



# DEALER DIGEST

Volume 11

## 10 Ways to Expedite Your License Renewal

Vehicle Inspections  
Dealer License Renewals



### Unlicensed Dealer Blitz

Motor Vehicle Advisory Board  
Interim License Plates

+ Auto Dealer Monthly Training



# Vehicle Inspections

## ||||| PLEASE NOTE |||||

Dealerships no longer need to submit Application for Dealer Vehicle Identification Inspection Application forms! This law was changed a few years ago. The new requirement is simply that the person who performs VIN Inspections for the dealership must be an employee of the dealership. No separate application is needed.



## Dealer License Renewals

We typically print and mail renewal packets six weeks in advance of the license expiration date. What this means for dealers is that if you have ordered replacement plates or requested additional plates after the renewals have been printed, those plates will not be in the renewal packet we mail to you.

If you ever receive a renewal packet that does not contain your full dealer plate inventory, please contact our office ([dealers@sos.in.gov](mailto:dealers@sos.in.gov)) and request an updated renewal. The renewal can be emailed to you so you get all of your assigned plates renewed.

# 10 Ways to Expedite Your License Renewal

10. Leave no field blank, unless it does not apply to your license type.

9. If you paid with a check or money order, put your dealer number in the memo line.

8. Make sure the expiration dates on your bond and insurance fall after your license expiration dates.

7. Make sure your Certificate of Liability shows our office as the certificate holder.

We frequently get certificates that still show BMV as the certificate holder.

6. Make sure the bond form is signed by the dealer owner/agent.

5. Submit your renewal only once. Do not submit via email, then fax, then online.

4. Submit early.

If you use the online process, you can submit up to 3 months early!

3. Review our license renewal guides on our website.

We have them for both online and paper renewals.

2. Use our online portal!

It allows you to pay with a credit card and forces you to upload the required documentation. Submitting online also means your renewal goes directly into a clerk's queue instead of having to be processed in the mail.

1. Timely update your contact information with our office, including dealer name and/or address.





## Unlicensed Dealer Blitz

In an effort to crack down on unlicensed dealer (or “curber”) activity, our office conducted several “blitzes” over the past few months. For each blitz, we would send our entire team of examiners to a region of the state for 2 days. During these blitzes, the examiners would visit sites where unlicensed dealers were suspected to be operating. The examiners would also take the opportunity to visit with local dealers to let them know we were in the area and to see if they had any suggestions for unlicensed dealer locations we should visit.

If we weren’t able to visit your dealership during a blitz and you would like to report suspected unlicensed dealer activity, you can file a complaint with our office at any time.

## Motor Vehicle Advisory Board

The Motor Vehicle Advisory Board met on December 13th. The Division gave a brief legislative update and spoke on its work to try and turn more dealer bad action cases (fraud, etc.) into criminal cases. We celebrated the appointment of our new members and the re-appointment of several members. New members are highlighted in bold below:

- Indiana Secretary of State Connie Lawson, *Chair*
  
- Franchised New Motor Vehicle Dealers
  - o Thomas Kelley - Kelley Automotive Group
  - o Mark Fuson - Fuson Automotive
  
- Automobile Manufacturing
  - o Rachel Hazaray - Subaru of Indiana Automotive, Secretary
  - o **Steve Hartwig - General Motors**
  
- General Public
  - o **Sen. Jim Arnold**
  - o [Open Position]
  
- Used Motor Vehicle Dealer
  - o Fritz Kruetzinger - Fritz Motors, Vice Chair
  
- Used Motor Vehicle Auction
  - o Robert Hockett - Indianapolis Car Exchange
  
- Automobile Salvage and Recycling
  - o Mike Hierholzer - Ray’s Auto Parts
  
- Watercraft Dealer
  - o Dave Mann - Just Add Water Boats
  
- Recreational Vehicle Industry
  - o **Ken Eckstein - Mount Comfort RV**



You can review the minutes from previous advisory board meetings on our website at Motor Vehicle Advisory Board. Minutes are not posted until they have been approved by the board.

# Interim License Plates Must Be Issued at the Time of Sale

A dealership may issue an interim license plate to any person who purchases a vehicle from the dealership. The interim license plate must be issued on the date the vehicle is sold—it cannot be issued after the date of sale. As a result, dealerships must always remember to issue an interim license plate when the vehicle is sold, even if the vehicle is going to stay at the dealership for repairs, modifications, or any other reason. Issuing interim license plates after the date of sale may give consumers the false impression that they can wait until the interim license plate is about to expire before going to the BMV to title and register their vehicle. However, the BMV imposes a late fee if the title application is not submitted within 45 days from the date of sale. To keep your customers happy, and to stay compliant with Indiana law, print those interim license plates at the time of sale.



# Auto Dealer Monthly Training

The Indiana Secretary of State Auto Dealer Services Division is pleased to announce that in 2019 we will be offering free monthly in-person training for dealers and their staff. The training will include topics such as What to Expect in an Audit, Dealer/Interim Plate usage, and Common Violations. The sessions will be held at the Government Center in Indianapolis (302 W Washington Street) and the schedule for 2019 is below.

## Training Schedule - 2019

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**Monthly Auto Dealer Training Session  
Monday, January 14, 2019 FULL**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14

**Monthly Auto Dealer Training Session  
Monday, February 18, 2019. FULL**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14

**Monthly Auto Dealer Training Session  
Monday, March 18, 2019. FULL**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14

**Monthly Auto Dealer Training Session  
Monday, April 15, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14 **FULL**

**Monthly Auto Dealer Training Session  
Monday, May 20, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14

**Monthly Auto Dealer Training Session  
Monday, June 17, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: **Conference D**

**Monthly Auto Dealer Training Session  
Monday, July 15, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14

**Monthly Auto Dealer Training Session  
Monday, August 19, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: **Conference D**

**Monthly Auto Dealer Training Session  
Monday, September 16, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14

**Monthly Auto Dealer Training Session  
Monday, October 21, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14

**Monthly Auto Dealer Training Session  
Monday, November 18, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14

**Monthly Auto Dealer Training Session  
Monday, December 16, 2019.**  
*Start Time: 1:00 pm End Time: 3:00 pm*  
Location: Conference 14



## Spam & phishing emails and communication

Over the course of the last year, as the Dealer Division has made more services available online, there has been an increase in communication to dealers from nefarious actors. Why is this happening? Well, in the age of all things cyber, it is easier for these actors to get information and hide behind their computer, all while trying to deceive people into giving them information or money.

A recent example of this was in the form of dealers receiving an email that their license was about to expire and they needed to pay the renewal fee for the Certificate of Authority. As you know, the Dealer Division would not communicate in this manner about an impending expiration; rather that information would be made known via the dealer dashboard. Additionally, any personal communication, outside of the Dealer Digest, is direct from a member of our staff and likely from one of the people assigned to your dealership.

The Dealer Division works diligently to protect the data of the auto dealer community we serve and does not sell data or provide data that is not public knowledge. We will continue to provide the level of protection over our systems and your data that you have come to expect. Please do not hesitate to contact the Dealer Division if you receive communication that does not align with those expectations.



# DEALER DIGEST

## Contact us!

Indiana Secretary of State  
Auto Dealer Services Division  
302 W. Washington St.  
Room E-018  
Indianapolis, IN 46204  
(317)234-7190  
[dealers@sos.in.gov](mailto:dealers@sos.in.gov)

## Find us on Social Media

Twitter: [@SecretaryLawson](https://twitter.com/SecretaryLawson)  
Facebook: [sosconnielawson](https://www.facebook.com/sosconnielawson)  
Instagram: [secretary\\_lawson](https://www.instagram.com/secretary_lawson)