Vehicle History
Vehicle Lifecycle
ODOMETER
PAPER TITLE
Consumer Protection
UNIFORMITY

American Association of
Motor Vehicle Administrators
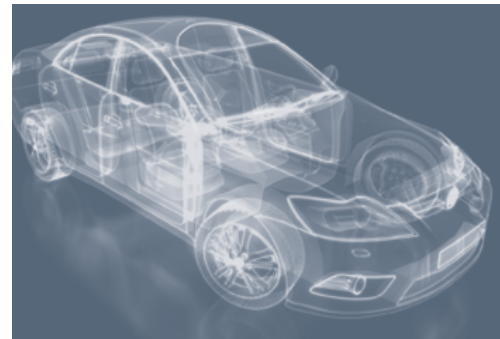
NMVTIS Best Practices for
Title and Registration
Program Managers

Edition 4

NMVTIS®
National Motor Vehicle Title
Information System
www.vehiclehistory.gov

November 2018

VEHICLE STANDING COMMITTEE
NMVTIS BUSINESS RULES WORKING GROUP

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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 states and others to gain instant and reliable access to information maintained by other states pertaining to the titling of automobiles and thereby allow titling jurisdictions to instantly transmit and verify title, brand, and odometer information on the paper title against the electronic record from the state 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 state 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 is made up of representatives from jurisdictions in all four of AAMVA's regions. These jurisdictions represented the various modes of participation in NMVTIS, specifically, fully integrated online, batch, or some combination of the two.

After the working group was established, it reviewed a number of previously identified issues and determined that the solution to many of the concerns was to create best practices to ensure that jurisdictions were developing their 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 a resource to assist them in ensuring that NMVTIS works hand in hand with the jurisdiction's title practices.

It is the working group's hope that all jurisdictions will implement the best practices provided in this document. It is the view of the working group that establishing these best practices will go a long way to help ensure that NMVTIS is the best tool 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 subject matters are considered and recommendations for best practices are revised or added by the Business Rules Working Group.

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 states, 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 state program is operated:

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

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

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

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

- A state must be reporting data to NMVTIS in order to have access to use the data.

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

The NMVTIS state program provides each jurisdiction a level of flexibility in order 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: state conducts real time inquiry **and** updates

2. *Partially integrated* participation state conducts a combination of integrated online inquiry **and** batch updates

3. *Full batch* participation: state conducts batch inquiries **and** batch updates

4. *Batch and State Web interface:* state conducts standalone web-based inquiry updates **and** batch updates

Approach one: Fully integrated online, is the optimum approach because it provides for the provision and access to NMVTIS information in a seamless, integrated manner.

NOTE: As an interim step, a state may also implement *batch data provision* while working toward one of the **four** participation approaches.

Definitions and Acronyms *(Updated July 2018)*

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

AAMVA The American Association of Motor Vehicle Administrators is 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, or 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 state to state. 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 origin 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.

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.

Current title   The most recently issued title that is used to provide proof of ownership and vehicle information.

DMV and MVA   In the United States of America, a Department of Motor Vehicles (DMV) or Motor Vehicle Administration (MVA) is a state-level government agency that administers vehicle and driver license laws, regulations, and policies. Similar departments exist in Canada. The name "DMV" is not used in every state or province, nor are the traditional DMV functions handled by a single agency in every state, but the generic term is universally understood, particularly in the context of driver license issuance and renewal. Driver licensing and vehicle registration in the United States are handled by the state government in all states but Hawaii, where local governments perform DMV functions. In Canada, driver licensing and vehicle registration are handled at the provincial government level. The Uniform Vehicle Code prefers the name "Department of Motor Vehicles."

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.

Exempt vehicle   Owners of exempt vehicles are not required to pay registration fees and are issued license plates that specifically identify that the vehicle belongs to a state, city or county, or government. As used in this document, this definition does not refer to odometer disclosure.

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 VINs, stole vehicles, or removed brands to defraud another party.

FHWA   The Federal Highway Administration is 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 America's roads and highways continue to be among the safest and most technologically sound in the world.

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.

LSV	A low-speed vehicle is 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 to 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.
MR	Mail Returned to the issuing agency after an attempt to deliver to the indicated address by the postal service.
NCIC	The National Criminal Information Center is 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.
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.
NEV	A neighborhood electric vehicle is a U.S. denomination for battery electric vehicles that are legally limited to roads with posted speed limits 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 maximum loaded weight of 3000 lb (1400 kg). NEVs fall under the United States Department of Transportation classification for low-speed vehicles.
NHSTA	The National Highway Traffic Safety Administration is 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.
NICB	The National Insurance Crime Bureau is 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.

NMVTIS	The National Motor Vehicle Title Information System is 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.
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	Jurisdictions that provide 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.
Recalled title	A formal action by the jurisdiction notifying the person to whom the certificate of title has been issued that the title is withdrawn (recalled); the title must be returned to the DMV 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 automobile 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 automobile for legal operation on public streets, roads, and highways would be more than the fair market value of the automobile immediately before the event that caused the damage. Salvage automobiles include automobiles 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.
SWI	State Web Interface. 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	The 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	Typically, government-owned fleet vehicles that are equipped with minimal or limited **enforcement vehicle** 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 in to the normal environment, an undercover law enforcement vehicle may be a luxury, sport, or regular equipped vehicle for the purpose of the assignment.
USPS	The United States Postal Service, also known as the Post Office and U.S. Mail, is 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.

VIN   A Vehicle Identification Number is 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.

VINA   Vehicle Identification Number Analysis is VIN Verification Software that was developed by RL Polk for use in business and government entities to verify VINs, flag errors, and return descriptive vehicle information. The VINA Software was developed by RL Polk & Co, and as such, RL Polk is the sole provider able to perform maintenance and updates for this product.

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 working group 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 working group. 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.

New tools have been added to Edition 3 to help managers track the best practices that have implemented and those that are going to be implemented in the future. The Working Group encourages title program managers to use these tools as a resource in short- and long-range planning.

> *The Working Group encourages title program managers to use these tools as a resource in short- and long-range planning.*

Implementation of Best Practices State Self-evaluation *(Updated July 2018)*					
Location	Best Practice	Fully Implemented	In process of implementing (indicate anticipated implementation date)	Will begin to implement in near future (indicate date to begin implementation)	Cannot implement now; will review at a later date (indicate date)
Section 1	Title Issuance Process				
1.1	Duplicate Titles				
1.2	Fraudulent or Recalled 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 VIN and Cloned Vehicles				
1.8	Title Transaction Type				
1.9	Dealer Reassignments				

(continued)

1.10	Vehicles Previously Titled by Nonstate Organizations				
1.11	Inquiring on New Vehicles				
1.12	Titling Without Prior Title				
Section 2	**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 3	**VIN and Make Code Standards**				
3.1	Vehicle Identification Number (VIN) Decoder				
3.2	Vehicle Make Codes				
Section 4	**Special Vehicle Types**				
4.1	Low-Speed Vehicles				
4.2	Undercover Law Enforcement Vehicles				
4.3	Vehicles Manufactured in Multiple Stages				
Section 5	**Correcting NMVTIS Records**				
5.1	Vehicle Identification Number (VIN) Corrections				
5.2	Online States: Identifying Duplicate VINs				
5.3	Batch States: Identifying Duplicate VINs				
5.4	Utilizing the State Web Interface				
5.5	Purge NICB Theft File When Stolen Vehicles Are Recovered				
Section 6	**Summary Error and Warning Reports (SEW Reports)**				
6.1	Summary Error and Warning Report (SEW Messages)				
6.2	Batch System Error and Warning (SEW) Messages				

(continued)

Implementation of Best Practices State Self-evaluation *(continued)*

Section 7	Administrative Actions				
7.1	Keeping Contact Information (Helpdesk) 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 Monthly Forum Conference Calls				
7.9	Jurisdiction NMVTIS Help Desk's Contact Information				
7.10	Performing a Best Practice Review				
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7.12	Notifications of Anomalies & Unique Practices				
7.13	Using NVMTIS as Single Source Reporting for Junk and Salvage Entities				

Title Issuance Process

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. State A does not make an inquiry to verify that it is the current state 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 state 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 state 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 Practic

☐ 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 1.2 Fraudulent or Recalled Title Transactions

(Updated March 2014)

Description and Background

Fraudulent or recalled titles occur when false ownership is represented by a title. After a jurisdiction discovers that a fraudulent title has been issued, steps must be taken to identify the fraudulent or recalled title activity in the jurisdiction's internal system as well as in NMVTIS.

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 recalled, and Jurisdiction A should internally keep a history of why the recall was necessary. The duplicate title from Jurisdiction A should not be in NMVTIS.

Best Practice

Internally, the jurisdiction needs to keep a thorough history of fraudulent and recalled title transactions so it can clearly communicate the details involving the titles. At this time, NMVTIS does not have a way to track fraudulent titles, and the best practice

is to remove them from NMVTIS. If a fraudulent or recalled title is presented as ownership documentation, the fact that the title does not appear on NMVTIS during an inquiry should be a clear indicator that the title origin needs research.

Benefits of Implementing the Best Practice

By implementing the best practice, the title history is kept clear of titles that were never actually a part of the ownership history of a vehicle. Because there is no history or identifier for fraudulent or recalled titles in NMVTIS, keeping a history of the origin of fraudulent or recalled titles within the jurisdiction will help identify any issues if a fraudulent or recalled title surfaces.

Challenges to Consider When Implementing the Best Practice

Technical considerations of removing fraudulent or recalled titles from NMVTIS may pose some obstacles. Often the paper copies of fraudulent or recalled titles 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 Practic

☐ 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 *(Updated March 2014)*

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 with a **Flood Damage** brand. The vehicle moves to Jurisdiction B, and Jurisdiction B does not recognize or carry over the **Flood Damage** brand from Jurisdiction A; therefore, a clear title is issued. The vehicle then moves to Jurisdiction C; Jurisdiction C queries NMVTIS and sees the brand issued by Jurisdiction A, although it is not listed on the current paper title from Jurisdiction B. This would require research by Jurisdiction C to determine if the vehicle should be branded and the reason the title issued by Jurisdiction B was not branded.

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 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 are 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 brand date and the paper certificates. Good communication within a reasonable time between jurisdictions is vital.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

- ☐ 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 1.4 Surrendered Titles for Vehicles Exempt from NMVTIS *(Updated March 2014)*

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 the paper surrender reports because NMVTIS surrenders the record based on the CSOT transaction. Some jurisdictions continue to send the surrender report or the 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 incidences of a vehicle owner's bank account being garnished, wage garnishments, and state income tax refund garnishments. It reduces the number of customer service issues and phone calls to the Department of Motor Vehicles (DMV) and to the state 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 where 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 the paper records to manually surrender their records.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ 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 1.5   Title Issue Date *(Updated March 2014)*

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 and 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 Practices

This should not be an issue for jurisdictions after implementation.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ 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: _____

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.

Examples of Jurisdiction Practices

California: An unclaimed title status is not added to the vehicle record when returned from USPS. After the customer makes contact regarding nonreceipt of the title, an Application for Duplicate Title (REG 227) is required. The customer indicates "not received." The application may also be used to transfer title. When the application is processed, a new title is issued, and a new title issue date and title number are updated in NMVTIS.

New Hampshire: When a title is unclaimed by the USPS, it is placed in the database as mail return (MR).

The DMV will hold the title for up to five years. If the title is not claimed by the fifth year, the title is destroyed. The only option to claim the title after the fifth year is to apply for a duplicate title. When the duplicate title is issued, a new title number and issue date are updated to NMVTIS.

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 Practic

☐ 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: _____

Resolving Vehicles with the Same VIN and Cloned Vehicles *(Updated November 2014)*

Description and Background

Two vehicles are sharing 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 State 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 those inaccuracies should not have been appended to that 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 that 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 Practices

This requires cooperation between jurisdictions to ensure the proper records are removed in the proper

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Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ Fully implemented
Date: _____

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Date completion anticipated:
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Name of business manager conducting review:

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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; those jurisdictions should review and accept the results of the investigation. To reduce the impact on the affected parties, a timely resolution is necessary.

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, vehicle information is the same), no information should be sent to NMVTIS.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

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

- ☐ Will begin implementation within the next year
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- ☐ Unable to implement now; will review again
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Name of business manager conducting review:

_____

Date: _____

Jurisdictions should also use the following guidelines when determining when and how to update NMVTIS:

Previous SOT on VIN Pointer File	Change VIN, Make, or Model Year?	Update Type	Requirements
Your state	No	VINADD	• Must use the same VIN, make, and model year values as shown on the current NMVTIS record (from the inquiry) • If two or more current VIN pointer records have the same VIN, make, and model year as the values on the VINADD, the VINADD will be rejected.
Your state	Yes; any one of the three is changing from the values in the inquiry response	VINMOD	• VINMOD requires the VIN and title number from the VIN pointer record being updated and the VIN and title number from your state's new title record. • At least one data value must change.
Not your state	No	VINADD	• Ensure that the title presented with the application is the current one. • VINADD must use the same VIN, make, and model year values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN, make, and model year as the values on the VINADD, the VINADD will be rejected. • Research the reason for the discrepancy and update NMVTIS accordingly.
Not your state	Yes; any one of the three is changing from the values in the inquiry response	VINADD and VINMOD	• Ensure that the title presented with the application is the current one. • VINADD must use the same VIN, make, and model year values as shown on the current NMVTIS record (from the inquiry). • VINMOD requires the VIN and title number from the VINADD record and the VIN and title number from your state's new title record. • At least one data value must change. • Research the reason for the discrepancy and update NMVTIS accordingly.

You receive an out-of-state title			
Previous Title on VIN Pointer File	**Change VIN, Make, or Model Year?**	**Update Type**	**Requirements**
Same state as the title document presented **Title data match NMVTIS**	No	UT-NMO6 Change State of Title (CSOT) Message	• Must use the Old VIN, Old SOT, and Old Title Number values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN in the Central File, investigate if they belong to the same vehicle. Work with the other states to resolve duplicate. • Conduct CSOT transaction against the title on hand.
Different state than the previous title document **Old title data does not match NMVTIS**	Yes; any one of the three is changing from the values in the inquiry response	UT-NMO6 Change State of Title (CSOT) Message	• Verify that you are titling the correct vehicle. • Ensure that the title presented is the most recent title for that VIN. • Must use the Old VIN, Old SOT, and Old Title Number values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN in the Central File, investigate if they belong to the same vehicle. Work with the other states to resolve duplicate. • You are required to put the new make and new model year if they are different than what is stored in NMVTIS. • Conduct CSOT transaction against the title on NMVTIS.
Your state **Different state from the state on the title document**	No	UV-NM05 Instate Change Message	• Investigate and ensure that the title presented with the application is the current one; make any necessary corrections. • Must use the Old VIN, Old SOT, and Old Title Number values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN in the Central File, investigate if they belong to the same vehicle. Work with the other states to resolve duplicate. • Conduct UV transaction against your record in NMVTIS.
Your state **Different state from the state on the title document**	Yes; any one of the three is changing from the values in the inquiry response	UV-NM05 Instate Change Message	• Verify that you are titling the correct vehicle. • Ensure that the title presented is the most recent title for that VIN. • Must use the Old VIN, Old SOT, and Old Title Number values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN in the Central File, investigate if they belong to the same vehicle. Work with the other states to resolve duplicate. • You are required to put the new VIN, make, and new model year if they are different than what is stored in NMVTIS. • Conduct UV transaction against your record in NMVTIS.

(continued)

You receive a title issued by your state			
Previous SOT on VIN Pointer File	**Change VIN, Make, or Model Year?**	**Update Type**	**Requirements**
Your state	No	UV-NM05 Instate Change Message	• Must use the Old VIN, Old SOT, and Old Title Number values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN in the Central File, investigate if they belong to the same vehicle. Work with the other states to resolve duplicate. • Conduct UV transaction against your record in NMVTIS
Your state	Yes; any one of the three is changing from the values in the inquiry response	UV- NM05 Instate Change Message	• Must use the Old VIN, Old SOT, and Old Title Number values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN in the Central File, investigate if they belong to the same vehicle. Work with the other states to resolve duplicate. • You are required to put the new VIN, make, or new model year if they are different than what is stored in NMVTIS. • Conduct UV transaction against your record in NMVTIS.
Another state of title	No	UT- NMO6 Change State of Title (CSOT) Message	• Verify that you are titling the correct vehicle. • Ensure that the title presented is the most recent title for that VIN. • Must use the Old VIN, Old SOT, and Old Title Number values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN in the Central File, investigate if they belong to the same vehicle. Work with the other states to resolve duplicate.
Another state of title	Yes; any one of the three is changing from the values in the inquiry response	UT- NMO6 Change State of Title (CSOT) Message	• Verify that you are titling the correct vehicle. • Ensure that the title presented is the most recent title for that VIN. • Must use the Old VIN, Old SOT, and Old Title Number values as shown on the current NMVTIS record (from the inquiry). • If two or more current VIN pointer records have the same VIN in the Central File, investigate if they belong to the same vehicle. Work with the other states to resolve duplicate. • You are required to put the new make, or new model year if they are different than what is stored in 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. Also see *Best Practices for Duplicate Titles.*

Challenges to Consider when Implementing the Best Practice

Jurisdictions will have to 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 defined terms incorrectly.

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 that title number does not match the **title number** in NMVTIS. Jurisdiction B is unable to complete the transaction until they investigate 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 Practices

Reassignments do represent a chain of custody that currently cannot be tracked within the current NMVTIS system. However, the working group 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 Practic

- ☐ 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: _____

Vehicles Previously Titled by Nonstate Organizations *(Updated July 2016)*

Description and Background

Some vehicles are titled by nonstate organization, 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 state. 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-state transfer or a Change State of Title (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.

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 Practices

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 Practic			
☐ 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: _____	

Description and Background

Initially, system plans included a Manufacturer's Certificate of Origin (MCO) module in NMVTIS, which would have required a transaction to verify MCOs with the manufacturers. However, this functionality does not yet exist. A vehicle title record should not be available in NMVTIS for a transaction supported by a 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 determine if the MCO submitted is legitimate, or if a VIN is found on NMVTIS, contact the current title state 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 Practic

☐ 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 utilizing electronic lien title (ELT) systems may experience challenges when the 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 utilize finance documents to retitle a vehicle in their jurisdiction instead of the actual title, which results in changing the state 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 state of title. This situation often leads to customer issues in determining which title is valid or which state to obtain a replacement title from if a title is lost or confusion for motor vehicle dealers who obtain vehicle history reports showing one state as the current state 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. Prior to Jurisdiction B issuing a new title, they 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 utilizing 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 state 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 Practic

☐ Fully implemented
Date: _____

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Date completion anticipated:
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Name of business manager conducting review:

_____

Date: _____

Branding Vehicles

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 in that 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 s**alvage**.

- The owner sells the vehicle to a customer in Jurisdiction B, who 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 s**alvage**.

- Acting on the information from Jurisdiction B, Jurisdiction A recognizes the brand on NMVTIS is incorrect and modifies the brand to reflect s**alvage** 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 an added valuable layer of protection for the 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 Practic

- ☐ 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: _____

Description and Background

Some jurisdictions brand vehicles **nonrepairable** and do not allow the vehicle 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 its state.

Example

Jurisdiction A issues a **nonrepairable** brand to a vehicle that is not roadworthy. Then the owner takes that 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 state 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 state 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 nonroadworthy 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 from state to state. 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 Practic

☐ 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 2.3 Brands on Nontitled Vehicles

(Updated November 2014)

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 ownership vehicle. 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 to verify that the vehicle currently resides in the 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 state 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 state 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 state process of titling or registration as proof of ownership.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic			
☐ 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: _____	

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 Practices

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 Practic

☐ 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 *(Updated July 2016)*

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 Practic

☐ 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: _____

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 state. 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

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Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ Fully implemented
   Date: _____

☐ In the process of implementation
   Date completion anticipated:
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   Anticipated date: _____

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Name of business manager conducting review:

_____

Date: _____

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 those brands to NMVTIS without applying them to the new title. Extra steps may be necessary in the titling process.

Description and Background

Jurisdictions have different definitions for establishing vehicle brands. These differences are often based on jurisdiction laws. A vehicle which 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 apply the REBUILT SALVAGE brand to its titles and issues a clean 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 over 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. There should be no exceptions. The jurisdiction retitling the vehicle should always issue the appropriate title type or apply the appropriate brand based on the prior jurisdiction's determination. A vehicle designated as junk should never be retitled.

Benefits of Implementing the Best Practice

Implementing this best practice eliminates the necessity to evaluate a prior jurisdiction's determination. Further, 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.

Additionally, jurisdiction systems may require changes to apply these brands.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

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VIN and Make Code Standards

Chapter 3.1   Vehicle Identification Number (VIN) Decoder (Updated March 2014)

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 very 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 inadvertently 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, which can be quickly recognized by the clerk making the entry and corrected.

Best Practice

Jurisdictions should use VIN Decoder technology to ensure the accuracy of motor vehicle data. A VIN Decoder reduces vehicle record errors and leads to increased efficiency for the jurisdictions.

Benefits of Implementing the Best Practice

Leveraging VIN Decoder technologies in Motor Vehicle Administration (MVA) systems would aid in preventing the erroneous processing and reporting of motor vehicle data. For instance, VIN Decoder technology can prevent the processing of an incorrectly configured VIN or unlawfully configured VIN.

VIN Decoder technology can also be used to automatically populate vehicle elements in the MVA's system. For example, upon entering the VIN, it can be decoded and used to populate the manufacturer, model, model year, and engine type (6.0L V8) data fields. This results in fewer keystrokes, reduced errors, and improved efficiency of MVA personnel.

Challenges to Consider When Implementing the Best Practice

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

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ Fully implemented
  Date: _____

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_____

Date: _____

Description and Background

NMVTIS relies on uniformity among jurisdictions to share information. 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 nondecodable 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, an increase in the accuracy and consistency of the data that are reported would be accomplished. Proper and consistent identification of the vehicle elements is important for the evaluation, research, and comparison of data. 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 motor vehicle agency 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 Practic

- ☐ Fully implemented
  Date: _____

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  _____

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Special Vehicle Types

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 low-speed vehicles. 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 since 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 state-to-state NMVTIS inquiry is made.

The AAMVA's model legislation for LSVs can be found at the following link:

http://www.aamva.org/uploadedFiles/ MainSite/Content/SolutionsBestPractices/ BestPracticesModelLegislation%281%29/ ModelLaw_LowSpeedVehicles.pdf

Best Practice

Jurisdictions are encouraged to capture body style on the initial issuance of a title. Body style may appear on the Manufacturer's Certificate of Origin (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 a 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 utilizing online inquiry will not be able to determine the body style classification used by the jurisdiction.

Some jurisdictions may not send the vehicle's body type in response to an online inquiry.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic	☐ 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: _____

Upon initial registration in a jurisdiction, whether 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. At that time, the body style classification would be known.

Chapter 4.2 Undercover Law Enforcement Vehicles *(Updated March 2014)*

Description and Background

Vehicles used in undercover operations are often titled to the government agency that owns the vehicle. 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 nonundercover 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 his or her 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 is 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

The working group 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.

Chapter 4.3 Vehicles Manufactured in Multiple Stages
(Updated July 2016)

Description and Background

Motorhomes and other types of vehicles may be manufactured in a multistage process with each manufacturer providing a Manufacturer's Certificate of Origin (MCO) recording a different make, model year, and in some cases vehicle identification number (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. If these types of vehicles are not reported consistently to NMVTIS, duplicate VIN pointers may be created.

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 here:

http://www.aamva.org/AAMVAPolicyPositions_April272016/

Benefits of Implementing the Best Practice

By implementing this best practice, vehicles manufactured in multi-stages will be reported consistently to NMVTIS allowing for the creation

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Jurisdiction Self-evaluation

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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. An informal survey of several states indicated that most jurisdictions override the VIN decoder system for this exact purpose.

Correcting NMVTIS Records

Chapter 5.1 Vehicle Identification Number (VIN) Corrections *(Updated March 2014)*

Description and Background

Vehicles may be titled in error with an incorrect VIN. Subsequently, the incorrect VIN on the title is submitted to NMVTIS, therefore making the information also incorrect in 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 (for a list of jurisdiction contacts, go to http://www.aamva.org/NMVTIS/#Documentation) 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

Jurisdiction Self-evaluation

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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. Physically verify 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. Physically verify 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. Do not issue a title with the incorrect VIN 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.

Refer to http://www.aamva.org/NMVTIS/#Documentation for NMVTIS process documentation.

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. An accurate VIN also prevents 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 new title or letter of correction is received by the issuing jurisdiction. Over-the-counter jurisdictions may experience hindrances to customer service.

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 on 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 can 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-State 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. 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

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Jurisdiction Self-evaluation

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same state. If a state allows duplicate VINs on its title file, the duplicates also show up on NMVTIS unless they are resolved in the batch processing as described above.

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 state(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 spot. The AAMVA Helpdesk can help determine the steps needed to resolve a duplicate.

When a transaction resolves a duplicate VIN situation, each state with that VIN receives a Duplicate Resolved Notification message. Batch states 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 states to piece together the correct history and then to make the necessary updates.

Batch States: Identifying Duplicate VINs
(Updated July 2016)

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 associated with the duplicate VIN should receive a Duplicate Created Notification message. Actual notification message delivery will only be provided to jurisdictions that participate in either online or partial online modes.

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, regardless of which jurisdiction created the duplicate. 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 state with that VIN receives a Duplicate Resolved Notification message if the state is an online state.

Jurisdiction Self-evaluation

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Batch states 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 State 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 states 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 SWI process.

Description and Background

When jurisdictions experience issues requiring a NMVTIS correction, such as adding/removing brands, or adding, changing and modifying records, jurisdictions are often requesting the AAMVA help desk resolve the issue when the State Web Interface (SWI) or a state help desk application are a means to self-service most NMVTIS issues.

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 they are the current state of title. Jurisdiction B will open an AAMVA help desk ticket requesting a data correction.

Best Practice

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

Benefits of Implementing the Best Practice

Jurisdictions utilizing SWI or their help desk 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 help desk.

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 Practic

☐ Fully implemented
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Purge NICB Theft File When Stolen Vehicles Are Recovered *(Updated July 2018)*

Description and Background

NMVTIS uses the National Insurance Crime Bureau (NICB) theft file for jurisdictions to check the stolen status of vehicles as part of the state NMVTIS check. The NICB Theft File contains all active thefts. NICB maintains a mirror image of active theft data from the National Crime Information Center (NCIC). 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; however, NICB retains those purged stolen records on its database. Once the vehicle is recovered, the theft record needs to be removed from the NICB Theft File.

Example

In 2005, 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 2011, the stolen record is purged from NCIC, but remains on the NICB Theft File.

In 2013, the vehicle is recovered; however, the theft report is no longer in NCIC and as a result, law enforcement cannot update the status to 'recovered' in NCIC and the NICB Theft File is not updated with the recovered status. During a subsequent title transfer in 2015, a stolen status is returned by NICB.

Best Practice

Once the vehicle has been verified as recovered, the designated staff from the titling jurisdiction should make a request with NICB to have the stolen designation removed from NICB Theft File. Staff should send the request and provide any documentation that substantiates the recovery to nmvtis@nicb.org.

Benefits of Implementing the Best Practice

A consistent process to remove stolen reports from the NICB Theft File once the vehicle is recovered will ensure an accurate NMVTIS check benefiting all users.

Challenges to Consider When Implementing the Best Practice

Ensuring designated staff are aware of the process and have access to the email address is important to enable consistent handling of recovered stolen vehicles.

Jurisdiction Self-evaluation

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Summary Error and Warning Reports (SEW Reports)

Summary Error and Warning Report (SEW Messages) *(Updated March 2014)*

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

Example SEW file header:

C. CMIA00000003520030405200304011Y99A

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 Practices

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.

State Batch Procedures Manual Release 3.0 December 2012:

> http://www.aamva.org/WorkArea/
> linkit.aspx?LinkIdentifier=id&ItemID
> =3345&libID=3331

State On-line Procedures Manual Release 3.0 December 2012:

> http://www.aamva.org/WorkArea/
> linkit.aspx?LinkIdentifier=id&ItemID=
> 3348&libID=3334

Benefits of Implementing the Best Practice

The goal in standardizing the process is to ensure the integrity of the vehicle information and 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.

Batch System Error and Warning (SEW) Messages *(Updated November 2014)*

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. http://www.aamva.org/NMVTIS/

Benefits of Implementing the Best Practice

Acknowledging that data changes were unable to occur because of an error and then correcting those errors lead to better data integrity and better vehicle histories. Identifying recurring warnings helps identify when jurisdictions might be inadvertently corrupting data.

Challenges to Consider When Implementing the Best Practices

Certain circumstances may underrepresent the importance of SEW messages returned. There exists the possibility that a warning that is normally considered "unimportant" is really returning valuable information that could be corrected. It is better to err on the side of caution.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ 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: _____

Administrative Actions

Keeping Contact Information (Helpdesk) Up to Date *(Updated November 2014)*

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 that jurisdiction should make every effort possible to update the NMVTIS contact list in a timely manner when changes are made.

To update the NMVTIS contact list, send a request to the NMVTIS Helpdesk at helpdesk@aamva.org or call 888-226-8280, option 1.

Benefits of Implementing the Best Practice

With a group setup, the response time for inquiries from other jurisdictions will be faster because of better staff coverage. If a group setup cannot be completed, updating any staff changes will allow inquiries to go to the correct people to allow for faster response times.

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. Jurisdictions need to make sure that the correct person or group is contacted at the AAMVA Helpdesk if changes need to be made to the contact list.

Jurisdiction Self-evaluation

| Status of Implementing This Best Practic | ☐ 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 7.2 Stolen Blank Title Documents

(Updated November 2014)

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 am 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 states 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 Best Practices, Keeping Contact Information Up to Date and Appendix D of the document for detailed information on the AAMVA's Federal Fraud Alert System.)

It is recommended that jurisdictions have a systematic way to identify stolen and missing title stock in their home jurisdictions. For example, one state adds the stolen title stock inventory or control numbers and state reported by AAMVA to its state 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.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ 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: _____

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 System Data Purge

(Updated July 2016)

Description and Background

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

Examples

Example 1: During an initial load to NMVTIS, Jurisdiction A transmits an erroneous 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 erroneously reflected as the current state of title.

Example 2: A participating jurisdiction has performed a data purge on their system; however, they did not follow the NMVTIS batch purge process. As a result, inquiries against NMVTIS on affected records will not show the purge indicator set 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 state 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 manual and State Web Interface (SWI).

Participating jurisdictions that purge records should follow the batch purge process outlined in the NMVTIS Batch System Specification (http://www.aamva.org/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 State of Title no longer has detailed vehicle information to provide.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ 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: _____

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 example on below.

PURGED INDICATOR EXAMPLE

Admin	Search	System	Reports	Help	Help Desk

Vin Search	State Detail Data

Welcome to the NMVTIS State Web Interface Program

VIN: JM3ER2BM7B0399099   Search   Print

VEHICLE SEARCH RECORD SUMMARY

VIN	Title History	Brand	Theft	Insurance	Junk And Salvage
JM3ER2BM7B0399099	1	5	0	1	1

CURRENT VEHICLE TITLE INFORMATION

Rec Num	Make	Model Year	Title Number	Title Issue Date	Title Jurisdiction	Title Transaction Date	Odometer Reading	Purged from State System
⊟ 1	MAZD	2011	034870914	09/09/2014	AA	UA - 09/09/2014	41,465	No
History #1	MAZD	2011	084145884	03/14/2012	CT	UA - 3/14/2012	2,000	No

VEHICLE BRAND INFORMATION

Rec Num	Make	Model Year	Damage	Brander	Brand Name	Brand Date	Brand Description
1	MAZD	2011		CONNECTICUT (CT) - State	Collision	05/03/2003	Vehicle damaged by collision.
2	MAZD	2011	10 T	CALIFORNIA (CA) - State	Prior taxi	11/03/2002	Vehicle previously registered as a taxi.
3	MAZD	2011		CONNECTICUT (CT) - State	Odometer - Not Actual	02/03/2002	The odometer reading is known to be other than the true mile..
4	MAZD	2011		CALIFORNIA (CA) - State	Fire damage	01/08/2000	Vehicle damaged by fire.
5	MAZD	2011		CALIFORNIA (CA) - State	Hail damage	01/07/2000	Vehicle damaged by hail.

Communication Between Jurisdictions
(Updated July 2016)

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 their customer's transaction. Customers may be inconvenienced if waiting for the update to be made in NMVTIS before their title transaction can be completed.

Example

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 expeditiously as possible, by 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 in NMVTIS.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ Fully implemented
  Date: _____

☐ In the process of implementation
  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: _____

Vehicles with a Model Year Prior to 1981

(Updated July 2016)

Description and Background

Jurisdictions are asked to omit vehicles from their initial load with a model year before 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. They identify records for vehicles with a model year prior to 1981 that do not have an active title AND an active registration and the records for vehicle with a model year prior to 1981 that do have an active title AND an active registration. They also realize some of the vehicles with nonactive registrations today may be registered in the future.

Best Practice

Include in the initial load records of vehicles with a model year prior to 1981 that have an active title AND an active registration.

Do not include in the initial load records of vehicles with a model year prior to 1981 that do not have an active title AND an active registration.

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 Practic

☐ Fully implemented
Date: _____

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_____

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Anticipated date: _____

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

Name of business manager conducting review:

_____

Date: _____

Chapter 7.6   Raising and Resolving Issues

(Updated July 2016)

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 on AAMVA's website. The "Who to Call" section provides information on locating the contact information. http://www.aamva.org/NMVTIS-Information/

Examples

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.

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.

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

Example #1 – To resolve data and business process issues between two jurisdictions:

In some cases, data and process issues can be addressed between individual jurisdictions. Each month, an updated jurisdiction contact list is distributed to the members of the NMVTIS Working Group. AAMVA maintains a list of jurisdiction helpdesk contacts. The jurisdiction contact list is also provided to a restricted access group on the AAMVA website. After logging into the AAMVA website, click on the NMVTIS Jurisdiction Contacts link of the Documents page of the NMVTIS portion of AAMVA's website. 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 – To resolve data and business process issues involving more than two jurisdictions:

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

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Jurisdiction Self-evaluation

Status of Implementing This Best Practic

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

Name of business manager conducting review:

_____

Date: _____

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 working group.

- Receive responses from the working group, revise the draft, and circulate to the working group for decision.

- Receive responses from the working group and document the final resolution.

- Update NMVTIS documents and distribute changes, if needed.

Example #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 http://www.aamva.org/AAMVA-Support.

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

When the 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.

Correcting Odometers on Other Jurisdictions' Titles *(Updated July 2018)*

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 state 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 since the incorrect odometer was printed on that issued title.

Any 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 Practic

☐ 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 7.8 Attending NMVTIS Monthly Forum Conference Calls *(Updated July 2018)*

Description and Background

AAMVA hosts a NMVTIS Monthly Forum conference call and quarterly conference calls with business points of contact (POC) 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 which 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 Practic	☐ 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: _____

Jurisdiction NMVTIS Help Desk's Contact Information *(Updated July 2018)*

Description and Background

In order for jurisdictions to resolve NMVTIS related issues amongst each other, jurisdictions must establish a NMVTIS help desk within their jurisdiction. The jurisdiction's NMVTIS help desk consists of subject matter experts (SME) who are available to address NMVTIS related issues. This list is distributed with the NMVTIS Monthly Forum agenda. Often, jurisdictions rely on a single individual and list that individual as the contact to resolve issues. If this individual is unavailable, coordination between jurisdictions is delayed.

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 help desk within a 24 hr. timeframe and/or at a minimum providing timely updates to the inquiring Jurisdiction.

Best practices for help desk solutions include: dedicated group email account, workflow efficiency, centralized system and processes for communicating information.

Benefits of Implementing the Best Practice

Improve customer service to the citizens 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 help desk requests and responsibilities.

Allowing time for the help desk team to establish standard operating procedures to ensure inquiries are handled timely and responses are complete and accurate.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ 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: _____

Chapter 7.10   Performing a Best Practice Review

(Updated July 2018)

Description and Background

This NMVTIS Best Practice document contains valuable information related to identified issues and concerns, and recommend solutions. These best practices were developed to ensure each jurisdiction was developing their 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 Practice. Each jurisdiction is encouraged to use the *Jurisdiction Self-evaluation* checklist located at the end of each best practice to rate their business policies and practices. By using these self-evaluations, jurisdictions will be able to determine if they meet the best practice. 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 a NMVTIS Vehicle History Report as well as other jurisdictions who 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 IT support staff.

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

Jurisdiction Self-evaluation

Status of Implementing This Best Practic	☐ 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 7.11 Performing a Data Synchronization

(Updated July 2018)

Description and Background

As time elapses from a jurisdiction's initial onboarding, the likelihood increases the title and brand information in NMVTIS and the jurisdiction's system will become out of synchronization. When information does not match, the likelihood increases of all users being adversely impacted and requiring contact with the issuing jurisdiction for correction.

The data synchronization process involves generating a data file in order to produce a gap-analysis report that is reviewed by the jurisdiction.

For more information on performing a data synchronization, contact the AAMVA help desk at helpdesk@aamva.org.

Best Practice

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

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 also improves the data integrity within NMVTIS. Performing a data synchronization ensures all title and brand records are accurate in NMVTIS.

Challenges to Consider When Implementing the Best Practice

Information Technology staff and subject matter experts will need to be available to support the process over a period of multiple months.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ 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: _____

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Chapter 7.11 Performing a Data Synchronization

(Updated July 2018)

Description and Background

As time elapses from a jurisdiction's initial onboarding, the likelihood increases the title and brand information in NMVTIS and the jurisdiction's system will become out of synchronization. When information does not match, the likelihood increases of all users being adversely impacted and requiring contact with the issuing jurisdiction for correction.

The data synchronization process involves generating a data file in order to produce a gap-analysis report that is reviewed by the jurisdiction.

For more information on performing a data synchronization, contact the AAMVA help desk at helpdesk@aamva.org.

Best Practice

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

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 also improves the data integrity within NMVTIS. Performing a data synchronization ensures all title and brand records are accurate in NMVTIS.

Challenges to Consider When Implementing the Best Practice

Information Technology staff and subject matter experts will need to be available to support the process over a period of multiple months.

Jurisdiction Self-evaluation

Status of Implementing This Best Practic

☐ Fully implemented
  Date: _____

☐ In the process of implementation
  Date completion anticipated:
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☐ Unable to implement now; will review again
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Name of business manager conducting review:

_____

Date: _____

Chapter 7.12 Notifications of Anomalies & Unique Practices *(Updated July 2018)*

Description and Background

AAMVA has captured data anomalies and unique practices of various jurisdictions. Additionally, AAMVA has made this information available to jurisdictions in order for them to make informed title decisions.

It is important for jurisdictions to communicate these anomalies and unique practices to AAMVA so this information may be communicated, and maintained in a central repository available to all jurisdictions.

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.

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 Practic

☐ 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: _____

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 jurisdiction to eliminate this duplicate reporting. A task force explored possible solutions which could be implemented for single source reporting, and those 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 in order 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, utilizing 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

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Jurisdiction Self-evaluation

Status of Implementing This Best Practic			
☐ 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: _____	

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 Fraud Alert Site *(November 2014)*

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 those alerts pertaining to their daily job duties at the beginning of each shift. In the event that 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.

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 contact Janice Dluzynski at jdluzynski@aamva.org or 703-908-5842.

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://aamvagroups.aamva.org.

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:

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Program Director, Certification & Standards
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Business Rules Working Group Roster, 2017–2018 *(Updated July 2018)*

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Appendix B-3 Business Rules Working Group Roster, 2012–2014 *(Updated November 2014)*

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safe drivers
safe vehicles
secure identities
saving lives!

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