

MVD Procedural Quick Update

#130

RE: Do not ever accept titles with stickers.
Effective date: Immediate

Date: July 14, 2011
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

MVD agents, including field office agents and title service companies (TSCs), should never process any title transaction when there is a sticker on the title.

Question: When can we process a transaction for a title that has a sticker attached?

Answer: Never.

Stickers placed on titles may be little bar codes strips or white labels. Most are placed on out-of-state titles. Some are placed strategically over words such as "SALVAGE" or "EXPORT ONLY."

Regardless, MVD agents may not accept any title with a sticker on the front or back. Nor should an MVD agent attempt to remove a sticker. Instead, return any title with a sticker to the customer. If the customer is able to remove the sticker and resubmit an acceptable, undamaged title, you can then proceed with the transaction.

Do not, however, accept the title if it appears that any important information on the certificate of title has been removed or altered in the slightest degree.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis, MVD Policy and Procedure Manager, at mac.lewis@state.nm.us.
