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New Mexico vehicle titles can now be transferred online

New Mexicans can now transfer a vehicle title after a purchase or gift using the online services at mydonline.com.

The new service is available for title transfers of vehicles already titled in New Mexico. Titling an out-of-state vehicle in New Mexico and other transactions that require a VIN inspection still must be conducted in person at a Motor Vehicle Division office.

Also new at MVD is a separate queue on the Call Center line with dedicated staffing for making an in-office appointment. People interested in the service can call 1-888-683-4636 and choose the "Make an Appointment" option. Wait times have averaged less than a minute in the first two weeks of the service.

Appointments also can still be made online at mydonline.com.

To use the new online title transfer service, the new owner typically uploads a scanned copy or photograph of the title, current insurance and New Mexico license or id. Photocopies are not acceptable. Some transactions may require additional documentation.

The title document must be signed by both the old and new owner of the vehicle.

Common problems with title transfer transactions include missing odometer disclosure, gift affidavit (if applicable), purchase price and date, incomplete buyer information and the signatures of both buyers if there are more than one.

Submitted documentation will be reviewed by MVD staff. If no corrections or additional information is needed, the customer will receive an approval email with instructions on how to pay for the transfer online. The title, registration, and plate will be mailed once the payment is received.

If corrections are needed, the customer will receive a denial email. The customer will then be able to resubmit the application with any missing or corrected documentation.

The service is available using the "vehicles" section of the online services page at mydonline.com.

The service is not available for removing or adding a name to a title, for lien releases nor for title transfers that require a VIN inspection, such as when a homemade vehicle is being titled for the first time or when it is currently titled in another state. However, people can start the paperwork for an out-of-state vehicle registration in the same area of the online services page.

More information on <u>titling</u> and <u>registration</u> of vehicles is available at mvdonline.com.

The Motor Vehicle Division strives to offer customers convenient channels to conduct their business. MVD regularly adds to services offered online and through convenient retail kiosks.

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