



DEALER DIGEST

Volume 7

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Automotive Mobility Change

The Secretary of State's office is no longer issuing automotive mobility dealer licenses. In an effort to offer more flexibility to businesses, we are transitioning to automotive mobility endorsements that can be applied to your existing dealer license. There is no additional cost to add the endorsement to your license.

If any of the following apply to your business, you are now required under Indiana law to hold an automotive mobility endorsement on your dealer license:

- sells equipment or modifications specifically designed to facilitate use or operation of a motor vehicle or watercraft by an individual who is disabled
- installs equipment or modifications specifically designed to facilitate use or operation of a motor vehicle or watercraft by an individual who is disabled
- services equipment or modifications specifically designed to facilitate use or operation of a motor vehicle or watercraft by an individual who is disabled
- solicits or advertises the sale, installation, or servicing of equipment or modifications specifically designed to facilitate use or operation of a motor vehicle or watercraft by an individual who is disabled

You can request an automotive mobility endorsement as part of your online license renewal. If you need to add the endorsement before your license renewal, you may send a request to dealers@sos.in.gov. In order to obtain the endorsement, you must present proof that your business is accredited through the Quality Assurance Program of the National Mobility Equipment Dealers Association. The requirement became effective on January 1, 2018, so please do not delay in having this added to your license.

Our office will be reaching out to any dealer currently holding an automotive mobility dealer license to discuss transition.





Online Services for Dealers

You can now complete all of the following transactions online:

- License renewal
- Application for a new license
- Report a dealer license plate as lost, stolen, or mutilated
- Request replacement of a lost, stolen, or mutilated dealer license plate
- Request additional dealer license plates within your current plate limit
- Request an increase in plate limit (both dealer license plates and interim/paper plates)
- Pay an invoice

If you have questions about completing any of the mentioned processes, please be sure to review the materials we have available on our website. Each of the services is detailed in a step-by-step instruction document (with screenshots) to help walk you through. We will also be adding video tutorials soon!

- For license and plate renewal questions – instructions are [here](#).
- For new license application questions:
 1. Click on the “License Applications” [link on the left-side of the screen](#)
 2. Then click on the license type for which you wish to apply. On each page, there is a link to the online application guide.
- For reporting a dealer plate as lost, stolen, or mutilated and/or requesting a replacement plate: Under the Dealer Alerts section of our website under the alert titled “Dealers Can Now Update Plate Status and Request Replacement Plates Online!”
- For requesting additional dealer license plates and/or requesting an increase in plate limit: Under the Dealer Alerts section of our website under the alert titled “Request Additional Dealer Plates or an Increase in your Plate Limit Online!”
- Answers to Frequently Asked Questions can be found [here](#).

We hope to continue to add additional online functionality throughout the year, so keep an eye out for updates and alerts!

MVAB

**NEW
UPDATE**

The Motor Vehicle Advisory Board met on December 5, 2017, primarily to review the Division's legislation for the 2018 session (consisting almost exclusively of technical issues). The board also acknowledged the service of Senator Wyss and Charles Svhilik whose terms on the board have come to an end. Both the Division and Board greatly appreciate these members' service to the Board and to the State of Indiana.

The board is currently seeking applicants for the following positions:

- Automotive manufacturing representative

In order to qualify, the person must have been an Indiana resident for the past two (2) years. Interested applicants should send a letter of interest and a resume to Melissa Reynolds, Division Director at mereynolds@sos.in.gov. In your email, please specify that you are interested in being considered for the open manufacturer representative position on the board.

Audit Process

In a continuing effort to make the audit process as non-disruptive as possible, our examiners in some cases will be asking for copies of deal jackets and other documents via email in lieu of an in-person audit. If you receive a request from our office to email any documents, you can verify the request came from our office in the following ways:

1. Cross check the email sender in the request email against the information on our contact us webpage.
2. Email the Senior Investigator, Don Cloud, at drcloud@sos.in.gov, who can verify that an examiner did send the request.

If an onsite audit does need to be conducted, you can follow the same steps as above as well as ask for the Examiner's credentials when they arrive at your dealership.

Promotional Dealer Plates



Dealers licensed as manufacturers, watercraft-new, watercraft-used, dealer-new or dealer-used can now submit a request to the Division (State Form 56302) for dealer license plates that bear the dealer's unique design.

Important information about promotional plates:

- The dealer's design must be approved by the Division before it can appear on a plate.
- Promotional plate designs will have their own number series and cannot be applied to any existing plate number series.
- Any promotional plates issued to a dealer will be included in the count of how many dealer plates the dealer has been issued. A dealer may not be issued more promotional plates than their dealer plate limit allows.
- The dealer requesting the promotional license plates is responsible for satisfying the requirements of the designated license plate vendor.
- Promotional license plates are subject to the same use restrictions as dealer license plates.
- Once approved, the fee for each promotional license plate is \$40.



Most Common Violations of 2017

1. Late Title Delivery

- Dealers have 31 days from the purchase date to deliver title to the buyer of a motor vehicle. It is a violation if delivery occurs outside of the 31-day window.
- Indiana law imposes a fine of \$100.00 for the first violation, \$250.00 for the second violation, and \$500.00 for each additional violation.
- Dealers are required by Indiana law to keep proof of title delivery in the deal jacket.
 - This also serves to protect the dealer if the consumer files a complaint alleging that they have not received the title.
 - Ex: (a) a copy of the title application if it has been submitted to the BMV, (b) the customer's signature acknowledging receipt of the title, or (c) a certified mail receipt showing that the title was mailed to the consumer's address.

2. Issuance of Multiple Interim License Plates

- Dealers are permitted to issue one interim license plate to each vehicle sold.
- Issuing an additional interim license plate or plates may result in a fine of \$500.00 for each additional license plate that was issued.
- If a second interim license plate is issued in error or there was a mistake on the first interim plate issued, then the dealer must make a comment in the Plates-on-Demand system explaining why more than one plate was issued to the same vehicle/consumer. The initial incorrect plate or the plate issued in error should be marked as "VOID" and retained in the deal jacket.

3. Offsite Sales

- Dealers are not permitted to sell or offer for sale vehicles at a location away from the licensed business address.
 - This includes placing a vehicle on another dealership's lot.
- Each vehicle that is advertised for sale, or sold, at a location away from the dealer's licensed address may result in a \$1,000.00 fine for each vehicle. Each dealership can apply for up to three (3) offsite sales permits with the Division each year. An offsite sale cannot exceed ten (10) calendar days.
- There are additional rules regarding the offsite sales permit process; please contact the Division if you want more information. An application for an offsite sales permit can be found [here](#).

Auto Dealer Services Division – OUTREACH

The Auto Dealer Services Division offers an array of outreach opportunities to dealers. Whether you are a new dealer coming into the business and would like your staff to be introduced to the state regulations or an established dealer that would like to offer your employees a brush up on current state codes, our division can help.

We can go over topics like what to expect in an audit, what should be in your deal jackets, or what all can you do on your website. If you have specific topics, we can direct the training to fit your group.

To get information on training, contact:

Rhonda Miller - Outreach Coordinator and Field Examiner
Auto Dealer Services Division
Indiana Secretary of State, Connie Lawson
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Contact us!

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