

House Bill 2716

Sponsored by Representative EVANS (Pre-session filed.)

SUMMARY

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure as **introduced**. The statement includes a measure digest written in compliance with applicable readability standards.

Digest: The Act tells ODOT to tell car dealers if ODOT finds missing or incomplete papers or fees when the dealer tries to register or title a car. ODOT must also give the dealer a chance to fix the problem. The Act also tells ODOT to study how long it takes to process the papers and fees from car dealers. By September 15, 2027, the department must share the study results and ideas for improvement with the ODAC. (Flesch Readability Score: 63.1).

Directs the Department of Transportation to notify vehicle dealers when the department discovers documentation, information or fees the vehicle dealer submitted to register or title a vehicle are missing, incomplete or miscalculated. Directs the department to take certain actions to allow a vehicle dealer to rectify the missing documentation, information or fees.

Directs the department to undertake a study to assess delays in processing documentation and fees submitted by vehicle dealers. Provides that the department report the results of the study and recommendations to the Oregon Dealer Advisory Committee no later than September 15, 2027.

Takes effect on the 91st day following adjournment sine die.

A BILL FOR AN ACT

1
2 Relating to vehicle dealers; and prescribing an effective date.

3 **Be It Enacted by the People of the State of Oregon:**

4 **SECTION 1. Section 2 of this 2025 Act is added to and made a part of the Oregon Vehicle**
5 **Code.**

6 **SECTION 2. (1) As used in this section, "business day" means any day other than a**
7 **Saturday, a Sunday or a legal holiday described in ORS 187.010.**

8 **(2) If a vehicle dealer submits fees or documentation for registering and titling a vehicle,**
9 **the Department of Transportation shall review the fees and documentation to determine**
10 **whether all necessary fees, documentation and information are included. If the documenta-**
11 **tion is missing or incomplete or a fee is miscalculated, the department shall notify the ve-**
12 **hicle dealer by telephone or in writing of the missing documentation, incomplete information**
13 **or miscalculated fee within two business days after making the determination and allow the**
14 **vehicle dealer to submit the missing documentation, incomplete information or outstanding**
15 **fees.**

16 **(3) The department shall establish a staffed vehicle dealer telephone number dedicated**
17 **to assisting vehicle dealers responding to notices of missing documentation, incomplete in-**
18 **formation or miscalculated fees. The telephone line shall be operational during normal**
19 **working hours of the department. The department shall accept payments for miscalculated**
20 **fees by credit card or debit card and by different methods, including but not limited to tele-**
21 **phone, check, online or prepayment to an account accessible by the department for this**
22 **purpose.**

23 **(4) The department may add a fee to the amount of any payment made by credit card or**
24 **debit card in an amount reasonably calculated to offset the impact to the department of fi-**

NOTE: Matter in **boldfaced** type in an amended section is new; matter *[italic and bracketed]* is existing law to be omitted. New sections are in **boldfaced** type.

1 nancial institution fees related to the transactions.

2 (5) If the department notifies the purchaser or lienholder that the department deter-
3 mined that a vehicle dealer is missing documentation, submitted incomplete information or
4 miscalculated the fees and the department later discovers that the department committed
5 an error, in addition to notifying the vehicle dealer, the department shall notify in writing
6 the purchaser or lienholder of the department's error.

7 (6) The department shall by rule allow a vehicle dealer to elect to establish an account
8 from which to make payments to the department for any monetary transaction between the
9 vehicle dealer and the department.

10 (7) The provisions of this section apply to vehicle dealers who are authorized to act as
11 agents of the department under ORS 802.031.

12 **SECTION 3.** (1) To assess delays in processing documentation and fees submitted by ve-
13 hicle dealers related to missing documentation, incomplete information or miscalculated fees,
14 the Department of Transportation shall conduct a study and keep track of the following for
15 at least one calendar year:

16 (a) The causes of delays, including determining the causes that are the most and the
17 least common;

18 (b) The number of delays related to payment of an incorrect fee;

19 (c) If there is a fee discrepancy, the average amount of the discrepancy;

20 (d) Whether a small number of vehicle dealers are responsible for a high number of de-
21 lays; and

22 (e) Delays by employees of the department who incorrectly assert missing documenta-
23 tion, incomplete information or miscalculated fees, in order to determine the types of delays
24 that are caused by the department's error.

25 (2) The department shall submit a report, and may include recommendations for legis-
26 lation, to the advisory committee on vehicle dealer regulation established in ORS 802.370,
27 otherwise known as the Oregon Dealer Advisory Committee, no later than September 15,
28 2027.

29 **SECTION 4.** Section 3 of this 2025 Act is repealed January 2, 2028.

30 **SECTION 5.** This 2025 Act takes effect on the 91st day after the date on which the 2025
31 regular session of the Eighty-third Legislative Assembly adjourns sine die.

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