

**D-05-25-06**

**Date:** May 23, 2025  
**Bulletin:** Dealers and Tag & Title Agents  
**From:** Vehicle Services Division  
**RE:** Requests for Duplicate Titles

## **PURPOSE**

To explain the new process for dealers and tag and title agents to request a duplicate title electronically.

## **SUMMARY**

MVA will implement a process where **no** documents will be required to request a duplicate title electronically. Instead of providing documents, dealers and tag and title agents will enter certain information to receive a duplicate title. This change requires development in MVA's system and ERT systems.

## **NEW ELECTRONIC PROCESS**

### 1. Business Portal

To request a duplicate title via the business portal, the dealer or tag and title agent will provide: (1) title number, (2) the date the vehicle was traded in (if applicable), (3) the odometer at the time of trade-in (if applicable), (4) the date the lien was paid off (if date is unknown enter transaction date), (5) the address where the duplicate title should be mailed, and (6) an acknowledgement of a certification. **No** documents will be required.

There will be an option to have the duplicate title mailed or request same day pick up (request must be processed by 3 pm). For mailed duplicate titles, there will be an option for expedited shipping (\$17.13).

MVA will not charge for this duplicate title if it is the first title printed after a lien on the vehicle has been released.

Requests submitted via the business portal will be processed automatically. If the vehicle's lien was released within 10 calendar days of the duplicate title request, the request will be held and automatically processed on the 11<sup>th</sup> day after the lien was the released.

The changes to the business portal are scheduled to move to production the evening of May 27 and be available for use on May 28. Screenshots of this process are attached below.

## 2. ERT System

To request a duplicate title via an ERT system, the dealer or tag and title agent will provide: (1) the date the vehicle was traded in (if applicable), (2) the odometer at the time of trade-in (if applicable), (3) the date the lien was paid off (if applicable), (4) the address where the duplicate title should be mailed, and (5) an acknowledgement of a certification. **No** documents will be required.

MVA will not charge for a duplicate title if it is the first title printed after a lien on the vehicle has been released.

We will update the Interface Control Document for ERT systems to reflect these changes and provide ERT vendors with an updated document and a timeline for this development.

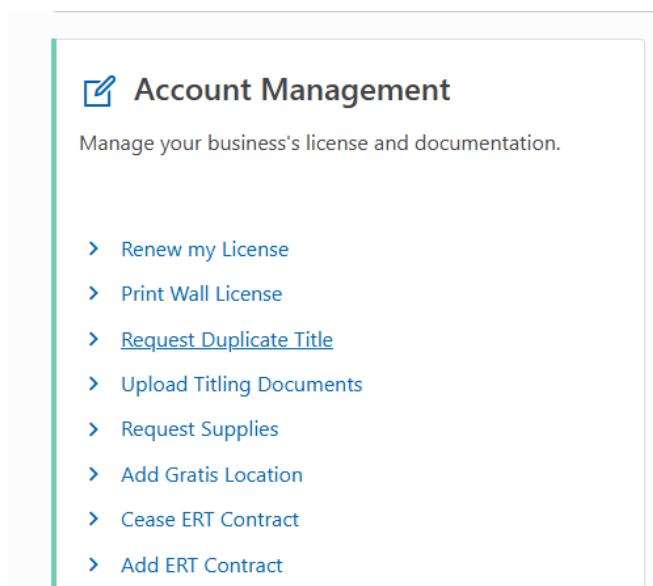
## 3. MVA's Online Duplicate Certificate of Title Request

Dealers and tag and title agents cannot use the online request process to request a duplicate title. This functionality will be moved to the business portal.

This process will continue to be available for individual customers.

## **RELEVANT SCREENSHOTS**

### 1. Account Management



## 2. Vehicle Information

### Duplicate Title

John Smith

#### Duplicate Title

**Application**  
Introduction  
Vehicle Information

#### Vehicle Information

Title Number  
12345678

Trade-In Date  
01-May-2025

Odometer Mileage at Trade-In  
12,345

Did this vehicle have a loan paid off as a part of this trade-in?  
☒ Yes ☐ No

Loan Payoff Date  
30-Apr-2025

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## 3. Certification Statement

#### Confirm Submission

#### Confirm Submission

I acknowledge that it is illegal for anyone to give false or fictitious information to obtain approval from the Maryland Department of Transportation Motor Vehicle Administration. I certify, under penalty of perjury, that this information is true and correct, to the best of my knowledge, information, and belief. I am authorized to request this duplicate title, and I understand that requesting or using a title contrary to law or regulation may impact my use of an ERT system or professional license issued by MVA.

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