

(Dealership Letterhead)

\_\_\_\_\_  
date

**Time Sensitive Matter: Immediate response requested!**

customer name  
and address  
city, state zip code

Dear Customer:

The DC Department of Motor Vehicles has rejected the tag and title application we made on your behalf for the vehicle you purchased from us because of motor vehicle violations on your record.

To pursue this, you need to contact DC DMV directly. You should explain to DMV that your application for tag and title was rejected and that you need to know from them how to proceed in addressing the situation. To get this handled most quickly, you should bring a copy of this letter in person to the DMV office at 301 C Street, NW, Room 1157. DMV hours are 8:30 a.m. to 4 p.m., Tuesday through Saturday. Other service center locations and hours can be found at [www.dmv.dc.gov](http://www.dmv.dc.gov).

When you are cleared for tags with DMV, they will give you a receipt which you can bring back to us so that we can resubmit your tag and title application. We will need to have the receipt in hand **within five (5) business days of the date of this letter** to accomplish this for you. If we don't have the receipt within the five (5) day period, we will resubmit the application for title **only** which will establish your ownership or lease of the vehicle. No tags will be issued or transferred. After that, you or your lienholder will be eligible for a refund from us on the tag fees we collected. Acquiring the tags, will then be **your** responsibility with DMV, at which point you will need proof of DC insurance and a valid D.C. driver's license.

If you believe or find that your record with DMV is incorrect, or DMV's position in your case is unjustified, you may want to evaluate your legal options.

We are communicating this to you as our customer and as an accommodation. We are **not** acting in any official capacity in this regard on behalf of the District of Columbia. We will keep you apprised of any further developments the DMV may share with us. Understand, however, that this matter ultimately is between you and the city and that the subject matter of any DMV violations involving you is beyond our control.

We wish you well in getting this matter concluded and stand ready to assist where we can.

Sincerely yours,

\_\_\_\_\_  
(dealership manager)

cc: customer's application

(Sample dealership notice to DC motor vehicle consumers whose tags and title work is rejected for violations of record with the DC DMV)