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Newsletter of the DMV Business Regulation & Oregon Dealer Services Section



Rod Stevens, ODOT Communications

DMV HQ Dealer Service Center

New Dealer Service Center open in DMV Headquarters Lobby

The Oregon Dealer Services (ODS) team is excited to announce new in-person services available to certified Oregon dealers. DMV Headquarters in Salem has opened a Dealer Service Center in the front lobby. There are two service windows available where dealers can get in-person support.

ODS staff will be available to offer real-time support for any questions a dealer may have regarding title/registration transactions. These same staff are also processing transactions dropped off in the HQ lobby smart lockers and processing Dealer Expedite transactions (See *Expedite Title Service Expansion* on next page for more information).



ODS Service Windows

Expedite Title Service Expansion

Expedite Title and Registration is now offered at DMV HQ and the SE Portland Dealer Service Center (DSC)



When the dealer expedite title service was created in 2015, it was limited to title-only transactions. In April 2024, ODS initiated a pilot program offering expedite title and registration transaction services at the DMV Headquarters Lobby

DSC and the SE Portland DSC. Dealers may submit a complete and accurate transaction and will be able to leave the DSC with inventory (customer plates and stickers) in hand. The title will usually be mailed the following business day.

DMV will continually assess this new service and may extend it to other DSC locations.

DSC Dealer Expedite Guidelines:

HQ DSC Hours of Service:	Monday through Friday, 8am - 3pm
SE PDX DSC Hours of Service:	Tuesday through Thursday, 8am - 3pm Wednesday 10am - 3pm
Transaction Limit:	Expedited service is limited to one (1) transaction per day per dealer number.
Expedite Fee:	\$100 in addition to title and registration fees. Payment with check, money order or cashier check.

Process and What Qualifies:

- > Complete dealer transactions qualify. All title and/or registration requirements must be met prior to submitting. DMV Headquarters does not offer VIN inspections which must be completed if required for the transaction.
- > Initial transactions qualify. Resubmittals or any transactions already submitted to ODS do not qualify.
- > The dealer or their representative must stay present while the transaction is processed. This is not a drop-off service.
- > Inventory will be issued as part of the expedited service. The vehicle's title will be issued and mailed to the applicant the following business day.

Please contact DMVDealerServices@odot.oregon.gov if you have any questions.

Smart Locker Service Updates

DMV HQ and SE Portland Dealer Service Centers

DMV has been piloting the use of electric locker systems (smart lockers) at the DMV HQ and SE Portland DSCs. This pilot program is part of a continuing effort to improve the service channels available to Oregon dealers.

The smart lockers have already proven their value in several ways:

Notifications

Dealers like knowing when their work is completed. With smart lockers, it is no longer necessary to send runners down to the DMV DSC location to "check on the work". Dealers will receive notifications in their email when packets are ready to be picked up.

No keys necessary

With smart lockers, it is no longer necessary to keep track of locker keys. Smart lockers are accessed with passcodes instead of easily misplaced keys.

Higher service capacity

With standard drop-box lockers, boxes must be assigned to a dealer and only one dealer can use a box at a time. If a DSC location has only 40 lockers available, then only 40 dealers can be signed up for use of the standard drop-box lockers.

This is not the case with smart lockers. The smart locker system enables DSC locations to use the same set of lockers for multiple dealers. The SE Portland DSC is currently operating with 66 lockers and approximately 135 dealers are using the system. That is roughly double the availability of standard drop-box lockers.

If you are interested in using the smart lockers at either the SE Portland or DMV HQ Lobby DSC, contact DMVDealerServices@odot.oregon.gov



Tips and Reminders

From the Oregon Dealer Services Unit

High-contrast ink: Remember to fill out all of your forms with high-contrast ink colors such as dark blue or black. The clearer the ink choice, the less likely ODS will need to contact a dealer for clarification.



Lien Release Restrictions: Oregon DMV cannot accept a lien release that has been completed with the terminology “servicer” or “service mark”. “Service Mark” or “Servicer” is language that appoints a party to have some limited authority to act on behalf of another. However, it does not tell DMV what is included in that authority. DMV cannot know that the Servicer has authority to release financial interest in the vehicle on behalf of the lienholder.



Correcting Errors on 226: When correcting errors on an Application for Title and Registration (Form 735-226) be sure to line through the incorrect information, write the correct information above the error, and then initial and date the correction. For an unusual correction, give an explanation in the “Remarks” section on top right of the form. The person making the explanation must provide their name and title.

A Statement of Error or Erasure of Name (Form 735-502) is needed for name errors.

See [Chapter D](#) in the [Title and Registration Handbook](#) for more information.

Dealer Education Resources

Education opportunities available for Oregon dealers

Completing pre-licensing and continuing education is required of at least one of the identified principals of dealerships. But dealer education doesn't have to stop there. Anyone can take dealer education training.

There are a number of approved dealer education providers listed on the [DMV website](#).

! A Certified Dealer Education School www.ordealers.net 503-399-9199	@ Your Pace Online www.onlineautodealered.com 877-724-6150 Contact@atyourpaceonline.com
5th Gear Enterprises www.5thgearce.com 503-523-2339	Auto Dealers Certified Education School www.oiada.com 503-362-6839 or 800-447-0302

This year, VITU, DMV's electronic vehicle registration (EVR) provider, is offering their Title & Reg Fundamentals class for free to any dealership. This training will include titling documents, MPG/Title Fees, forms, odometer disclosure, and more. Consider enrolling your title clerks and finance folks. The VITU class is geared entirely towards Oregon titling and registration.

Visit [RMP Oregon eLearning \(rmpschoo.com\)](#) to learn more.



Changes to the Application for Salvage Title (Form 735-229)

By Jillyn Chang - DMV Vehicle Programs

Effective June 3, 2024, DMV is updating the Application for Salvage Title (Form 229) to allow the form to be used for salvage title applications that include a replacement title - as long as certain conditions are met.

A box will be added to Form 229 that applicants can check to certify that the existing title (whether salvage or not) is lost, destroyed or mutilated. This check box is only acceptable to use when:

1. The title is lost, destroyed or mutilated, and
2. There is a change of ownership (at least one party changing), and
3. Federal odometer requirements do not apply.

As long as all three conditions are met, applicants can submit the Form 229 with the box checked, and they will not have to include an Application for Replacement Title (Form 515) or Application for Replacement Salvage Title (Form 230).

Do not submit the Form 229 to apply for a duplicate salvage title when there is no change in ownership. Duplicate salvage title transactions must still include a completed Form 230.

This update brings the Form 229 into alignment with the Application for Title and Registration (Form 226), which was updated with this check box effective November 1, 2023.

The updated Form 229 will be available online. Updated printed paper forms will not be available in field offices until existing paper stock is depleted. Previous versions of Form 229 remain valid but must be submitted with a Form 515 or Form 230 when the existing title is lost, destroyed, or mutilated.

Odometer Disclosures

When to use the "Not Readable" option

When transferring ownership on a vehicle subject to Federal Odometer Disclosure laws, the buyer and the seller must complete an odometer disclosure.

However, when a vehicle has been heavily damaged, the odometer may be impossible to read. In these cases, DMV can accept a statement from the owner that the odometer is "not readable".

It is important to use the correct option when disclosing mileage on a vehicle. Do not provide a statement that the odometer is "Not readable" if the vehicle odometer can be read. If the odometer can be read clearly enough to list the mileage in advertisements online, then it is available to be disclosed between the seller and purchaser.

If a vehicle has been stolen and has not yet been recovered at the time of title transfer (ex: applying for a salvage title in the name of the insurer), the vehicle is exempt from odometer disclosure requirements. An Exemption from Odometer Disclosure Requirements (Form 735-6745) can be submitted with the transaction.

13	If a recreational vehicle, I certify it meets the NFPA 1192, NFPA 501C or ANSI A119.2 standard in effect at the time of manufacture.
14	INSURANCE COMPANIES: I certify, if I represent an insurance company, all prior interests have been satisfied.
15	REPLACEMENT OREGON TITLE: <input type="checkbox"/> If this box is checked, I certify that to the best of my knowledge the Oregon title is lost, destroyed or mutilated.
I CERTIFY THE INFORMATION ON THIS APPLICATION IS TRUE AND CORRECT.	
16	SIGNATURE OF OWNER AS SHOWN ABOVE X
	DATE
	TELEPHONE # ()

Oregon State Board of Towing



Updates from the State Board of Towing

Since the 1970s, the Oregon Legislature has enacted several laws meant to specifically regulate the tow industry. The legislature adopted tow-related laws but did not provide for state-level regulation or enforcement.

With no state agency identified to enforce the laws regulating the towing industry, the options for conflict resolution for the public were limited to municipal tow hearings, civil court actions in small claims or circuit court; and filing consumer complaints with the Oregon Department of Justice.

As a solution to these issues, Senate Bill 300 was enacted in 2021. The senate bill created the State Board of Towing to meet the public protection needs and to address the growing number of complaints against some companies within the towing industry.

DMV records show (as of March 2024):

- A total of 26,086 tow plates have been issued by DMV.
- There were 2,201 active tow certificates issued to approximately 800 individual companies.
- Approximately 25% of tow companies are enrolled with the Oregon State Police non-preference tow program.
- Of the 2,201 current tow certificates, approximately 30% are issued to companies who are issued only one or two tow certificates.

The Board began accepting public complaints on January 1, 2024. Preliminary data from Q1 2024 show the following trends:

- Approximately 10% of the complaints filed with the Board are substantiated violations of current laws and rules.
- Approximately 50% of complaints do not contain tower violations or are not under the Board’s immediate jurisdiction or authority.
- The remainder of the complaints should be resolved through the Board removing ambiguity or “gray areas” in the laws by defining and interpreting current laws, expectations, and requirements.
- The largest complaint category is private property impounds (PPIs), the involuntary removal from private parking facilities. Law and code enforcement (municipal tows) are a close second.
- Complaints of rates and fees charged by towers and the definition of “lawful ownership” of the vehicle and contents are a common theme in PPI, municipal, and other towing complaints.
- Less than 5% of known Oregon tow companies have been named in the 70+ complaints and inquiries submitted to the Board.
- Less than 1% of known Oregon tow companies have been identified in PPI complaints with clear violations.

The Board meets monthly, and continually reviews and responds to complaints and phone inquiries. The Board identifies compliance issues and is fine tuning the meaning and intent of current law pertaining to the tow industry. The Board is drafting policies and administrative rules to effectively regulate the industry, with the end-goal of protecting the public and the towing industry through education first, regulation second, and then disciplinary actions as required.

The Board continues to identify compliance issues and options for resolution and will host its first Annual Meeting in October 2024 to identify its 2025 business plan, discuss proposed administrative rules, and define the Board’s short- and long-term goals and objectives.

For more information, please visit www.oregon.gov/sbot.

Updates to the Title and Registration Handbook for May 2024



The May 2024 revisions of the Oregon DMV Title and Registration Handbook are available to view, print, or copy at DMV's Web site www.oregondmv.com. The Handbook is updated quarterly. The next revision is scheduled for August 2024.

You may buy a printed copy from one of these organizations:

- Oregon Independent Auto Dealers Association (OIADA), 1- 800-447-0302; email: info@OIADA.com ; <http://www.oiada.com/>
- Oregon Vehicle Dealers Association (OVDA), 1-877-541-2277; email: ovda@ordealers.com ; www.ordealers.net

Changes in the May 2024 Handbook revision are as follows:

Cover Page - This page was updated to show the revision date of 05/2024.

Forward - Updated contact info for Oregon DMV to correct the email address domain.

Preface - A correction was made to remove a typo in the revision date on one page.

Chapter D - The option to correct a VIN on an Application for Title and Registration was removed.

Chapter H - Information was added regarding corrections on secure power of attorney forms. Removed outdated reference to Oregon legislation. Removed outdated instructions for secure power of attorney filing process.

Chapter J - Clarification was added that a retraction statement from an insurance company requires a signature. Samples of Notice of Vehicle to be Dismantled / Proof of Compliance (Form 735-601), and the Application for Salvage Title (Form 735-229) were updated to current form versions. References to information no longer on current form versions were removed. A link to an ORS was updated.

Chapter K - Information regarding when registration can transfer with the plates was updated for clarification. References made to an outdated version of the Application for Registration, Renewal, Replacement or Transfer of Plates and/or Stickers (Form 735-268) were removed. DEQ zone contact numbers were updated. A link to an ORS was added.

Chapter M - The registration fee for snowmobiles was added and minor formatting changes were made.

Index - A hyperlink and reference back to Chapter M were added under "Snowmobiles" in the Index. Pollinator Paradise plates were added under "plates (see appropriate vehicle type)".

Dealer Details

Share Your Thoughts about OReGO's Point of Sale Enrollment Project – Invitation to Participate



Scott Boardman - ODOT Office of Innovative Funding

ODOT, in partnership with DHM Research, is conducting a study among Oregon and SW Washington auto dealer representatives. This study aims to improve and streamline the process for customers enrolling their vehicles at the point of sale in [OReGO](#), Oregon's voluntary pay-per-mile program.

Oregon and SW Washington Dealers will receive an email from Strategic Research Associates, an OReGO partner, with an invitation to participate in an online survey. Information collected in this survey will remain anonymous - individual survey answers will not be shared, and all reporting for this study will be analyzed in aggregate.

We value your time and feedback. Dealers that complete the survey will receive a gift for their time.

If interested, please let us know. Email our research partner, Tony Iaccarino of DHM Research, at tiaccarino@dhmresearch.com if you'd like to take the survey. Provide your name, title, email address, mobile phone number, and dealership name in your response. We need your response as soon as possible.

If you have any questions about this project, please contact Tony Iaccarino at the email above.

Update from the ODAC April 2024 Meeting

DEQ Oregon Clean Vehicle Rebate Program: Erica Timm, Coordinator

Erica Timm provided an overview of DEQ's Clean Vehicle Rebate Program. The program offers two types of rebates.



Standard Rebates: Available to Oregon residents for new vehicles only, and range between \$750 to \$2,500. This is for plug-in hybrids, battery electric vehicles and zero emission motorcycles.

Charge Ahead Rebates: Limited to income qualified Oregon residents for a new or used vehicle. It is a set rebate of \$5,000 for battery electric and plug in hybrid vehicles.

Both rebates can be combined for up to \$7,500 for income qualified residents purchasing or leasing a new vehicle.

Funding for the rebate program comes from Oregon's Vehicle Privilege Tax which began January 1, 2018. Vehicle dealers in Oregon are responsible for paying the Vehicle Privilege Tax on the sale price of each taxable vehicle sold. The program receives 45% of the tax or no less than \$12 million per year.

Since the program began, DEQ has issued around 30,000 rebates totaling \$85 million. So far in 2024, around 20% to 25% of the rebates were through the Charge Ahead Rebate Program. The Charge Ahead Rebate Program offers low- and medium-income Oregon residents a rebate of up to \$5,000 for electric vehicles (EVs) purchased.

The open period for this year started April 3rd and runs through June 3rd. Eligible vehicles must be purchased or leased during this time. Funds have run out and DEQ has developed a waiting list. Those on the list will be the first to be rebated next Spring. All 2023 refund requests that were waitlisted received rebates before any 2024 requests were processed.

Applicants may pre-qualify for the Charge Ahead Rebate in order to apply it at the time of sale or lease at participating dealerships. They can do this by using a DEQ web form, providing proof of enrollment in another income verification program or allowing review of their Oregon state tax transcripts.

Dealers wanting to participate in the program next year, which would allow your dealership to offer the rebate at the time of purchase or lease, can go to: <https://evrebate.oregon.gov/become-participating-dealership>

Sanctions

Unlicensed Dealer / Dismantler	City	Violations Found	Offense	Count	Amount
Efrain Garcia-Marin	Albany	Acting as a vehicle dealer without a current dealer certificate	1	11	\$27,500
Moyata Alaka Anotta dba NW Metals Inc.	Portland	Acting as a vehicle dismantler without a current dismantler certificate	1	1	\$2,500
Donald G. Moore	Roseburg	Acting as a vehicle dealer without a current dealer certificate	1	5	\$12,500
Carlos Cruz-Cortes dba Charlie's Recycling LLC	Portland	Acting as a vehicle dealer without a current dealer certificate	1	10	\$25,000

Dealer / Dismantler	City	Violations Found	Offense	Count	Amount
Lyren's Luxury Automotive LLC (1 Year Suspension)	Portland	Failure to meet the qualifications to act as, and perform the duties of an agent of DMV	1	1	\$1,000
J & J Motors LLC (3 Year Suspension)	Clackamas	Dealing in stolen vehicles	1	1	\$1,000
		Failure to submit title, fees, and application to DMV within 90 days	1	5	\$5,000
		Failure to provide written delay to SIH and purchaser within 25 days	2	1	\$250
		Failure to maintain records at dealers' main location	2	10	\$5,000
		Failure to maintain proper records	2	8	\$2,000
		Knowingly making a false statement of material fact on an investigation	1	1	\$500
McKenzie's RV's LLC	Portland	Failure to submit title, fees, and application to DMV within 90 days	1	5	\$5,000
Deals on Wheels of the Northwest LLC	Eugene	Issuing DMV a dishonored check	1	4	\$4,000
Nico's Auto Sales LLC	Salem	Failure to allow an administrative inspection	1	1	\$1,000
		Failure to display permanently affixed exterior sign visible to major avenue of traffic	2	1	\$250
		Failure to display the vehicle dealer certificate	2	1	\$250
Crown Auto Sales LLC	Portland	Failure to submit title, fees, and application to DMV within 90 days	2	4	\$4,000
		Failure to provide written delay to SIH and purchaser within 25 days	2	3	\$750

Note: Civil penalty amounts may not reflect settlements or judgments

Sanctions

Priscilla Marks dba Salem RV Sales	Salem	Failure to maintain proper records	2	5	\$1,250
		Failure to notify DMV of vehicle transferred to dealer within 7 days	2	2	\$100
Elite Motorworks LLC	Portland	Failure to submit title, fees, and application to DMV within 30 days	2	1	\$250
		Failure to submit title, fees, and application to DMV within 90 days	1	4	\$4,000
		Failure to allow an administrative inspection	1	1	\$1,000
Overland Automotive LLC	Hillsboro	Failure to submit title, fees, and application to DMV within 90 days	1	1	\$1,000
		Failure to satisfy the interest of any security interest holder within 15 days	1	1	\$1,000
		Failure to notify DMV of vehicle transferred to dealer within 7 days	2	1	\$50
Jaime Ulises Munoz Hernandez dba El Buddys Auto Repair (3 Year Suspension)	Hillsboro	Failure to maintain proper records	1	6	\$1,500
		Failure to obtain a corrected vehicle dealer certificate at least 3 days before a business name or location change	1	1	\$500
ML Auto Sales LLC	Salem	Failure to meet the qualifications to act as, and perform the duties of an agent of DMV	1	1	\$1,000

Note: Civil penalty amounts may not reflect settlements or judgments

DMV Business Regulation and Oregon Dealer Services

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Visit DMV Business Regulation and Oregon Dealer Services online at

www.OregonDMV.com