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Chase King, Region 5 Tech Center Ontario

## Message from the Chair

Updates from the July ODAC Meeting by Mike Wagner, ODAC Chair

Happy summer! This issue of *Dealer Details* contains a lot of important information.

The Oregon Dealer Advisory Committee (ODAC) held its 3<sup>rd</sup> quarter meeting on July 25. Business Regulation Policy Analyst Katelyn Keefer demonstrated a new capability coming to the DMV2U dealer portal in the future. The new feature will allow dealers to use their DMV2U account to pay a missing fee in response to a Missing Requirement Letter.

When available, this online payment capability will only:

- be used when all other requirements have been met.
- accept the exact amount owed.
- be used for missing fees.

When the capability goes live, dealers will be able to see and pay missing fees online even before they receive a missing requirement letter. DMV will inform ODAC and the dealer community before the programming goes live.

Message from the Chair, continued

Just a reminder that DMV2U’s dealer portal already has the capability for dealers to electronically submit Notices of Vehicle Sale and Purchase (forms 735-165 and 735-6890). Dealers can create a running list for the forms throughout the day and then upload the list at the end of the day to DMV. DMV will verify that the vehicle has an Oregon VIN and alert the dealer if it does not.

Danny Lopez, Oregon Dealer Services’ unit manager, shared with ODAC that window services at the SE Portland and DMV Headquarters’ Dealer Service Centers have expanded. Details about the expansion are in an article in this issue. Also, if the dealer community or any of our valued partners wants to see data or metrics related to transactions submitted to Oregon Dealer Services, submit your requests to Oregon Dealer Services - attention to Danny Lopez, at [OregonDealerServices@odot.oregon.gov](mailto:OregonDealerServices@odot.oregon.gov)

Results of requests will be shared, when possible, at the next ODAC quarterly meeting and in future *Dealer Details* issues.

Everyone is welcome to attend the October 24, 2024, ODAC meeting at DMV Headquarters, 1905 Lana Ave. NE, in Salem. You can also access the meeting online. The agenda is posted with the link information here: [www.oregon.gov/odot/DMV/Pages/dealers/ODAC](http://www.oregon.gov/odot/DMV/Pages/dealers/ODAC)

## Dealer Work Transactions Submitted List

Form 735-7490

The Dealer Work Transactions Submitted List ([Form 735-7490](#)) is used when a dealer submits vehicle title and registration transactions to DMV. Providing a Form 7490 helps Oregon Dealer Services (ODS) properly allocate funds from a single check to multiple transactions. It also serves as a roster of all the work submitted on a single day. Before submitting the form with transactions, make a copy for your records.

DEALER WORK TRANSACTIONS SUBMITTED LIST						
DEALER NAME		DEALER NUMBER	CHECK NUMBER	CHECK AMOUNT:		
CUSTOMER NAME	CUSTOMER NUMBER	LAST 8 OF VIN NUMBER	MAKE OF VEHICLE	TRANSACTION TOTAL	ACTION	REFUND
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
<b>TOTAL:</b>						

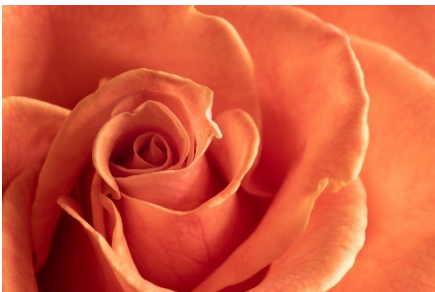
**Instructions:** Contact [DMVDealerServices@odot.oregon.gov](mailto:DMVDealerServices@odot.oregon.gov) with any questions.

This form is required when submitting DMV documents and fees for title and/or registration under OAR 735-150-0050 to Oregon Dealer Services. This form is not required when:

- An equivalent form is provided (equivalent form must contain the same information); or
- Transactions are submitted using EVR.

DMV USE ONLY / DATE SUBMITTED:

Form 7490 is available online at [OregonDMV.com](http://OregonDMV.com). For more information see [Chapter A](#) of the [Title and Registration Handbook](#).



## City of Portland - Dismantler Location Approval

Location Approval for Dismantlers of Motor Vehicles

Pursuant to ORS 822.140, all applications for dismantler certificates or supplemental dismantler certificates must include location approval by the appropriate jurisdiction.

In the City of Portland, dismantler businesses are processed through a more detailed zoning review process than dealer location approvals and require a Tier 2 Zoning Confirmation review. **This process can take 3-4 weeks.**

Because location approval must be submitted with all dismantler certificate renewals, it is important to give yourself enough time for the zoning review process. Do not wait until your certificate is about to expire. Start the location approval process at least 6 weeks before your certificate expires.

For more information, please visit [www.portland.gov/ppd/zoning-land-use/planning-services](http://www.portland.gov/ppd/zoning-land-use/planning-services)

# Dealer Service Center – Window Service Expansion

Changes to the over-the-counter services offered at the SE Portland and DMV HQ Lobby Dealer Service Center (DSC) locations.

Oregon Dealer Services (ODS) has been accepting dealer expedite title transactions over the counter at the SE Portland and DMV HQ Lobby DSC locations since March 2024. Due to positive feedback on this service, DMV decided to offer more over-the-counter availability.



On July 22<sup>nd</sup>, 2024, ODS expanded the types of transactions offered over the counter at the SE Portland and DMV HQ Lobby locations, and increased the limit on the number of transactions that may be submitted per day.

Up to three Missing Requirement Letter responses, registration applications, expedite title transactions, or any combination of the three can be submitted for processing. This limit is per day per dealer and is only for over-the-counter service. There is no limit on the number of transactions that may be submitted via mail or placed in a dealer’s box or smart locker. All transactions presented will count towards the daily limit, including transactions rejected due to missing requirements.

Title transactions that meet eligibility as described in the following table can be submitted at the SE Portland and DMV HQ Lobby DSCs for over-the-counter processing.

<b><u>Transactions Eligible</u></b>	<b><u>Description</u></b>	<b><u>Service Fee</u></b>
Expedited Titling and Title transfer with or without Registration (Dealer Expedite)	This service is for initial submission of a title transaction. If the title transaction has already been submitted, it would not be eligible for expedited service.	\$100
Missing Requirement Letter (MRL) Response	A transaction has been submitted to DMV and is missing requirement(s). The dealer is submitting the missing requirement(s) to complete the transaction.	Cost of transaction if fees are missing
Registration only (title already completed)	The title portion of the transaction has been completed and registration is needed. This would include issuing replacement registration, new registration and plate transfers.	Cost of transaction

DMV may process registration at the same time as an expedited title transaction if time allows. Availability may change occasionally due to staff meetings and trainings. When staff are not available during times counter service is ordinarily scheduled, we will provide notice as early as possible via our email delivery service and by posting signage in the affected DSC lobby.

Please remember, DMV VIN inspections are not offered at DSC locations. If a VIN inspection is required for the transaction, the VIN inspection form (Form 735-11) must be completed and submitted with the transaction documents.

If you have any questions, please contact Oregon Dealer Services at [DMVDealerServices@ODOT.Oregon.Gov](mailto:DMVDealerServices@ODOT.Oregon.Gov)

## Temporary Permit Books vs Trip Permit Books

Reminders from Business Licensing Unit

### Temporary Registration Permit (Temp) Books



Please read the instructions on the cover of the Temp Books. Temp books are issued as an exchange program. You must return used books to obtain new ones. Return used books as soon as they are completed so that replacement books can be mailed. Do not wait! You can mail the used books or exchange the books in person at the Business Licensing office in Salem.

When sending your used Temp Books for replacement, please do not remove the cover. The cover helps us identify the dealership needing a new book. Leave the yellow copies in the book and in the correct order for our audit team. If the cover is removed, and/or the yellow copies are not in order, the returned (used) temp books will be set aside for special processing. This will delay you receiving replacements.

### Trip Permit Books

Do not return completed trip permit books (blue copies) to Business Licensing. Used trip permit books are part of your dealer records and must be retained for 5 years. Your DMV Investigator may ask to review the trip permit books as part of a routine inspection.

Send the white copy of the trip permit to:

DMV Record Services  
1905 Lana Avenue NE  
Salem, OR 97314

The white copies must be sent within 5 days of the issue date on the permit.

Per 735-150-0080 (3), voided permits must be mailed or delivered to DMV on the date they are voided. An explanation about why the permit was voided must be written on the purchaser's (window) copy and DMV's copy.

Return voided (unused) trip permits to:

DMV Business Licensing Unit  
1905 Lana Avenue NE  
Salem, OR 97314

If you request a refund for unused trip permits, you must submit the entire permit and an explanation as to why the permit was voided or not used. Refunds will NOT be issued if the adhesive strip has been removed or tape has been added to the window copy.

Contact Business Licensing Unit at [DMVInsert@odot.oregon.gov](mailto:DMVInsert@odot.oregon.gov) or by phone at 503-945-5052 if you have any questions about trip or temp permits.

## Oregon: A Two Plate State

Chris Crabb, ODOT Government Relations

Twenty-nine states require vehicles to have front and back license plates. In Oregon, it's mandated by [state law](#) for most vehicles to display front and back license plates.

Plates must be permanently attached to the foremost and rearmost parts of the vehicle. Placing the plate on the dashboard does not meet the legal requirement. License plates cannot be altered, and ornamental frames may not cover any numbers, letters, tags or stickers. Failure to comply is a Class D traffic violation with a fine of up to \$250.

There are a few exceptions to the law: Mopeds, motorcycles, trailers, campers, and antique and special interest vehicles are only required to display a rear plate. Additionally, drivers from states that don't require a front license plate are only required to follow the plate laws of their home states, not those of Oregon.



Oregon: A Two Plate State continued

A license plate serves as an identifier, and having two is an added benefit. Front plates can help accurately identify stolen cars, or vehicles involved in hit-and-runs or other crimes. Reflective front plates can significantly improve the ability to identify vehicles on the road at night, reducing the risk of crashes. Front plates make it easier for law enforcement and government agencies to identify vehicles that are speeding and to verify registration stickers. They can also be helpful when identifying a ride share as it pulls up to the curb or finding your car in a parking lot full of silver cars.



Example of "failure to display registration plates"

Car collectors and owners of high-end vehicles sometimes argue that their autos will be damaged or altered by a front plate or that front plates might interfere with driver-assisted safety features like automated emergency braking, lane-keep assistance and pedestrian recognition. There is no evidence that proves front license plates affect vehicle sensors.

Some car makers choose not to install front plate holders at the factory, but that doesn't exempt the car owners from Oregon's law. These cars are usually delivered with an adhesive or screwed-on mount in the trunk that can be installed upon request. Customers can also purchase no-drill front-plate brackets online and at auto retailers.

Oregon judges who make decisions in traffic court cases have told Oregon DMV that people in court fighting a ticket frequently claim the dealer told them the windshield is a legal place to put the plate. A judge will rule against the owner every time. Parking enforcement staff in Oregon cities issue this ticket - along with a parking violation, expired tags, or anything else they find. Be sure to update your staff. The last thing you want is to provide expensive misinformation to a hard-won customer.

## Renew it or lose it!

Renew your Business Registration annually

When an Oregon dealer renews their dealer certificate with Business Licensing, they must provide their Oregon Secretary of State (SOS) business registry number. The information on the renewal application is then compared with the information on SOS records.

Unfortunately, some dealers do not keep their SOS business registry information up to date. If you allow your business registry information to expire, a new business can apply for the same business name.

While an Oregon dealer certificate must only be renewed once every three years, SOS business registry information must be renewed annually.

Do not wait to renew your business registry and risk losing your business name. Make sure you are keeping your business registry with SOS current so that you do not have any difficulties when it comes time to renew your dealer certificate.

Contact the Secretary of State's office at:

Mailing: Oregon Business Registry  
A Service of the OR Secretary of State  
Corporation Division  
255 Capitol St NE  
Salem, OR 97310

Phone: 503-986-2200

Website: [Oregon Business Registry \(state.or.us\)](https://www.oregon.gov/BUSREG/REGISTRY/Pages/default.aspx)



## Dealer Handbook Updates

The August 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](http://www.OregonDMV.com). The Handbook is updated quarterly. The next revision is scheduled for October 2024.

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

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

### Changes in the August 2024 Handbook revision are as follows:

**Cover Page** - This page was updated to show the revision date of 08/2024.

**Chapter A** - Added a list of vehicle title service channels available to Oregon dealers. Added information regarding Form 7490. Updated requirement checklists. Information regarding address change stickers was removed.

**Chapter D** - Updated signature requirements. Updated Expedite Title envelope sample image. Revised addressee information for Dealer Expedite transactions. Added information regarding courtesy deliveries and VIN inspections conducted by DEQ.

**Chapter E** - Added section explaining one-and-the-same requirements. Clarified language regarding release of interest for leased vehicles. Updated Statement of Error (Form 502) sample image.

**Chapter G** - Added a note that the Possessory Lien Packet (Form 6828) is available online. Updated Inheritance Affidavit (Form 516) sample image. Removed outdated situational examples given.

**Chapter H** - Clarified that an Application for Replacement / Duplicate Title (Form 515) cannot be used as the presented ownership document in a transaction subject to federal odometer disclosure laws.

**Chapter J** - Application for Salvage Title (Form 229) was updated June 2024

**Chapter R** - Added information regarding corrections on trip permits.

**Index** - Added references to courtesy deliveries and DEQ VIN inspections. Updated links to DMV forms.

## Applications for Title Never Received (Form 735-512)

How to apply for a replacement title, and how long to wait before you apply

When DMV mails a vehicle title, but the addressee has not received it, the title holder can apply for a duplicate Oregon Title using the Application for Title Never Received (Form 735-512).



### When to apply?

A request for a duplicate title can be submitted **after 30 days** from the title issuance date, or after 20 days for a duplicate salvage title. Do not wait more than 6 months, because DMV does not accept applications for duplicate titles or duplicate salvage titles after 6 months from the date of issuance.



### How to apply?

The Application for Title Never Received (Form 735-512) can be submitted by mail to the Title Processing Unit (TPU) at DMV Headquarters or faxed to 503-945-5119. If the form is submitted by mail, it will be placed with other work received that day and will be subject to the current processing times for title transactions. Applications received by fax are typically worked the next day although it may take up to a few days for the application to be processed.



### Who can apply?

Applications for titles never received must be made by the title holder. If the title has a Security Interest Holder, then they are considered the title holder.

# Top Ten Dealer Errors

Two Top Ten Lists!

These lists are not about best dressed or hit songs of the 90's.

The first list is of violations committed by dealers that seem to most often occur. The second list shows reasons why dealers receive Missing Requirement Letters which delay DMV's processing of dealer transactions.



Regulatory Violations	Incomplete Dealer Transactions
→ Failure to submit fees and applications to DMV within 30 days	↗ Not signing / dating the Application for Title and Registration (Form 735-226, "226")
→ Failure to provide purchaser with title within 25 days	↗ Incomplete 226, including MPG and marking LEV when appropriate
→ Failure to maintain records of title delivery and other legal requirements generally	↗ Improper or missing releases of interest on the title, MCO or secure ODO
→ Failure to provide notice of delay concerning submissions of title/registration and fees to DMV or of title to purchaser	↗ Incorrect fees including area-specific county registration fees. Fee errors delay the transaction until additional payment is received
→ Failure to pay off trade-ins within 15 days	↗ ODO discrepancies on the title or secure ODO
→ Failure to pay off selling dealer within 15 days of obtaining clear title from selling dealer	↗ Missing DEQ testing certificate. This missing requirement delays the title and creates issues with lien holders
→ Failure to follow consignment laws, particularly failure to pay off consigning party within 10 days of sale, failure to have sufficient written agreements, failure to give a disclosure of consignment notice to the purchaser, failure to ensure that the selling party has title and failure to pass title to the purchaser in a timely manner	↗ Incomplete or inaccurate VIN inspections (Form 11), delaying the title or creating an error on the new title. Properly completed VIN inspections are a key step to reduce fraudulent transactions in vehicle sales. When you complete the DMV form 11 (VIN Inspection), please complete all requested vehicle information along with printed name/signature of inspector, Dealer #, address where the inspection took place and the date of inspection.
→ Failure to file with DMV, Form 735-165 (Notice of Vehicle Purchase) within 7 days, Form 735-6890 (Notice of Vehicle Sale) within 10 days	↗ Improper or incorrect use of Power of Attorney forms and signatures. Power of Attorney is not valid unless it is executed on an ownership document
→ Failure to follow proper procedures when issuing temporary registration (temp) and trip permits	↗ Incomplete responses to Missing Requirement Letter. When you send in partial responses, it generates another letter for requirements still missing and further delays ODS processing the transaction. Gather all the missing requirements requested before sending a response.
→ Issuing temp permits in lieu of trip permits to a person not domiciled in Oregon or otherwise not eligible for Oregon registration	↗ Mixing documentation from two separate deal jackets. Ensure that the VIN matches on all paperwork prior to submission.

The DMV Dealer Handbook explains title and registration processes in detail and is a great resource when you have questions about your paperwork. Click the hyperlink or paste the URL below to your web browser to access the handbook.

<https://www.oregon.gov/ODOT/DMV/pages/dealers/titleregndbk.aspx>

# Sanctions

Unlicensed Dealer / Dismantler	City	Violations Found	Offense	Count	Amount
<b>Galen Ramone Harden</b>	Portland	Acting as a vehicle dealer without a current dealer certificate	1	11	\$27,500
<b>Paul M Ristick</b>	Happy Valley	Acting as a vehicle dealer without a current dealer certificate	1	9	\$22,500
<b>Robert J Montes</b>	Clackamas	Acting as a vehicle dealer without a current dealer certificate	1	6	\$15,000
<b>John Ephrem</b>	Happy Valley	Acting as a vehicle dealer without a current dealer certificate	1	6	\$15,000

Dealer / Dismantler	City	Violations Found	Offense	Count	Amount
<b>New Kid on the Block Inc dba 503 Autos (3 YR Probation)</b>	Milwaukie	Failure to submit title, fees and all documents to DMV within 90 days	1	2	\$2,000
		Failure to submit title, fees and all documents to DMV within 30 days	2	2	\$500
		Failure to provide written notice of title submission delay	2	4	\$1,000
		Failure to satisfy interest in a vehicle within 15 days	1	2	\$2,000
<b>Tarcus Motor Company (3 YR Probation)</b>	Portland	Failure to submit title, fees and all documents to DMV within 30 days	2	2	\$500
		Failure to submit title, fees and all documents to DMV within 90 days	1	5	\$5,000
		Failure to maintain records of the dealer's good faith efforts to comply with title submission/delivery requirements	2	8	\$2,000
		Failure to provide written notice of title submission delay	2	6	\$1,500
		Failure to satisfy interest in a vehicle within 15 days	1	1	\$1,000
		Failure to pay consignor within 10 days	1	1	\$500
<b>All Star Dealer LLC (3 YR Suspension)</b>	Vernonia	Failure to maintain proper vehicle records	2	3	\$750
		Failure to submit title, fees and all documents to DMV within 90 days	2	4	\$4,000
		Failure to submit title, fees and all documents to DMV within 30 days	2	2	\$500
		Failure to obtain a supplemental dealer certificate	1	1	\$500

**Note: Civil penalty amounts may not reflect settlements or judgments**



# Sanctions

<b>Reality Auto Inc</b>	Salem	Failure to allow an administrative inspection	1	1	\$1,000
		Failure to display permanently affixed exterior sign visible to major avenue of traffic	1	1	\$250
		Failure to provide means for public contact during normal business hours	2	1	\$250
<b>Iconic Motors LLC (3 YR Suspension)</b>	Portland	Failure to submit title, fees and all documents to DMV within 30 days	2	3	\$750
		Failure to submit title, fees and all documents to DMV within 90 days	1	2	\$2,000
		Failure to obtain a corrected vehicle dealer certificate at least 3 days before a business name or location change	1	1	\$500
		Failure to obtain a supplemental certificate for new business location	1	3	\$1,500
<b>Alex Jordan Low dba Integrity Auto Sales</b>	Dallas	Failure to submit title, fees and all documents to DMV within 90 days	1	3	\$3,000
<b>Pioneer Auto Salvage LLC</b>	Eagle Creek	Failure to submit Dismantler's Notice & ownership document within 30 days of the vehicle being dismantled/destroyed	1	10	\$2,500
<b>Lot 99 LLC</b>	Milwaukie	Failure to furnish title to purchaser within 90 days	1	1	\$1,000
		Failure to submit title, fees and all documents to DMV within 90 days	1	3	
<b>Wilsonville T LLC dba Wilsonville Toyota</b>	Wilsonville	Failure to furnish title within 90 days	2	1	\$1,000
		Failure to submit title, fees and all documents to DMV within 90 days	3	4	\$4,000
		Failure to satisfy interest in a vehicle within 15 days	2	1	\$1,000
<b>AJ Motors Inc (3 YR Suspension)</b>	Wood Village	Failure to maintain records of title delivery/submission	2	4	\$1,000
		Failure to maintain proper vehicle records	2	9	\$2,250
		Failure to furnish title to purchaser within 90 days	1	3	\$3,000
		Failure to satisfy interest in a vehicle within 15 days	1	1	\$1,000
		Failure to allow an administrative inspection	1	1	\$1,000
<b>Kamper Korner Inc (3 YR Suspension)</b>	Roseburg	Issuing DMV a dishonored check	1	2	\$2,000
		Failure to submit title, fees and all documents to DMV within 90 days	1	8	\$8,000
		Failure to provide title to purchaser within 90 days	1	1	\$1,000
		Failure to pay consignor within 10 days	1	3	\$1,500
		Receiving a commission or fee prior to consignment transaction being completed or terminated	1	3	\$1,500

**Note: Civil penalty amounts may not reflect settlements or judgments**

## Sanctions

		Failure to maintain proper vehicle records	1	1	\$250
		Failure to submit taxes/fees due this state with sale of vehicle	1	4	\$1,000
<b>Wilkins Auto Center LLC</b>	Lafayette	Failure to submit title, fees and all documents to DMV within 90 days	1	1	\$1,000
		Failure to satisfy interest in a vehicle within 15 days	1	2	\$2,000
<b>Mark Hayward Investments Inc dba Peggy's Classic Cars</b>	Oregon city	Failure to furnish title to purchaser within 90 days	2	1	\$1,000
		Failure to maintain proper vehicle records	2	1	\$250
		Knowingly making a false statement of material fact in any DMV investigation	2	1	\$1,000
<b>Onies Auto LLC</b>	Portland	Failure to submit Dismantler's Notice and ownership document within 30 days of vehicle being dismantled/destroyed	2	10	\$2,500

**Note: Civil penalty amounts may not reflect settlements or judgments**

# DMV Business Regulation and Oregon Dealer Services

Manager: Judith Ingram-Moore

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## Business Licensing Unit

Program Specialist: Chuck Hoffman

Phone: 503-945-5052

Email: [DMVInsert@odot.oregon.gov](mailto:DMVInsert@odot.oregon.gov)

Hours: 8am - 4:30pm M-W and Friday,

9am - 4:30pm Thursday

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## Oregon Dealer Services

Manager: Danny Lopez

Co-Lead: Bella Exner

Co-Lead: Holly Hammond

Email: [DMVDealerServices@odot.oregon.gov](mailto:DMVDealerServices@odot.oregon.gov)

Phone: 503-945-5479

Hours: 10am - 3pm Monday through Friday

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## Dealer Investigations

Chief of Investigations: Larry Purdy

Lead: Kelly Garcia

Program Specialist: Dina de la Rosa

Email: [DMVBRInvestigations@odot.oregon.gov](mailto:DMVBRInvestigations@odot.oregon.gov)

Phone: 503-945-5281

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Visit DMV Business Regulation and Oregon Dealer Services online at

[www.OregonDMV.com](http://www.OregonDMV.com)