

Licensing Guide

National Motor Vehicle Title Information System (NMVTIS) Mismatch Processing VLIC-3.545

Original Date: 10/10/2012

Revision Date: 08/28/2014

[Definitions](#)

[Overview](#)

[Customer Requirements](#)

[Front Counter CSR](#)

[Points to Remember](#)

[Related Links](#)

[Contact](#)

| POLICY | |
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| Title: National Motor Vehicle Title Information System (NMVTIS) | |
| Effective Date: October 10, 2012 | Revision Date: |
| Authority: "Code of Federal Regulations" 49. A. Chap. 305. USC Sec. 30503. 1992 | |
| Policy: Federal Code Title 49, Part A, Chapter 305 requires DMV to perform an instant title verification check against the National Motor Vehicle Title Information (NMVTIS) system to verify the following information before issuing a certificate of title to an applicant: <ul style="list-style-type: none">• The vehicle identification number of the vehicle being titled,• The name of the State that issued the most recent certificate of title for the vehicle,• The name of the individual or entity to whom the certificate of title was issued | |
| Exception: N/A | |

[Return to top of page](#)

DEFINITIONS

National Motor Vehicle Title Information System (NMVTIS)—Established by federal law in 1992, the NMVTIS is a U.S. Department of Justice (DOJ) system that is operated on behalf of DOJ by the American Association of Motor Vehicle Administrators (AAMVA). The NMVTIS electronic system enables users to access automobile titling information, including brand history and certain historical theft data.

OVERVIEW

- The NMVTIS is designed to help prevent trafficking of stolen vehicles by making it difficult to title a stolen vehicle.
- The NMVTIS reduces fraud by allowing participating states to verify the validity of titles before issuing a new title.
- Vehicle information is provided to other states, law enforcement officials, insurance carriers, and prospective purchasers.
- NMVTIS electronically verifies data between states, the private sector, service providers (i.e. salvage yards), and users. Information exchanged between these entities and the database are:
 - Vehicle and title information
 - Information on all brands ever applied to a vehicle
 - Information as to whether the vehicle has been reported stolen
- The NMVTIS is used by states to determine:
 - Validity and status of a Manufacture's Certificate of Origin (MCO)
 - Validity and status of a title document
 - Current State of Title
 - If a vehicle is a non-repairable, salvage or otherwise branded

- A vehicle's last recorded odometer reading
- If a vehicle has been reported stolen
- Detailed vehicle data from the manufacturer and/or State of Title
- The NMVTIS will update when:
 - A vehicle has been titled from and MCO or issued from an MCO in error
 - A vehicle has been titled from another state or titled from another state in error
 - Title data has changed
 - A title record has been deleted from a states files
 - A vehicle has been registered or registered in error
 - A brand has been recorded on a title or has been recorded in error
- The NMVTIS does NOT include the following information:
 - An individual's Social Security Number
 - Non-electronic updates of brand data from junk and salvage yards or insurance carries
 - Any guarantee that the brand history is complete at the time of inquiry
 - Junk yards and insurance carriers report monthly
- The NMVTIS excludes, based on the body type, the following vehicles:
 - Trailers
 - Mopeds
 - Motor bikes
 - Manufactured homes
 - Equipment

CUSTOMER REQUIREMENTS

1. Submit application for certificate of title for purchase of a vehicle following guidelines in [VLIC-3.000](#).

[Return to top of page](#)

FRONT COUNTER CSR

1. Review the application following the guidelines in [VLIC-3.000](#).
2. If a National Motor Vehicle Title Information System (NMVTIS) error message is generated by the system for out-of-state titles, follow the guidelines below:
 - a. Verify the title number displayed in the NMVTIS error message matches the title number shown on the ownership document submitted by the customer.
 - b. If the title number shown on the out-of-state ownership document matches the title number in the NMVTIS error message:
 - i. Locate the state where the vehicle is titled on the [NMVTIS State Title Number Reference Chart](#),
 - ii. Find on the out-of-state title the location where the title number should appear according to the chart and ensure the number being keyed matches the number in that location on the out-of-state title,
 - iii. Re-key in the system the correct title number exactly as it appears on the out-of-state title.
 - c. If the title number shown on the out-of-state ownership document does not match the title number in the NMVTIS error message:
 - i. Place the appropriate NMVTIS title HELD reason code on the record (refer to [VLIC-3.575](#)),
 - ii. Screen print the NMVTIS error,
 - iii. Process the title transaction in accordance with [VLIC-3.000](#),

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- iv. Immediately scan all original documentation for NMVTIS HELD reason codes to the NMVTIS Help Desk and wait for an email alert.
 - Enter the customer's phone number in the system (if the customer provides a number) to enable the work center to contact them directly, if necessary.
 - If the scanner is inoperable:
 - Fax all original documentation for NMVTIS HELD reason codes to [National Motor Vehicle Title Information Systems](#) work center.
- v. Send all original documentation with NMVTIS HELD reason codes with the daily work for document preparation. **END REVISION>>>>**
- vi. Advise the customer that the title will be mailed from Headquarters and to allow 7 to 10 days.
 - Advise the customer if the title is not received after 10 days to contact DMV Contact Center at (804)-497-7100 to check on the title status.
- d. If the system generates an error message indicating the NMVTIS system is down:
 - i. Place the appropriate NMVTIS title HELD reason code on the record (refer to [VLIC-3.575](#)),
 - ii. Follow steps ii. through v. in [1.c. above](#).

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- 3. Scan all original documentation for NMVTIS held titles not already faxed immediately to the NMVTIS Help Desk. Once the paperwork has been scanned, send it back with daily work for document preparation. **END REVISION>>>>**

[Return to top of page](#)

POINTS TO REMEMBER

- NMVTIS does NOT affect Virginia titling requirements nor change basic titling procedures.
- This system is designed to provide information to Virginia DMV. Customers may be unable to receive a Virginia title certificate if discrepancies are reported by NMVTIS. In these instances, a NMVTIS held will be placed on the title.
- Each state's title is formatted differently. Refer to the [NMVTIS State Title Number Reference Chart](#) to locate title numbers on each state's title document.
- Should a customer call requesting information pertaining to a **NMVTIS** held title, check held status in system. If title has been released advise customer. If necessary process a DL9 to location code 221 (NMVTIS Help Desk Team). The NMVTIS Help Desk Team will provide an update or status the same day if request is received before 2 p.m. All request received after 2 p.m. will be answered the following business day.
- DMV Contact Center agents **ONLY** may contact the NMVTIS Help Desk at (804)-367-2715 option 3.

[Return to top of page](#)

RELATED LINKS

[NMVTIS State Title Number Reference Chart](#)

[NMVTIS Help Desk](#)

CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- VSA/[Titling Work Center](#)