

DEPARTMENT of TRANSPORTATION Dealer Information

The latest information on dealer licensing and vehicle marketing is available to dealers and consumers on a demand basis via the Centurion **Interactive Voice Response (IVR)** technology and a touch tone phone, 24 hours a day, 7 days a week.

Samplings of functions available to the caller in this application include:

- Presentation of information and application material for Retail, Wholesale, Salvage and Salesperson licensing.
- Accommodation of consumer complaint filing, lemon law information, purchase contracts, warranty and repair orders, secret warranty repairs, as well as vehicle buying tips.
- Choose to transfer to a dealer or consumer related customer service representative.
- Listen to dealer related self-serve topics and request application kits for:
 - Retail license for new and used vehicles.
 - Wholesale dealer license and requirements.
 - Salesperson license application and requirements.
 - Salvage dealer license and requirements.
 - Buyer ID card license and requirements.
- Listen to consumer Self-Serve topics and request brochures and forms for:
 - Filing complaints
 - Lemon Laws
 - Purchase contracts
 - Used vehicle window label, inspection and disclosures
 - Warranty and Repair orders
 - Legal protection under state consumer laws
 - Secret warranty repairs
 - Car buying tips
- Request mailings

How does it work?

Callers are guided through menu selections via touchtone responses to hear pre-recorded, informative messages. A menu of forms and brochures available by mail allows the caller to select a desired option and record their name and mailing address. These requests are later processed by authorized personnel via an Administrative Menu of transcribing options.