



State of Tennessee Overview for the  
National Motor Vehicle Title Information Service  
(NMVTIS)

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## What is NMVTIS?

- The National Motor Vehicle Title Information System (NMVTIS) is a federal database containing automobile information from states, insurance carriers, and the salvage industry.
- The federal database will do a data check to make sure the titling paperwork you are receiving matches the titling information reported in another state.
- Tennessee plans to be a full participant by August 30,2020.

## Purpose of Document

- The purpose of this document is to explain how Tennessee's title and registration system will communicate with NMVTIS to share motor vehicle titling information.

## Computer System Requirements

- TN Clerk and TN State will check NMVTIS to compare title data to more accurately track title history when a titling transaction occurs in Tennessee.
- The system will update NMVTIS with all title transfers, changes, modifications, and brands.
- The system will respond to incoming requests from other states, as well as receive unsolicited messages to resolve duplicate VIN's, and update titles as surrendered to another state.

## How will VTRS communicate with NMVTIS?

- Web service communication will be used to transmit data between NMVTIS and VTRS.
- Each vehicle that is being retitled will be run against NMVTIS.
- This data will be used to decide if the title will be issued or not.

## How will TN Clerk change?

- A used vehicle inquiry will be sent to NMVTIS at the same time the data is being submitted to the state of Tennessee to begin the transaction.
- A NMVTIS used vehicle inquiry request will be sent/queued.
- The data for former title number, former title state, and odometer information will be compared automatically, if everything matches, no validation errors will be returned.
- If there is a data discrepancy, the error text will be returned to the user in a validation error message when they try to verify or post the transaction.

## Transaction Process

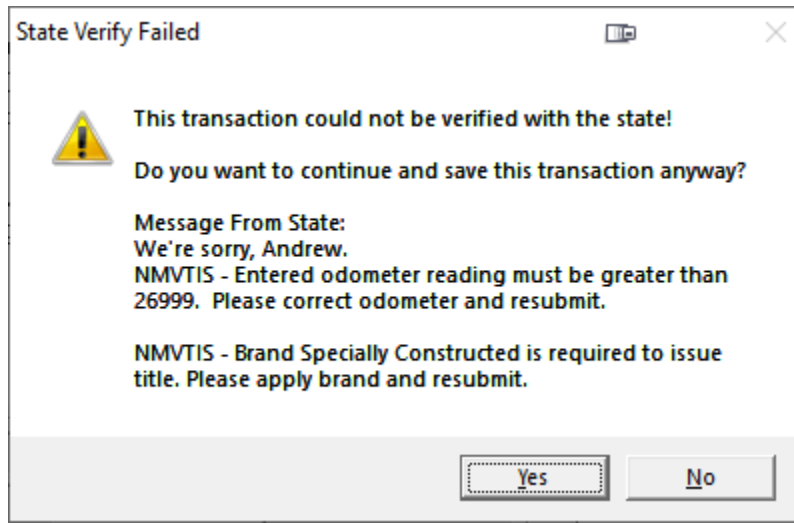
- Users will start seeing some additional validation errors.
- If data is not returned during the transaction, the user will be given the option to either assign a title number or leave the transaction as incomplete by not assigning a title number.
- If the title number is assigned, a title will not be able to be printed until the NMVTIS data has returned and matches what was keyed.
- When the user is done, he or she should press "F12 – Submit".
- Then the transaction is submitted and verified, any VTRS or NMVTIS validation errors will be returned if present.
- The user can then choose to save the transaction data locally or to close the message window by pressing "No" to return to the transaction.

- The user can then edit the transaction data and resubmit for verification.
- If more errors are found they will be returned to the user, once there are no more errors the user will be taken to the assign title number window.

## What are the NMVTIS errors I will see, and what should I do?

1. **Message:** NMVTIS - Entered odometer reading must be greater than ###
  - a. Suggested Action: Please correct odometer and resubmit.
2. **Message:** NMVTIS - Entered former title number ##### does not match NMVTIS title number ##### with issue date of MM/DD/YYYY
  - a. Suggested Action: Please check former title number, state, and issue date. Title history research may be required.
3. **Message:** NMVTIS - Entered former title state @@ does not match NMVTIS title state @@ with issue date of MM/DD/YYYY
  - a. Suggested Action: Please check former title number, state, and issue date. Title history research may be required.
4. **Message:** NMVTIS - Entered former title issue date MM/DD/YYYY does not match NMVTIS title ##### with issue date of MM/DD/YYYY
  - a. Suggested Action: Please check former title number, state, and issue date. Title history research may be required.
5. **Message:** NMVTIS - BRAND is required to issue title
  - a. Suggested Action: Please apply brand and resubmit.
6. **Message:** There was an error retrieving NMVTIS Inquiry results
  - a. Suggested Action: Please resubmit request.
7. **Message:** There was an error performing NMVTIS actions
  - a. Suggested Action: Please resubmit request.
8. **Message:** NMVTIS theft data found
  - a. Suggested Action: Vehicle has been reported stolen, title cannot be issued.
9. **Message:** NMVTIS - Odometer type code # required
  - a. Suggested Action: Please apply (Not actual or Exceeds mechanical limits) odometer type
10. **Message:** NMVTIS - Non-repairable vehicle cannot be titled
  - a. Suggested Action: Vehicle is branded non-repairable; title cannot be issued.

## Example Error Message:



## Title Information

- If a title is assigned to a vehicle that has discrepancies, the title will be saved in the local county data only, and the title will not be allowed to be printed until the NMVTIS discrepancy has been resolved.
- When NMVTIS data matches the transaction data, the title can be printed as normal.
- Selecting “No” will leave the transaction as an incomplete that does not have a title number assigned.
- These transactions are sent to the state to be reviewed and have rejection letters created when necessary.
- Once the transaction has successfully posted to VTRS, the real time indicator will be shown.
- If the transaction is a duplicate title and the user is authorized, they will be able to print the title immediately.
- Otherwise the title will be printed in batch along with the other titles for that workday.

## Modification to VIN Edits

- A new option will be available on the “O18 – Correction of title” transaction type for state personnel.
- This new checkbox is used to mark the old VIN as a VIN that should not ever be title again.
- Checking the box will send a “Brand 43” code to NMVTIS for the old VIN.
- Applying brand 43 will add a brand alert that other states will receive when inquiring on the old VIN, the full message AAMVA supplies is “BRAND 43 ISSUED: VIN SHOULD NOT BE USED”

## NMVTIS Title Update

- The NMVTIS title update web service posts will be put into the queue as soon as the title is assigned. Transactions that are done in real time will have a higher priority to be processed in the queue since they already have a paper title printed.
- Transactions that are not real time will still be queued but will be at a lower priority than the real time titles.

- The requests for in state transfer, change state of title, add title, and add brand will all be queued this way after assigning the title but will flow through a queue that will prioritize the requests.
- VTRS will also show two new transaction statuses based on NMVTIS processing:
  1. "Awaiting NMVTIS"-Transaction updates have been queued but not completed
  2. "NMVTIS Failure"-Transaction failed to update NMVTIS, title cannot be printed.

## Title Printing

- Title printing will be handled in one of two ways:
  1. the title data will be verified and printed as the transaction is processed (referred to as a real-time title) or
  2. the transaction will be keyed, and the title will be printed later as part of a batch print job.
- If NMVTIS data is not returned or has a discrepancy that will need to be researched and fixed, the transaction will be submitted from the county as an incomplete transaction for the state of Tennessee to work.

## Real-Time Title Prints

- Real-time title prints will be utilized when a transaction is done in real-time to create a new title print the same day.
- These transaction inquiry requests will be prioritized over non real-time requests so that the transaction can be completed quickly.

## Batch Printed Titles

- Titles that are not being printed the same day will be printed in batch along with other titles from the same day's work. These titles will also have to pass a NMVTIS data comparison before they can be printed. If there is a data discrepancy or theft data is returned the title will not be able to be printed. If the issue can't be resolved, the transaction will need to be submitted as an incomplete to be processed by state personnel.
- Titles that can be printed will be highlighted in green. Titles that have not passed the NMVTIS (or NCIC) check will be highlight in red, and they will not be printable. Selecting the row in the grid will display why the title cannot be printed.
- If the NMVTIS error cannot be resolved, the title number can be voided off the transaction so that the transaction will be sent as an incomplete to the state.

## How does this affect Vehicle Services?

- **Our Vehicle Services call center will be the contact for all nonsystematic NMVTIS inquiries. You will also be able to send emails to [VehicleServices.Research@tn.gov](mailto:VehicleServices.Research@tn.gov). You can provide this contact information to anyone inquiring about NMVTIS questions.**
  - The state NMVTIS Helpdesk may be able to resolve many issues without needing to contact another state. NMVTIS states' procedures dictate that only state Helpdesks or identified personnel should contact other states. Likewise, when contacted by another state regarding NMVTIS, instruct the other state to contact the state NMVTIS Helpdesk. state NMVTIS Helpdesk information is available to NMVTIS users on each report as well as in a Jurisdictional Contact list.

- The most common preventable NMVTIS errors will result from data entry errors and omitted brands. It is possible that the ownership document surrendered does not reflect a brand that NMVTIS indicates. This could be a result of the prior state having omitted the brand, or that the prior state did not recognize (and therefore did not carry forward) the indicated brand.
- **We will be responsible for updating NMVTIS records through our NMVTIS State Web Interface.**
  - This interface contains the vehicle's title and brand history, theft information, contact information for states making reports to the vehicle's title history, and any insurance, junk, and salvage reports as applicable.
- **We will work daily reports provided from NMVTIS.**
  - Reports are automatically generated following the daily TN update to NMVTIS records. It provides a summary count and overview of the update and a breakdown of any issues. This report is provided to the state NMVTIS Helpdesk for handling and is not provided to counties for any action. Our TNState Unit will work these reports.
- **We will respond to inquiries from other jurisdictions concerning our title information.**
  - This information is available for each state which has applied some title history to the vehicle. Any NMVTIS related inquiries or corrections that are needed from other states must be sent to the state NMVTIS Helpdesk who will process the necessary corrections or coordinate such efforts/research with the necessary state.
- **Inquiry Error Report:**
  - Below you will find a flow chart of the communication steps between the state/county system and NMVTIS. Error reports are automatically generated the following day. If no errors are found, the report will indicate that there are no errors. The error reports will be reviewed by the state in order to identify and address the error.

