

## Your odometer is suspected to be incorrect- what next?

When you present your title application, DMV will check the recorded odometer reading against past readings. If there is a discrepancy, you will need to make one of two choices:

- ▶ Proceed with the transaction. The odometer reading recorded on your title will be branded "Not Actual." This could greatly diminish the value of your vehicle.

**-OR-**

- ▶ Allow DMV to hold your title while you collect evidence of the vehicle's actual mileage. Evidence may include inspection records, maintenance records, and work orders.

If you select the second option, you may bring your evidence to the nearest DMV customer service center. This evidence will be reviewed. DMV will notify you after the review.

If your evidence is accepted, the odometer reading recorded on your title will be listed as "Actual."

If your evidence is not accepted, your odometer reading recorded on your title will be listed as "Not Actual" with the higher mileage recorded.

Once DMV makes a determination regarding the odometer reading recorded on your title, it is final.



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# YOUR ODOMETER



## THE KEY TO YOUR CAR'S VALUE

A guide from the  
Virginia Department of Motor Vehicles

A vehicle's odometer reading is one of the key factors in determining what that vehicle is worth. It indicates the number of miles a vehicle has traveled; a vehicle with high mileage is worth less than a vehicle with low mileage. It is very important to record this number correctly every time you are required to do so. Odometer readings can be incorrect for a number of reasons, including guessing and fraud. As you fill out your Application for Title and Registration, make sure you record this number correctly- **do not guess!**

This guide contains information to help you get it right, and steps to take if your odometer reading is found to be incorrect.

## Reporting odometer readings



If you are titling a vehicle for the first time in Virginia or are transferring ownership, you are required to report the odometer reading on your title application.

You do not have to record the odometer reading if:

- ▶ you are titling a vehicle from another state and the model year is at least 10 years or older than the current calendar year, **and**

- ▶ the out-of-state title shows that the vehicle was exempt from odometer disclosure. You must present the out-of-state title showing the exemption when titling the vehicle in Virginia.
- ▶ you are titling a non-passenger vehicle with a gross vehicle weight rating (GVWR) of 16,000 pounds or more.

## Odometer discrepancies

**Guessing** is a common cause of bad odometer readings- take the time to record the reading on your odometer. Proper recording can ensure that your car maintains its value. Do not guess at your odometer reading!

**Odometer fraud** is another common cause of odometer discrepancies. It typically occurs when a seller of a used car manipulates the odometer itself or records it improperly to trick the buyer into paying more for a car than it is worth. When buying a used car:

- ▶ **ASK** to see the title and compare the mileage on it with the vehicle's odometer.
- ▶ **COMPARE** the mileage on the odometer with the mileage indicated on the vehicle's maintenance or inspection records.
- ▶ **LOOK** at the wear and tear on the vehicle- especially the gas, brake, and clutch pedals- to be sure it seems consistent with and appropriate for the number of miles displayed on the odometer.
- ▶ **REQUEST** a vehicle history report to check for odometer discrepancies in the vehicle's history. If the seller does not have a vehicle history report, you can get one yourself. Several companies provide these reports for a nominal fee.

The National Motor Vehicle Titling Information System (NMVTIS) offers vehicle history reports free or for a small fee. These reports pull information from a national database and include odometer information from all states in which the vehicle has been registered. Visit: <http://vehiclehistory.gov>

You can also get a Prospective Purchaser Inquiry (PPI) report from DMV. A PPI report contains vehicle history information collected only in Virginia. Visit: <http://www.dmv.virginia.gov/general/#records/index.asp>

If you believe you are the victim of odometer fraud, you may:

- ▶ Visit <http://www.dmv.virginia.gov/odometerfraudcomplaint/#/> to file a complaint with DMV law enforcement.
- ▶ Email [enforcement@dmv.virginia.gov](mailto:enforcement@dmv.virginia.gov) with the details of your complaint.
- ▶ Call 804-367-1678.

