

MVD Procedural Quick Update

#75rev

RE: Towing Lien Process
Effective date: Immediate

Date: April 9, 2008
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.]

Effective immediately, all vehicle title transactions using the towing lien process will be processed by the MVD Vehicles Unit in Santa Fe, or by MVD's private retail agents (PRAs) or title service companies (TSCs).

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Other lien process title transactions (mechanic's, storage, landlord and abandoned vehicle liens) will continue to be processed at the field offices with support provided as needed by the Vehicles Unit.

Any state or county/municipal field office customer seeking to title a vehicle using the towing lien process should be directed to submit all required paperwork to:

ATTN: Vehicles Unit – Towing Lien
Motor Vehicle Division
P.O. Box 1028
1100 South St. Francis Drive
Santa Fe, NM 87504-1028

The Towing Lien Checklist (Vehicle Procedures Manual, Chapter 10 Section C) has been revised to require, instead of police reports from the State Police and County Sheriff, "Copies of unclaimed vehicle reports submitted (per Sec. 66-3-203) to the New Mexico State Police and County Sheriff, with certified mail receipt or other signed acknowledgment of delivery."

The checklist, as revised, will be provided with this PQU to all towing companies currently licensed in New Mexico and to our title service companies. The PQU and checklist should also be provided to any customer who requests information about the towing lien process.

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 by phone to (888) 683-4636.
