

VG Young – NMVTIS Training

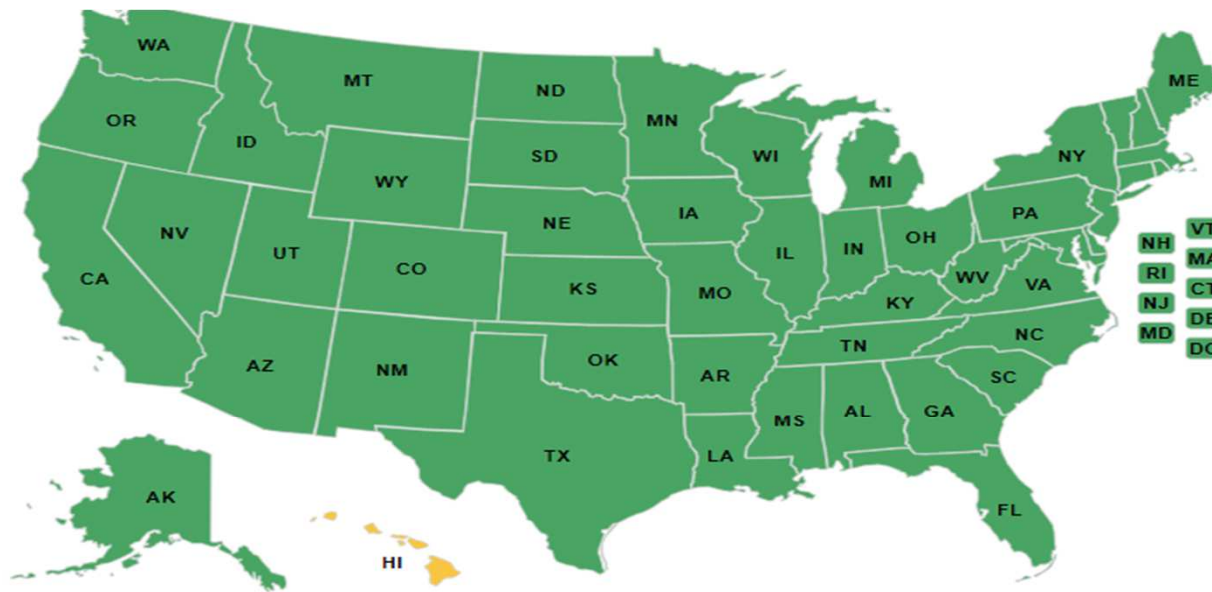


Texas Department *of* Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

What is the purpose of NMVTIS?

- U.S. Department of Justice system in partnership with the American Association of Motor Vehicle Administrators
- Federal mandate in accordance with 49 U.S.C. 30502
- Provides states with a mechanism to check vehicle title records to verify accuracy and legitimacy of title information



Currently, 99% of the U.S. DMV data is represented in the system based on the most current Federal Highway Administration Data (2020)

- 50 States/Participating Jurisdiction (Includes the District of Columbia) - states/jurisdiction that provides data and inquire into the system before issuing new titles
- 1 State in Development



NMVTIS General Overview

- Each state makes an inquiry against NMVTIS records to resolve any conflicts or discrepancies prior to the state issuing a new title.
 - Texas utilizes the batch method and sends an inquiry file to NMVTIS nightly. Inquiry verifies:
 - Vehicle information – make and model year
 - Title information - issuing state, title issue date, and title number
 - Odometer reading and vehicle brands
- Once a title is issued, each state must provide basic vehicle and title info to be added to the NMVTIS title history.
 - Texas sends NMVTIS updates with titles issued by batch.



NMVTIS General Overview Continued

Step 1: Initial title application processed at the county

Step 2: Sent to NMVTIS for verification and response received

Step 3: Record updates in RTS (after 48 hours)

Step 4: County receives NMVTIS Inquiry Error Report

Step 5: County determines if corrections are necessary. If no correction or brand hold, send to TxDMV

- If changes occur, a new NMVTIS inquiry performed

Step 6: TxDMV evaluates and either rejects or releases title

Step 7: Title issues if released and NMVTIS is updated



Revised Procedures for Special Handling Transactions

- RTB# 002-23, WWW.TxDMV.gov/RTBS
- NMVTIS transactions that require department handling can be emailed to: VTR_NMVTIS_Rejections@txdmv.gov
- All other Special Handling transactions should be emailed to: VTR_Special_Handling@txdmv.gov (Ex. Unrecovered stolen transactions)

Do not send transactions to: DMV-NMVTIS-Rejections@txdmv.gov



Reminders & Helpful Tips for Special Handling Transactions

- Once transactions have been scanned and emailed, send physical documents directly to OpenText and not to TxDMV.
- Do not send by email and mail – select one or the other.
- Do not include Rejection Sheets/Cover Sheets with applications sent to TxDMV or OpenText.
- When emailing transactions, include:
 - VIN in the subject line.
 - Complete transaction, including the front and back of the surrendered ownership evidence.
 - The body of the email must contain the VIN, latest RTS title document number, and NMVTIS error code(s).
 - Send documents as one single PDF and not separately.
 - Send the email only once.



Reminders & Helpful Tips Continued

- NMVTIS errors the county cannot resolve must be sent to TxDMV.
 - Do not send these to OpenText without first emailing to TxDMV.
- Errors that are corrected and the NMVTIS error has cleared, the title will release automatically. Do not resend the transaction to TxDMV.
 - **Exception:** All NMVTIS brand holds must be sent to TxDMV, even if corrected. These transactions will not automatically release like other NMVTIS errors.



Brand Errors

- NMVTIS brand errors, NMVTIS error code 910

910	NMVTIS HAS BRAND <BRAND> FROM <BRNDR> THAT TX DOES NOT A brand that Texas would carry forward is on the NMVTIS title history but not on the Texas record. The <BRNDR> will be the state or jurisdiction that applied the brand. Apply the indicated brand to the record. After processing the correction, and if no other errors are present, always place any transactions with a 910 Error in the NMVTIS Specially Marked Envelope.
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- FY 2024 Breakdown:
 - 113,706 total NMVTIS errors
 - 23,945 total NMVTIS brand errors
 - 19,401 total NMVTIS brand errors due to processing clerk failing to carry brand forward



Brand Errors Continued

- Average of 21,000 brands not carried forward annually, which is an average of 80% of all brand errors annually
 - Most errors are preventable
 - Disrupts the automatic title release process
 - Properly carrying forward a brand will not result in a Brand hold
 - Requires manual intervention
 - Delays title issuance to the customer
 - Increases volume of customer complaints



Rebuilt Salvage Brands

- The following states use a “Reconstructed” brand, which is equivalent to a Texas Rebuilt Salvage
- Only brand the vehicle Rebuilt Salvage

Alaska

North Carolina

Delaware

Oregon

Idaho

Pennsylvania

Louisiana

Rhode Island

Maryland

Tennessee

Massachusetts

West Virginia



Odometer Errors

- Odometer errors, NMVTIS error code 535

535	VIN POINTER ODOMETER READING IS GREATER THAN NEW READING The odometer entered into RTS is lower than the odometer previously reported to NMVTIS. Ensure the odometer was properly captured in RTS.
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- 535 errors may be corrected through one of the following options:
 - Option 1, obtain a SOF from the buyer and seller at the time the error occurred.
 - Requires submission to TxDMV for further review/handling.
 - Option 2, if unable to obtain a properly completed SOF the "Not Actual Mileage" must be applied to the Texas record.
 - Once branded, title will automatically release.





Questions?

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