

Vehicle Licensing Guide

Prospective Purchaser Inquiry VLIC-5.005

Original Date: 05/16/2002

Revision Date: 07/10/2023

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POLICY	
Title: Release of Vehicle Information to a Prospective Vehicle Purchaser	
Effective Date: May 16 th , 2002	Revision Date:
Authority: Code of Virginia § 46.2-209.1 , National Anti-Car Theft Act of 1992	
Policy: DMV may furnish vehicle information to a prospective vehicle purchaser if he completes an application including the vehicle make, model, year, vehicle identification number (VIN) and pays the appropriate fee. The vehicle owner's information is not released as a part of this process.	
Exception: N/A	

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OVERVIEW

Virginia law allows DMV to furnish information on a vehicle to a prospective purchaser. Virginia enacted this law because the National Anti-Car Theft Act of 1992, as amended, specifically requires states participating in the National Motor Vehicle Title Information System (NMVTIS) to provide such information.

The vehicle information furnished will only be obtained from Virginia DMV records. No vehicle owner's personal information is released as a part of this process.

NOTE: Manufactured Home vehicle information will be retained in DMV records indefinitely to be furnished to the following:

- Bona fide prospective purchasers or homeowners of such manufactured home
- Real estate agents
- Title insurers
- Settlement agents
- Attorneys
- Manufactured Home dealers
- Manufactured Home Brokers
- Manufactured Home Loan Officers

The Prospective Purchaser Inquiry (PPI) transaction validates the VIN through VINASSIST and checks to see if the vehicle has been reported stolen through NCIC. For information regarding a non-PPI vehicle transcript, refer to [VLIC-5.010](#).

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CUSTOMER REQUIREMENTS

1. Complete and submit the [CRD 01](#), Request for Vehicle Information by a Prospective Purchaser.
2. Pay the appropriate fee.

NOTE: The fee is to perform the search, not for the information found. The fee is required even if no vehicle history information is found. If the vehicle information furnished by the prospective purchaser on the [CRD 01](#) is submitted in error, the customer must submit another [CRD 01](#) form and an additional fee for a new search.

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FRONT COUNTER CSR

1. Review the [CDR 01](#) application to ensure all required fields are completed.
2. Make sure that the customer understands the certification information contained on the form.

- Verify that the VIN appearing on the [CRD 01](#) is keyed correctly into the system. If it is not, correct the VIN and continue processing the transaction.
3. Process the transaction in the system.
 4. Collect the appropriate fee.
 5. Provide the Prospective Purchaser summary transcript to the customer.
 - If the customer requests a new search, advise the customer to recheck the VIN on the vehicle, submit a new [CRD 01](#), and pay the applicable fee.
 - If a stolen vehicle response is received, return the application to the customer. DO NOT COLLECT THE FEE, and follow the stolen stop procedures in [VLIC-3.550](#).
- <<<<REVISION
6. Scan the [CRD 01](#) to the Customer Records work center via Landing Zone to be indexed and retained in accordance with document retention guidelines. **END REVISION>>>>**

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DMV CONTACT CENTER ACTIONS

If you receive a call from a customer who says they have obtained a Prospective Purchaser's Inquiry transcript, **DO NOT** access the vehicle record. Answer the customer's questions generally. You may say something like:

- "Due to the Privacy Protection Act, I am unable to access that record. In addition, I am unable to see what you have in front of you. I will be more than happy to answer any general questions that you may have."

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POINTS TO REMEMBER

- Prospective Purchaser's Inquiry transcript will include the following information if available:
 - Vehicle description that includes color, weight, and fuel type,
 - Current vehicle information which includes notes about the vehicle such as water damage,
 - Vehicle history,
 - Vehicle sold date, and
 - Disclosure statement**NOTE:** Manufactured Home vehicle information is available indefinitely.
- The Prospective Purchaser Inquiry transcript will **not** include any personal information about the owner of the vehicle. If customer is requesting a transcript for a vehicle that they own, refer to [VLIC-5.010](#), and [Information Dissemination Guidelines](#).

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CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk
- DMS/[Customer Records](#)

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