Vehicle Licensing Guide

Original Date: 06/01/1978
Revision Date: 11/10/2024

POLICY
Title: National Crime Information Center (NCIC) Inquiries

Effective Date: June 1, 1978	**Revision Date:** November 10, 2024

Authority: Code of Virginia §§ 46.2-1602.1, 46.2-1603

Policy:

DMV's system will automatically perform a **National Crime Information Center (NCIC)** inquiry on a vehicle being titled in Virginia for the first time.

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A successful NCIC inquiry must be completed before an NCIC held is released and a title printed. **END REVISION>>>>>**

Exception:

- NCIC Held indicators can be handled in the CSC following guidelines in this procedure and are not forwarded to the Titling Work Center or Vehicle Branding Work Center at Headquarters (HQ).

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BACKGROUND

The National Crime Information Center (NCIC) is an electronic clearing house of national crime data used by DMV to determine if a vehicle is reported as stolen. Users of NCIC include personnel of the Department of Criminal Justice (federal, state and local law enforcement) and authorized Government agencies.

NCIC inquiries are performed on vehicle identification numbers (VINs) to identify if a stolen stop is present on a vehicle at the time of titling.

NCIC inquiries are not performed on vehicles if the proof of ownership document is a Virginia title or the vehicle body type is a manufactured home or mobile home.

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CUSTOMER REQUIREMENTS

1. Submit an application for title, required proof of ownership, and appropriate fees in accordance with VLIC-3.000.

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FRONT COUNTER CSR

1. Review the application for title and required proof of ownership documents following the guidelines in VLIC-3.000.

2. If a "**NO STOP RECORDED BY NCIC**" message is returned by the system, process the title following guidelines in VLIC-3.000.

3. If a "**NCIC OUT OF SERVICE**" message is returned by the system:

   a. Continue to process the title.

   b. A NCIC held indicator is placed on the record automatically by the system.

   c. Only a registration card is issued by the system when a NCIC held is placed on the record.

   d. DO NOT issue a title for a vehicle until the NCIC inquiry is performed by the system and the NCIC held removed.

    e. Write on title application "NO NCIC CHECK"

    f. Re-check NCIC periodically to see if the NCIC system is available.

        i. If the system successfully performs an NCIC check and no stops exist, remove the held from the title record.

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4. If a "**STOLEN VEHICLE**" message is returned by the system and the customer is the OWNER of the vehicle:

- Perform a manual NCIC check on the vehicle's VIN number and verify the vehicle still has an active stolen indicator.

    o If the manual NCIC check returns "NO STOP RECORDED BY NCIC":

      1. Request management verify message.

      2. Remove the stolen vehicle stop.

    o If NCIC returns the vehicle has a stolen indicator:

      1. Do NOT alarm the customer.

      2. Do NOT process the title or registration.

      3. Contact law enforcement in accordance with LE-1.00. **END REVISION>>>>>**

DMV CONTACT CENTER ACTIONS

Trouble shooting

1. Enter **NCICNQ** in the command line; press **ENTER.**

2. Key in the full vehicle identification number (VIN) and the first four letters of the make; press **ENTER.**

    o Make codes are usually the first four letters of the vehicle make.

      EXAMPLE: Chevrolet………..CHEV

             Dodge…………...DODG

    To search for the system **Make** code when the first four letters match other vehicles (i.e. MERCury, MERCedes Benz, etc.), click on the **Globe** icon next to the **Make** field and the list will display.

3. The message below appears at the bottom of the screen for vehicles with no stolen stops:

    "**No stops recorded by NCIC: please verify key sent**"

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NOTE: NCIC can also be searched using the plate number and plate type. To determine the correct plate type, inquire on **Table 1220** in the system.

Stolen Stops
For stolen stops DMV Contact Center Agents must:

1. Verify the vehicle's VIN using the NCIC to check for stolen stops.

2. If no stolen stop exists for the vehicle in NCIC, call the Vehicle Branding Work Center at 804-367-1179 and request to have the DMV system stop removed.

3. For vehicles marked stolen in NCIC, refer to CSC steps in above. **END REVISION>>>>>**

CONTACT

For additional information contact:
- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- VSA/Titling Work Center
- DMV Law Enforcement (804) 367-1997 or (804) 367-1678