

County Treasurer Vehicle topics
Who do I call?



Topic	Bureau	Phone	E-mail
Abandoned vehicle / possessory liens	Central Programs	515-237-3156	Central.vehicle@iowadot.us
Accounting (refunds, end of month, AJE, etc.)	Systems & Admin	515-237-3183	MVDacct@iowadot.us
ARTS County Queue / Discretionary Errors	Central Programs	515-237-3156	Central.vehicle@iowadot.us
ARTS operation & transactions	Central Programs	515-237-3156	County.vehicle@iowadot.us
ARTS password	Find self-reset instructions in County Treasurer Manual Section 1		
ARTS system access / new employee	ARTS > Tools > System Access or mvd.systemaccess@iowadot.us		
ARTS system errors / WRR reloads	DOT Help Desk	515-239-1075	Dot.helpdesk@iowadot.us
Bonded title transactions	Customer Services	515-237-3110	Vscusto@iowadot.us
County manual questions and topics	Central Programs	515-237-3156	County.vehicle@iowadot.us
Dealer license verification / issues	Central Programs	515-237-3156	County.vehicle@iowadot.us
DPPA	Records Team	privacy.agreements@iowadot.us	
ELT (Electronic Lien & Title) errors / issues	Systems & Admin	Mvd.electronicapplicationrequest@iowadot.us	
ERT operation and transactions	Central Programs	Mvd.electronicapplicationrequest@iowadot.us	
Farm stickers	Systems & Admin	515-509-1468	Rhonda.Fowler@iowadot.us
Forms (vehicle)	Central Programs	515-237-3156	County.vehicle@iowadot.us
Fraud and criminal complaints	Investigation	Invbureau@iowadot.us	
Homemade / specially constructed vehicles	Investigation	Invbureau@iowadot.us	
Junk, salvage & insurance transactions	Central Programs	515-237-3156	Central.vehicle@iowadot.us
Lienholder (add new)	Central Programs	515-237-3156	County.vehicle@iowadot.us
Mobile home affidavits	Systems & Admin	515-237-3062	Vehicle.recordpolicy@iowadot.us
Motor carrier proof of prorate	Customer Services	515-237-3258 or 515-237-2533	
NMVTIS questions and review	Central Programs	515-237-3156	Central.vehicle@iowadot.us
Official titles	Customer Services	515-237-3110	Vscusto@iowadot.us
Persons with disability (PWD) transactions	Customer Services	515-237-3110	Vscusto@iowadot.us
Plate pickup request from IPI	IPI	ipiwarehouse@iowa.gov	
Plates – inventory	Systems & Admin	515-509-1468	Rhonda.Fowler@iowadot.us
Plates – personal & special transactions	Customer Services	515-237-3110	Dot.plates@iowadot.us
Printers – title & registration	Systems & Admin	515-509-1468	Rhonda.Fowler@iowadot.us
Registration rates / add weight and list price	Central Programs	515-237-3156	County.vehicle@iowadot.us
Salvage theft exams	Investigation	Invbureau@iowadot.us	
SR-22 verification	ACE Team	515-237-3070	mvd.aceteam@iowadot.us
Title cancellation / registration revocation	Central Programs	515-237-3156	Central.vehicle@iowadot.us
Title and registration sticker inventory	Systems & Admin	515-509-1468	Rhonda.Fowler@iowadot.us
Vehicle management / add vehicle	Central Programs	515-237-3156	County.vehicle@iowadot.us
VPN access issues	DOT Help Desk	515-239-1075	Dot.helpdesk@iowadot.us