisdiction should contact the AAMVA Helpdesk at 888-AAMVA-80 (888-226-8280), option 1. AAMVA will notify participating jurisdictions regarding the down situation and again when the system comes back up.

When AAMVA notices a jurisdiction is not responding, helpdesk staff will contact the jurisdiction and notify other jurisdictions regarding the situation, as applicable. The AAMVA Helpdesk will also send a notice when the problem is resolved.

Benefit of Implementing the Best Practice

Communication regarding issues with NMVTIS will be handled in the most direct, efficient, and effective manner possible.

Challenges to Consider When Implementing the Best Practice

Maintaining a jurisdiction's helpdesk contact information and business contact information is imperative to good communication among the jurisdictions and with AAMVA.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
Date: _____

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Date completion anticipated:
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Anticipated date: _____

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Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Correcting Odometers on Other Jurisdictions' Titles

Description and Background

There are occasions when a jurisdiction issues a title with an incorrect odometer reading that is reported to NMVTIS. These errors may be the result of a customer error in reporting the odometer to the jurisdiction or a data entry error by the jurisdiction.

Example

Jurisdiction A issues a title with an incorrect odometer reading of 350,000 miles instead of 35,000 miles. Subsequently, the vehicle is presented for retitling in Jurisdiction B, which identified the odometer error.

Best Practice

Jurisdiction B should confirm the odometer error with Jurisdiction A and not require the applicant to return to the prior jurisdiction for a title correction. Instead, Jurisdiction B should obtain any necessary documentation to support a correction and issue a title document reflecting the correct odometer reading if the odometer reading is confirmed as an error by

Jurisdiction A. Subsequently, Jurisdiction B will report the new title to NMVTIS with the correct odometer reading. Jurisdiction A should not change the odometer reported to NMVTIS with its title because the incorrect odometer was printed on that issued title. All documentation to correct the odometer reading should be retained with the title history.

Benefits of Implementing the Best Practice

Implementing this best practice allows a jurisdiction to provide better customer service to their applicant by eliminating the necessity for the customer to return to the prior jurisdiction for a title correction and ensuring the correct odometer is subsequently reported by the jurisdiction issuing the new title.

Challenges to Consider When Implementing the Best Practice

Coordination between jurisdictions in these situations may be time consuming and require additional research.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
  Date: _____

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  _____

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  Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Attending NMVTIS Operations Monthly Forum Conference Calls

Description and Background

AAMVA hosts an NMVTIS Operations Monthly Forum conference call and quarterly conference calls with business points of contact to allow information sharing, collaboration, and updates on ongoing NMVTIS related efforts.

Best Practice

Jurisdictions should attend each scheduled conference call. Jurisdictions should review the meeting notes that are distributed following the conference call.

Benefits of Implementing the Best Practice

Regular attendance provides jurisdictions with the opportunity to stay apprised of ongoing NMVTIS business, technical, and operational issues. Additionally, regular participation can provide historical knowledge for commonly shared challenges and issues, resulting in the creation of standard processes. Participation on conference calls can save jurisdictions time and unnecessary efforts.

Challenges to Consider When Implementing the Best Practice

The greatest challenge most jurisdictions face is allocating time and staff to attend these conference calls and review the notes.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
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Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Jurisdictions' NMVTIS Helpdesk Contact Information

Description and Background

For jurisdictions to resolve NMVTIS-related issues among each other, jurisdictions must establish an NMVTIS helpdesk within their jurisdiction. The jurisdiction's NMVTIS helpdesk consists of subject matter experts (SMEs) who are available to address NMVTIS-related issues. Jurisdiction helpdesk contact information is found in the PMC. The PMC allows for multiple points of contact to be listed or a jurisdiction could choose to use a distribution list for its helpdesk contact.

Example

Jurisdiction A issued a title that was not added to NMVTIS. Subsequently, Jurisdiction B is presented the title for retitling purposes. Jurisdiction B attempts to contact Jurisdiction A's SME to validate the title and request it be added to NMVTIS but receives an out-of-office reply with no alternative point of contact available or provided in the out of office reply.

Best Practice

To ensure timely resolutions, jurisdictions should respond to the jurisdiction's NMVTIS helpdesk within a 24-hour timeframe or at a minimum provide timely updates to the inquiring jurisdiction.

Best practices for helpdesk solutions include dedicated group email accounts, keeping the PMC updated with current contact information, workflow efficiency, and a centralized system and processes for communicating information.

Benefits of Implementing the Best Practice

Implementing this best practice will improve customer service to the residents of both jurisdictions. This will also maintain good data integrity within NMVTIS and improved potential for timely response or resolution.

Challenges to Consider When Implementing the Best Practice

Jurisdictions may need to adjust staffing to fulfill their helpdesk requests and responsibilities. Time should be allowed for the helpdesk team to establish standard operating procedures to ensure inquiries are handled in a timely manner and responses are complete and accurate.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

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Year next review anticipated: _____

Name of business manager conducting review:

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Date: _____

Performing a Best Practice Review

Description and Background

This NMVTIS best practice document contains valuable information related to identified issues and concerns, and recommended solutions. These best practices were developed to ensure each jurisdiction develops its business policies and practices in a consistent manner. The intent of these best practices is to provide the title and registration program managers with information and resources to assist them in ensuring that NMVTIS works with the jurisdiction's titling practices.

Best Practice

Every jurisdiction should perform an annual NMVTIS best practice review to ensure their business policies and practices are consistent with the NMVTIS best practices. Each jurisdiction is encouraged to use the Jurisdiction Self-evaluation checklist located at the end of each best practice to rate its business policies and practices. Alternatively, these self-evaluations can provide jurisdictions with an annual record and

additional information needed in their short- and long-range planning to make possible system, policy, or procedural modifications to meet the best practice.

Benefits of Implementing the Best Practice

The integrity of the vehicle data is greatly increased and ensures more consistency of title and brand procedures by jurisdictions. This benefits consumers who purchase an NMVTIS Vehicle History Report as well as other jurisdictions which inquire about the vehicle.

Challenges to Consider When Implementing the Best Practice

The annual review would require the availability of the business manager conducting the review and potentially the time of applicable SMEs, including information technology support staff.

Furthermore, implementing any given best practice may require additional resources or programming efforts. Each best practice details these considerations.

Jurisdiction Self-evaluation

| **Status of Implementing This Best Practice** | ☐ Fully implemented
Date: _____ | ☐ Will begin implementation within the next year
Anticipated date: _____ | Name of business manager conducting review:

_____ |
| | ☐ In the process of implementation
Date completion anticipated:
_____ | ☐ Unable to implement now; will review again
Year next review anticipated: _____ | Date: _____ |

Performing a Data Synchronization

Description and Background

As time elapses from a jurisdiction's initial onboarding, the likelihood increases that the title and brand information in NMVTIS and the jurisdiction's system will become out of synchronization. Over time, jurisdiction legacy title and brand data may become out of sync with corresponding jurisdiction data in NMVTIS for the following reasons:

- New vehicle types and brand codes were introduced by the jurisdiction but not communicated to AAMVA.

- Software changes occurred on the jurisdiction's legacy system without staff realizing the impact to NMVTIS.

- MVA counter staff are not following jurisdiction titling procedures, as required.

- A data corruption event occurred on the jurisdiction's legacy system that impacted NMVTIS.

When information does not match, the likelihood increases of all users being adversely impacted and requiring contact with the issuing jurisdiction for correction. Data synchronization aligns the title and brand on the jurisdiction's system with the title and brand data in NMVTIS. This reduces the time and effort jurisdiction staff spend contacting other jurisdictions to resolve title and brand discrepancies. The data synchronization process involves generating a data file to produce a gap-analysis report that is reviewed by the jurisdiction.

For more information on performing a data synchronization, visit https://www.aamva.org/technology/systems/vehicle-systems/nmvtis.

Best Practice

Every jurisdiction should perform an NMVTIS data synchronization every four years to ensure the information in NMVTIS matches the information in that jurisdiction's system. All gaps identified during this process should be resolved in a timely manner.

Benefits of Implementing the Best Practice

Implementing this best practice will reduce inquiries to and from other jurisdictions to resolve inconsistencies in data, which will save time and improve customer service when issuing titles. It will also improve data integrity within NMVTIS. Performing a data synchronization ensures all title and brand records are accurate in NMVTIS. This is important to protect consumers from potentially unsafe vehicles that were not branded properly and can mitigate the risk of fraud.

Challenges to Consider When Implementing the Best Practice

Information technology staff and SMEs need to be available to support the process over a period of up to three months, although AAMVA is working to provide solutions to reduce this time period.

Jurisdiction Self-evaluation

| Status of Implementing This Best Practice | ☐ Fully implemented
Date: _____

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Date completion anticipated:
_____ | ☐ Will begin implementation within the next year
Anticipated date: _____

☐ Unable to implement now; will review again
Year next review anticipated: _____ | Name of business manager conducting review:

_____

Date: _____ |

Notifications of Anomalies and Unique Practices

Description and Background

AAMVA has captured data anomalies and unique practices of various jurisdictions within the PMC. AAMVA has made this information available to jurisdictions through the PMC so they can make informed title decisions.

JAs may use the PMC to update or change anomalies or unique practices.

Example

Jurisdiction A issues a title with a hyphen followed by two digits. The hyphen is not sent to NMVTIS as part of the title number. Jurisdiction A has not informed AAMVA of the title number anomaly.

When Jurisdiction B receives a title from Jurisdiction A, a titling decision cannot be accurately made based on the title number indicated on NMVTIS.

Best Practice

Any time a unique practice or data anomaly is identified by a jurisdiction, the jurisdiction should inform AAMVA by sending an email to helpdesk@aamva.org or during NMVTIS implementation. The JA should update the PMC with any new or changing anomalies or practices.

Benefits of Implementing the Best Practice

Informed titling decisions can be made based on these document anomalies and unique practices. Also, this may eliminate the need to contact the previous jurisdiction directly, thereby saving time when issuing vehicle titles.

Challenges to Consider When Implementing the Best Practice

Ensuring appropriate staff are aware of the necessity to notify AAMVA of any anomalies or unique practices as soon as they are identified.

Jurisdiction Self-evaluation

Status of Implementing This Best Practice

☐ Fully implemented
  Date: _____

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  Date completion anticipated:
  _____

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  Anticipated date: _____

☐ Unable to implement now; will review again
  Year next review anticipated: _____

Name of business manager conducting review:

_____

Date: _____

Using NVMTIS as Single-Source Reporting for Junk and Salvage Entities

Description and Background

In many jurisdictions, junk and salvage entities have similar reporting responsibilities to satisfy both jurisdiction and federal requirements, resulting in duplicate reporting. A number of jurisdictions have expressed interest to AAMVA in submitting reports on behalf of junk and salvage entities in their jurisdictions to eliminate this duplicate reporting. A task force explored possible solutions that could be implemented for single-source reporting, and these recommendations resulted in the options provided in this best practice.

Example

A salvage dealer that takes possession of a salvage motor vehicle is required to report the motor vehicle to their jurisdiction and to NMVTIS to comply with jurisdiction and federal reporting requirements. The jurisdiction wants to eliminate the duplicate reporting requirements for the salvage dealer.

Best Practice

The following options to implement single-source reporting are available to jurisdictions.

Option A

Junk and salvage entities report all required jurisdiction and federal data to NMVTIS only using an existing data reporting service ("data consolidator"). Subsequently, NMVTIS will provide junk and salvage

information to the jurisdiction for the jurisdiction to update their records.

Option B

The jurisdiction serves as a formal data reporting service ("data consolidator") under contract with AAMVA. The jurisdiction would incur initial setup and ongoing operation costs. Under this option, junk and salvage entities would report only to the jurisdiction. Subsequently, the jurisdiction would report the applicable information to NMVTIS on behalf of junk and salvage entities.

Benefits of Implementing the Best Practice

The benefit of the best practice is to facilitate a single-source reporting process to meet jurisdiction and federal reporting requirements that may eliminate duplicate reporting.

Junk and salvage entities will have a more streamlined method to meet their jurisdictional and federal reporting requirements. This eliminates a dual reporting requirement.

Challenges to Consider When Implementing the Best Practice

Jurisdictions would be required to work with AAMVA to implement necessary programming changes under either option. Additional challenges and considerations include the costs associated with development and ongoing maintenance, obtaining regulatory and

statutory changes necessary to implement either option, and monitoring junk and salvage entities for compliance.

The jurisdiction may choose to charge a fee to the junk and salvage entities to report this information on their behalf.

Appendix A   AAMVA Document Updates and Fraudulent Activity Alert Site

The AAMVA Alert Site was developed as a means of sharing document intelligence alerts issued by the Department of Homeland Security with driver licensing authorities. In 2014, the Alert Site was expanded to include both United States and Canadian federal and jurisdictional and provincial alerts and updates, including vehicle alerts, lost or stolen materials and equipment, and document updates. The site provides:

- Images and information on both U.S. and Canadian fraudulent travel and identity documents

- Images and information on both U.S. and Canadian genuine travel and immigration documents

- Genuine and fraudulent document security features

- Detection points and methods that can be used

- Points of contact

The information disseminated is intended to raise the awareness of front-line counter employees on the use of fraudulent travel and identity documents such as passports, driver licenses, visas, Social Security cards, vehicle titles, vehicle registrations, and employment authorization cards that employees may encounter in the licensing process. Managers and directors are encouraged to update and inform employees on alerts pertaining to their daily job duties at the beginning of each shift. If employees encounter fraudulent documents in the driver's license issuance process,

they should follow their jurisdiction's policies and procedures regarding such documents.

In an effort to maintain the integrity and security of the Alert Site, jurisdictions are limited in the number of users that may have access to the site. Users must have their administrator's approval before access can be granted. Access requests should be emailed to dhanchulak@aamva.org.

When signing onto the site to set up your alerts, please note the following:

1. You will use your AAMVA web password to access this site. If you need a web password, please use the following link: https://www.aamva.org/MyAAMVA/profile/registration.aspx.

2. If you would like to receive an email alert each time a new fraud alert document is posted to the site, please see the directions at https://share.aamva.org/alert/fraud/Policies%20and%20Procedures/Forms/AllItems.aspx.

3. Any unauthorized access or use of the materials contained on the Alert Site will result in the user being removed from the alert system.

If you have any questions, please feel free to contact AAMVA's director of certification and standards:

Denise Hanchulak
Program Director, Certification & Standards
AAMVA
dhanchulak@aamva.org
www.aamva.org

Appendix B   NMVTIS State Program Subcommittee (June 2024)

CHAIR

Jennifer Ridolfi
Massachusetts NMVTIS Helpdesk Supervisor
Massachusetts Registry of Motor Vehicles

VICE CHAIR

Betty Johnson
Administrator, Driver and Vehicle Records Division
Nebraska Department of Motor Vehicles

JURISDICTION MEMBERS

Tre Brown
Business Analyst III
Pennsylvania Department of Transportation

Lisa Chism
Director, Office of Property Tax
Mississippi Department of Revenue

Shannon Degrazio
Motor Vehicle Services Supervisor
Wyoming Department of Transportation

Kelly Long
Vehicle Records Program Section
Michigan Department of State

Kristen Gilbertson
Program Manager
Virginia Department of Motor Vehicles

Kate Hart
NMVTIS Program Manager
South Carolina Department of Motor Vehicles

Dana Johnson
Program Manager, Division of Motor Vehicles
Utah State Tax Commission

Barbara Okonski
IS Business Automation Specialist
Wisconsin Division of Motor Vehicles

Craig Plummer
Title and Registration Manager
Minnesota Driver and Vehicle Services Division

Matthew Rousseau
Chief of Commercial Vehicle Operations, Driver Improvement, Records and Information
Vermont Department of Motor Vehicles

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Holly Merz
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Neil Pitt
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Vehicle Systems

Tina Rousch
Lead Business Analyst
Vehicle Systems

Paul Steier
Director
Vehicle Programs

Cindy Taber-Lowry
NMVTIS Program Manager
Business Solutions

Evgenia Tysina
Project Manager
Vehicle Systems

**American Association of
Motor Vehicle Administrators**