

## QUESTIONS AND ANSWERS: ODOMETER/MILEAGE CORRECTION PROCESS

Vehicle Central Programs – 03/28/2025

QUESTION	ANSWER
<p>Is there a step-by-step guide of what we are supposed to do in the "Inspections Tab"?</p>	<p>Yes, use the <a href="#">Odometer Corrections in ARTS document</a>.</p>
<p>Let's say we as a county took the mileage off the (MSO/MCO) from the first assignment (17) instead of the second reassignment mileage reading (485)...do we still have to go through all these steps or can we send to our investigator with scanned documents showing the error on our part and just do a corrected title and email CARFAX?</p>	<p>This was a clerical error. The customer does not need to go through the correction process. The county will process a corrected title and email Carfax.</p>
<p>Can you give an example of when to use "exceeds mechanical limits"?</p>	<p>Exceeds mechanical limits should be used when the cluster is no longer operable, and the reading is no longer able to be displayed on the dash.</p> <p>All reasons other than the Actual Mileage displayed on the vehicle such as: the mileage is unknown, the customer will not/is not able to certify the mileage, car is not operable, seller will not cooperate, or the customer voluntarily chooses the branding must be branded as Not Actual. Not Actual will not be rectified in the future.</p>
<p>We can't access sticky notes. Our IT has blocked explorer.</p>	<p>This usually happens when the County Treasurer's IT blocks Explorer. Please contact your county IT if you are not able to access them. The DOT does not have control over those permissions for the counties.</p>
<p>Can you email the processes for contacting CARFAX?</p>	<p>You will need to contact Carfax to remove salvage title branding and send an email to Traci Sharr to remove voided titles and branding from NMVTIS.</p>
<p>If the seller discloses the mileage as 55,436.8 on the title assignment, they are to go through the odometer correction process? Can we just truncate it to 55,436?</p>	<p>You cannot truncate these titles. Decimals are prohibited, the customer must go through the correction process, or the Seller will need to get a duplicate and reassign to the buyer.</p>
<p>Who does the customer contact for a correction when the mileage is off by 60,000 miles?</p>	<p>All odometer corrections will happen at the county level and escalate to <a href="mailto:odometer.corrections@iowadot.us">odometer.corrections@iowadot.us</a> for unusual situations.</p>

<p><b>Do we still require Dealers to go through an investigator for mileage discrepancies? Are they allowed to get a replacement title?</b></p>	<p>All dealership odometer corrections will happen at the county level and escalate to <a href="mailto:odometer.corrections@iowadot.us">odometer.corrections@iowadot.us</a> for unusual situations.</p>
<p><b>Does a customer use the odometer correction process if they add a decimal point? Can they request a duplicate for this instance?</b></p>	<p>Duplicate titles/replacement titles are encouraged and then they can be reassigned accordingly. If the previous owner does not want to get a duplicate but is willing to assist with the odometer correction, then both parties are welcome to go through the odometer correction process.</p>
<p><b>On Scenario 1 on the "Customer Guidance" sheet infers that the seller must obtain a replacement title if there is an alteration, erasure, tenth of a mile, etc. Can they also choose to a document listed in Scenario 2 rather than obtain a replacement title?</b></p>	<p>In some cases, the seller does not want to pay the fee for a replacement title but will assist in the correction process. If the buyer and seller can provide the requested documentation, and a correction is warranted, yes, a new title can be issued to the new owner with corrected mileage.</p>
<p><b>On the customer Q&amp;A it states the buyer may choose to do the odometer correction if there is an alteration, but the presentation slide says they must get a replacement title or do not actual miles. Which is correct?</b> <b>The slide also shows the seller must complete it however, the procedures state the buyer or seller can.</b></p>	<p>For an Iowa title, we can allow a buyer to use the correction process for an alteration. It is easier to look at records from Iowa titles. For an out of state title, an alteration may warrant the seller to get a replacement title.</p> <p>Slide #8 is just a snapshot of the original guidance no longer used. It is just for reference. Use the <a href="#">vehicle resource site</a> to get the <a href="#">latest version of odometer correction guidance</a>.</p> <p>Slides (9 &amp; 10) have been updated to be in sync.</p>
<p><b>When I was trained on title transfers, we were told that any white out on a title will void the title and they HAVE to get a replacement title. With the guidance, they actually have the option to do the correction process instead, correct? Would this apply to white out on the date or assignment and using an affidavit of correction?</b></p>	<p>Technically, all errors on a title void them. We are using this process to allow customers to fix the errors that voided their title. We would allow an Iowa title to go through the correction process. Out of state titles may require a replacement.</p> <p>These can all be situational, so if in doubt, send them to <a href="mailto:odometer.corrections@iowadot.us">odometer.corrections@iowadot.us</a> for review.</p>
<p><b>So, if there is an OOS assignment, Iowa will look at the odometer even if Iowa is not involved? Is this new?</b></p>	<p>YES, if the mistake was made on an out of state assignment, we will review it for possible correction. Debbie Freeman has been working with BIIP on corrections for almost a year and it is not new to that timeframe.</p>

<p><b>What if it is on a previous assignment, and it does not involve an Iowa buyer? Sometimes there are multiple assignments.</b></p>	<p>These are situational. A couple of these were approved in the last year because the Iowa customer's assignment was completed correctly, and the mileage was verifiable. It is best to send them into the odometer email for review: <a href="mailto:odometer.corrections@iowadot.us">odometer.corrections@iowadot.us</a></p>
<p><b>OOS title with several reassignments through dealers: If the odometer error is made on an assignment from the original seller to the OOS dealer, what would be the process?</b></p>	<p>On any title, Iowa or out of state, if the mistake is from the listed owner on the printed portion of the title and carried through all reassignments: the correction would go back to the listed owner and then reassign to all parties.</p>
<p><b>Would you look at them even if the mileage goes up and down throughout the assignments?</b></p>	<p>We will always review them, but we do not guarantee any corrections.</p>
<p><b>Are counties now able to verify OOS titles that have boxes and the numbers are not in the correct spaces?</b></p>	<p>Yes, if the out of state title assignment with boxes for the digits and the numbers are off by one box, counties may verify mileage with an external proof such as a photo of the display or Carfax report and issue the title.</p>
<p><b>Does Iowa accept any other States Odometer correction form?</b></p>	<p>Yes, Iowa will accept an out of state form as long as it meets all of the requirements of the Iowa form. We also accept IADAs version of the odometer disclosure statement. Those are reviewed by the MVD and approved.</p>
<p><b>We can verify with Carfax?</b></p>	<p>Yes, if your county has Carfax, you may use that to verify mileage for odometer correction requests.</p>