



PLAIN DEALING

A policy and administrative bulletin for licensed dealers
from the WisDOT DMV Dealer and Agent Section

wisconsin.dmv.gov

April 2019

Volume 30 Issue 1

In This Issue

eMV PARTNER update

Sign-up for PARTNER now!

PARTNER is the new electronic title and registration processing system that will launch this summer. This will bring new processing capabilities to all electronic title-registration processing systems, and eMV11 and eMV Agent systems will have a new look. For a brief overview of the new system, go to emvpartner.wi.gov/intro.

Before July 1, 2019, each organization must complete their sign-up with the PARTNER system. This includes any organization that is electronically processing any of the following transactions:

- Title
- Registration
- Temporary plates

Complete your organization's sign-up now to avoid the rush.

Step-by-step instructions to begin the organization sign-up process can be found at emvpartner.wi.gov/signup.

[eMV PARTNER update](#)

[New license plates available](#)

[Emissions repair cost limit for waiver increased to \\$918](#)

[Takata airbag recall efforts](#)

[Geocoder added](#)

[Training videos are here!](#)

[DAS Quarterly Report Numbers](#)

[Enforcement Actions](#)

[WisDOT has moved](#)

[Real ID](#)

[eNotify](#)

[Advertising Guidelines](#)

[Sign up to receive Plain Dealing!](#)

New license plate available

Starting in early May, you will be able to issue a new special license plate to support the [Medical College of Wisconsin](#).

As with other out-of-stock plates, DMV will promptly mail the plates directly to your customer when the title-registration transaction is complete.

Include an issuance fee of \$15 in addition to the regular license plate registration

fee. No donation fee is due.



For more information, visit the WisDOT [Special License Plate](#) webpage.

Emissions repair cost limit for waiver increases to \$918

The repair cost limit for all model year vehicles subject to emissions testing will increase from \$896 to \$918, effective July 1, 2019. This figure is adjusted annually by the DNR per [NR 485.045](#).



Cost waiver

Vehicles that continue to fail emissions testing may be eligible for a cost waiver if actual costs of emissions related repairs exceed the repair cost limit. **Only repairs that are related to the vehicle's cause of failure can be used to apply for a cost waiver.** Costs covered by any warranty or costs to repair/replace emission control equipment that has been removed, modified or disconnected are excluded.

The owner must have emissions-related repairs performed on the vehicle at a recognized repair facility to qualify for waiver consideration. A list of recognized repair facilities may be found at: [recognized repair facilities](#).

The application form to apply for Recognized Repair Shop status may also be found at the above link. [Trans 131.02\(39\)](#) includes franchised NEW car dealerships as recognized repair facilities.

Takata airbag recall efforts



In case you missed it, the Wisconsin Department of Transportation moved in April 2018.

If you ship dealer licensing documents or title work to our street address via UPS, FedEx or other express carrier, use the following address:

4822 Madison Yards Way
Madison WI 53705

Re-routed shipments cause an extra expense for DMV and possible delay of your mailing.



DMV issues driver license/ID cards compliant with federal standards

Anyone planning to fly within the U.S. will have to show a REAL ID-compliant driver license or ID card, or other federally acceptable identification such as a passport, beginning October 1, 2020.

wisconsindmv.gov/REALID



Account activity alerts added to DMV's eNotify online service

eNotify is the easiest way to get plate renewal and driver license/ID reminders through email/text.

Subscribers to eNotify also receive alerts when certain transactions occur, such as when an application for a duplicate driver license or ID card is made, or when their address is changed in DMV's systems.

wisconsindmv.gov/enotify

In the coming months, DMV will be partnering with manufacturers to contact owners with an unresolved Takata airbag recall on their vehicle. The letter will be on WisDOT letterhead and provide guidance on getting their recall fixed. The letter also includes strong warnings on the dangers of not repairing the recall immediately. If you receive a customer inquiry about this letter or the recall, please advise them to follow the guidance provided in their letter as it's specific to their vehicle.



As always, please encourage your family and friends to check for vehicle safety recalls using their vehicle's VIN at NHTSA.gov/recalls or airbagrecall.com.

Geocoder added

Late in 2017, DMV implemented a programming change that added a Geocoder to our processing system. This geocoder provides geographical coordinates that correspond to a specific physical location (map coordinates).



What does this mean to you?

Confirm your applicants' mailing address and where they keep their vehicle (County/City-Township-Village) before completing and processing title application forms. Always enter where the signed application form(s) say the vehicle is being kept.

Vehicle Kept In (VKI) accuracy

If your customer provides complete VKI information on the MV11 (county and municipality filled out with the proper City, Village or Town box appropriately

Advertising Guidelines

Here's the link to the complete, updated advertising guidelines:

[DOT Advertising Guidelines Update](#)



We're at .gov

Note: Only the website with .gov is the official state DMV website. Other DMV sites with .org and .com are not official and may have extra charges for forms or list information that is outdated or incorrect.

Connect with us

[Sign up to receive Plain Dealing!](#)

Follow us for breaking news.



Published by the Wisconsin Department of Transportation, Division of Motor Vehicles, Bureau of Vehicle Services, Dealer and Agent Section.

Kristina Boardman,
Administrator

Rhonda Alley,
Bureau Director (BVS)

Michael Domke,
Section Chief (DAS)

Scott Selbach, Vehicle Emissions Program, Supervisor

Mirenda McArdle, Field Investigation Unit, Supervisor

Shin Lin Tung, Business and Consumer Services Unit, Supervisor

Dealer & Agent Section
dealers.dmv@dot.wi.gov
Phone: (608) 266-1425

checked), that information must be used unless the provided county and municipality are not a valid match in your electronic processing system.

If the county and municipality are mismatched, default to the customer's address as it's shown on the MV11.

If you do not enter VKI information in your processing system, the VKI will default to the county and municipality of your customer's physical address.

Agent training videos are here!

The Dealer and Agent Section created a series of training videos for eMV Agent and eMV11 processing systems.

These short video tutorials, designed with simplicity and convenience in mind, cover a wide range of topics and functions available on both of these processing systems.



Learn how to troubleshoot, process and become familiar with the eMV systems and capabilities. The tutorials have been specifically designed to aid in processing, keeping in mind the most commonly asked questions received by the Agent Partnership Unit.

These videos are available on the WisDOT [eMV Agent Informational Video](#) webpage and the [eMV11 Informational Video](#) webpage.

DAS Quarterly Report numbers

The following numbers have been generated from the Dealer and Agent Section (DAS) Quarterly Report. This data is from the **fourth quarter** of 2018 (October through December) and the **first quarter** of 2019 (January through March).

Field Investigation Unit (FIU)

The following statistics represent the Field

Investigation Unit's compliance efforts, community outreach and enforcement actions.

| Activity | Fouth Quarter | First Quarter |
|-------------------------------|----------------------|----------------------|
| FIU Complaints Closed | 293 | 394 |
| FIU Inspections (Dealers) | 304 | 572 |
| FIU Educational Presentations | 2 | 5 |

APU/DLU

The Agent Partnership Unit (APU) answers phone calls from dealers, government agencies, financial institutions, gas stations, grocery stores and various other types of agents throughout the state. These agents electronically process either title and registration, or renewal registration applications on behalf of the DMV.

The Dealer Licensing Unit (DLU) issues and renews multiple business license types. Individual licenses are issued to individuals who are selling or purchasing vehicles on behalf of dealerships. DLU answers dealer licensing questions as well as providing information about consumer harm and how to file a dealer complaint to the general public.

| Activity | Fourth Quarter | First Quarter |
|----------------------------|-----------------------|----------------------|
| APU Phone Calls | 12,458 | 12,686 |
| DLU Phone Calls | 3,204 | 2,710 |
| Business Licenses Issued | 482 | 845 |
| Individual Licenses Issued | 3,865 | 6,165 |

Lemon Law

DMV receives telephone and email inquiries from consumers (and some dealers and lawyers) about the specifics of the Lemon Law and assist in pursuing a claim.

| Activity | Fourth Quarter | First Quarter |
|---------------------|-----------------------|----------------------|
| Lemon Law Inquiries | 165 | 143 |

Electronic Title and Registration Processing

Dealers and agents processing titles and/or registration electronically:

| Activity | Fourth Quarter | First Quarter |
|--|-----------------------|----------------------|
| Renewal Agents | 1,030 | 1,048 |
| Title Agents (includes dealerships) | 4,564 | 4,536 |
| Total | 5,594 | 5,584 |

Wisconsin motor vehicle dealers are required to electronically process all title/registration applications for their customers. For more information regarding electronic processing options, visit the DMV [eMV11 Electronic Processing webpage](#).

These systems are available for electronic processing:

- eMV11 - for dealers only
- eMV Agent - for lenders only
- Computerized Vehicle Registration (CVR)
- Dealertrack Registration and Title, formerly known as TriVIN
- National Financial Corporation (NFC) - registration only
- Opus Inspection Inc., formerly known as Systech International LLC - registration only

Electronic Title Delivery

Lenders receiving electronic title records:

| Activity | Fourth Quarter | First Quarter |
|-----------------|-----------------------|----------------------|
| Lenders | 920 | 935 |

These service providers deliver and manage electronic titles:

- Secure Title Administration, Inc.
- Dealertrack Collateral Management Services
- Decision Dynamics, Inc.
- PDP Group, Inc.
- VINtek

The electronic lien and title (also known as ELT or e-Title) program is an optional program for lien holders who prefer receiving electronic title records instead of paper titles. This program has been available since July 30, 2012. For more information regarding ELT options, visit the DMV [Title to Lien Holder webpage](#).

WisDOT Enforcement Actions

[See the complete Enforcement Actions list](#)



Wisconsin Department of Transportation | (608) 266-1425
AgentPartnershipUnit@dot.wi.gov | DealerLicensingUnit@dot.wi.gov
Dealer and Agent Section
PO Box 7909
Madison, WI 53707

Copyright © 2019. All Rights Reserved.