



# COMMONWEALTH of VIRGINIA

Department of Motor Vehicles  
2300 West Broad Street

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Commissioner

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To: Motor Vehicle Dealers

From: Karen Grim, Deputy Commissioner

Subject: Dealer Transactions

The Department of Motor Vehicles (DMV) is experiencing a significant increase in customer volumes at its customer service centers (CSC). As a result, it is taking actions to better accommodate the volume. Effective January 1, 2020, dealers currently utilizing CSCs and DMV dealer centers will need to begin using any one of three Virginia auto auctions (located in Fredericksburg, Harrisonburg and Virginia Beach) for the manual processing of title and registration work. DMV is temporarily suspending processing dealer title and registration transactions in the CSC's and dealer centers.

In October 2018, DMV began issuing REAL ID compliant driver's licenses and identification cards which are required beginning October 1, 2020 for individuals that wish to use their Virginia credential as identification to access federal facilities and to board domestic flights. While customer volume has already increased, DMV anticipates it will further surge as the October 1, 2020 deadline nears.

To create the needed capacity in the CSCs and continue services for the motor vehicle dealer community, DMV has expanded its contracts with the three auto auctions to include processing of all manual dealer title and registration transactions (i.e. original, replacement, substitute and supplemental titles, and all registration transactions). Dealers may submit work for processing to the below auction locations by mail or drop off the work.

Manheim Fredericksburg  
120 Auction Drive  
Fredericksburg, VA 22406

America's Auto Auction  
656 South Military Hwy  
Virginia Beach, VA 23464

Manheim Harrisonburg  
3560 Early Road  
Harrisonburg, VA 22801

Since mailing timeframes will vary, DMV recommends that dealers send all mail with a tracking number. The auctions will be required to complete submitted work within five business days. Dealers will pay mailing costs in addition to titling and registration fees.

We strongly encourage dealers to utilize the Online Dealer Program to not only expedite the processing of their work, but also to avoid the \$15 manual transaction fee. The \$15 transaction fee is charged for each transaction over 20 within a month. Following is a list of the titling transactions that currently cannot be completed using the On-line Dealer Program. We are in the process of determining which of these transactions can be made available through the program. As things change, you will be advised.

- Transactions involving a vehicle with a vehicle identification number (VIN) having less than or more than 17 characters
- Transactions involving vehicle marked with a prior title "held"

- Transactions involving vehicle with a customer or vehicle stop
- Substitute title applications
- Supplemental title applications
- Replacement title applications
- Repossessed title applications
- Transactions requiring a change to a customer's name

As always, registration that requires any type of certification must be processed through DMV, such as original handicapped license plates and clean special fuel plates. We are also aware that there will be a need to provide for the issuance of a second 30-day temporary tag to accommodate the additional processing time. This, too, is a function that we are developing.

To learn more about becoming an online dealer, please visit the DMV website at <https://www.dmv.virginia.gov/commercial/#odealer/index.asp>.

DMV has been in consultation with the Motor Vehicle Dealer Board (MVDB), Virginia Automobile Dealers Association (VADA) and Virginia Independent Dealers Association (VIADA) regarding this change. If you have questions about this transition, please funnel your questions through your association. They, in turn, will share those questions with us and we will provide responses on a Frequently Asked Questions feature on the DMV website. If your dealership is not a member of an association, you may contact Tonya Blaine at [Tonya.Blaine@dmv.virginia.gov](mailto:Tonya.Blaine@dmv.virginia.gov) or (804) 367-0599.

Thank you for your continued cooperation.

c: Virginia Motor Vehicle Dealer Board  
Virginia Automobile Dealers Association  
Virginia Independent Automobile Dealers Association