



DEALER PRACTICES COMMITTEE



MOTOR VEHICLE DEALER BOARD



DMV Headquarters
2300 W. Broad St. Rm 702
Richmond VA 23220

TENTATIVE AGENDA
Monday, May 11, 2026 – 9:00 a.m.

DEALER PRACTICES COMMITTEE

This is a regular meeting of the Committee. Business will be conducted according to items listed on the agenda.

I. Call to Order

II. Approval of Agenda

- a. Dealer Practices Committee Meeting Tentative Agenda, May 11, 2026

III. Approval of Minutes

- a. Dealer Practices Committee Meeting Draft Minutes, March 9, 2025

IV. Public Comment Period*

V. Old Business

- a. Old Business from the floor

VI. New Business

- a. Review and Action: Informal Fact-Finding Conference:

- | | |
|--|-------|
| 1. Autosource LLC and Dwain G. Tolliver - #35047 | Tab 1 |
| 2. Expert Auto Outlet LLC and Celia Canas - #51078 | Tab 2 |
| 3. First Class Auto Sales LLC and Joseph Joe - #43315 | Tab 3 |
| 4. Mega Auto Outlet LLC and Rukhsana Akbar - #52929 | Tab 4 |
| 5. AMG Motors, Inc. t/a Lease Return Center and Asad Najafe - #30418 | Tab 5 |

- b. New Business from the floor

VII. Reminders

- a. Next Committee Meeting is July 13, 2026.

VIII. Adjourn

* Public comments are limited to those topics that are listed on this Agenda and for which the opportunity for public comment on the issue being addressed has not been previously afforded to the public in another forum such as a public hearing. The individual offering public comment shall limit their remarks to not more than five minutes.

DRAFT

Minutes of Meeting **Dealer Practices Committee**

The Dealer Practices Committee meeting was called to order by Chair Andrew Wiley at 9:08 a.m. on Monday, March 9, 2026. This meeting was conducted at the Department of Motor Vehicles, 2300 W. Broad Street, Executive Conference Room 702, Richmond, Virginia.

The following Committee members were present:

Gail Davis
M'Lissa Dunn
Joe Gopaul
Carl Hart
Chip Lindsay
Dick Myers
Tim Pohanka
Don Sullivan
Andrew Wiley

The following Committee members were absent:

Tom Barton
Kevin Reynolds
Jeff Ryer

Other Board Members present:

Gerald F. Lackey, PhD.
Ed Maulbeck

The following MVDB staff present for all or part of the meeting:

Micah Bailey
Latasha Hill
Lisa Mack-Nelson
Ann Majors
Kelley Smith
Michael Thornton
Tenisha Wallace

The following other individuals were present for all or part of the meeting:

Barbara Arkwright - DMV
Diane Adams-Strickland - DMV
Melanie Lester - DMV
Alacia Moore - DMV
Anne Gambardella - VADA
Mimi Perka - VADA
Alvin Melendez - VIADA
Tommie Melendez - VIADA

Chiquita Danielle Tillar – Respondent
Pat McNichol – Attorney, Kelly Guzzo PLC
John Summer - JTZ

Alexander Page represented the Attorney General's office.

The November 10, 2025 meeting minutes were approved.

PUBLIC COMMENT – No public comment.

OLD BUSINESS – No old business.

OLD BUSINESS FROM THE FLOOR – Committee members requested a status update on Prime Motors, LLC compliance with the terms of their resolution. MVDB Staff informed the Board that the terms of the resolution had been fulfilled.

NEW BUSINESS –

Review and Action: Informal Fact-Finding Conferences:

Chris Automotive LLC and Christopher Todd Shifflett #52682. On December 3, 2025, an informal fact-finding conference was conducted to address the alleged violations of VA Code Sections 46.2-1533 and 46.2-1575. Based on the information provided at the conference, the Hearing Officer recommended assessing a civil penalty of \$750.00 (\$500 for violations of VA Code Section 46.2-1533, and \$250 for violations of VA Code Section 46.2-1575), a follow-up inspection within 45 days, and to successfully complete the Dealer-Operator course within 30 days.

Tim Pohanka moved to accept the Hearing Officer's recommendation with revisions of a \$750.00 civil penalty within 30 days and a satisfactory follow-up inspection within 45 days. M'Lissa Dunn seconded. The motion carried.

Flywheels LLC and David P. Harlow #48614. On November 6, 2025, an informal fact-finding conference was conducted to address the alleged violations of VA Code Sections 46.2-1533 and 46.2-1575 (2). Based on the information provided at the conference, the Hearing Officer recommended assessing a civil penalty of \$750.00 (for violations of VA Code Section 46.2-1533), and a satisfactory inspection of dealer records with the dealer present.

M'Lissa Dunn moved to accept the Hearing Officer's recommendation with revisions of a \$1,250 civil penalty within 30 days (\$750.00 for violations of VA Code Section 46.2-1533, and \$500 for violations of VA Code Section 46.2-1575), a satisfactory inspection of dealer records with the dealer present, and a successful completion of the 2-day Dealer-Operator course within 60 days.

Dick Myers seconded. The motion carried.

EZ Rides 4 U, LLC and Holly Daniel #56994. On November 25, 2025, an informal fact-finding conference was conducted to address the alleged violations of VA Code Sections 46.2-1529, 46.2-1529.1, 46.2-1539, 46.2-1550.2, 46.2-1559 and 46.2-1575(2) and (6). Based on the information provided at the conference, the Hearing Officer recommended assessing a civil penalty of \$407,000, a satisfactory inspection of dealer records with the dealer present and proper use of the PoD system and satisfactory completion of the 2-day Dealer-Operator course.

After the motion was accepted and amended, Tim Pohanka moved to assess a civil penalty of \$407,000 and a revocation of the license.

Gail Davis seconded. The motion carried.

NEW BUSINESS FROM THE FLOOR – There was no new business from the floor.

NEXT MEETING - Committee Chair Wiley announced the next meeting is scheduled for May 11, 2026.

The Dealer Practices Committee meeting adjourned at 9:40 a.m.

**DEALER
PRACTICES
TAB 1**

URGENT: Autosource LLC #35047 | Dwain G. Tolliver - May 11, 2026 Board Meeting Invitation

From Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Date Wed 4/1/2026 6:46 PM

To autosourceva@yahoo.com <autosourceva@yahoo.com>; dgtolliver@yahoo.com <dgtolliver@yahoo.com>

Cc Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Garrett, Janet (MVDB) <janet.garrett@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

 1 attachment (872 KB)

5-11-26 Board Meeting Invite Autosource LLC #35047.pdf;

Please be advised that your matter is scheduled for review at the (DATE) Board Meeting.

Attached are the Hearing Officer's Report and related correspondence. Your attendance is not required; however, it is recommended. Please reply at your earliest convenience to confirm whether you plan to attend.

Respectfully submitted,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#





COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

April 1, 2026

Via First Class Mail & Email

Dwain G. Tolliver
Autosource LLC #35047
910 Jefferson Davis Hwy
Richmond, VA 23224

autosourceva@yahoo.com
dgtolliver@yahoo.com

RE: Informal Fact-Finding Conference – Hearing Officer’s Report
Dealer Practices Committee and Full Board Review

Dear Dwain G. Tolliver:

On March 24, 2026, an informal fact-finding conference was electronically conducted with the office of the Motor Vehicle Dealer Board (Board). Please find an attached copy of the Hearing Officer's report.

During the Committee and Full Board meetings, you will have an opportunity to speak to your case. Please be advised that the Hearing Officer’s Report is a recommendation only. The final decision in this matter rests solely with the Board. The Board has the authority to accept, modify, or reject the recommendation, including the authority to eliminate, increase, or decrease any civil penalty assessed and to suspend or revoke any license issued by the Board.

The Hearing Officer’s Report and case file will be presented to the Dealer Practices Committee on:

Date: Monday, May 11, 2026
Time: 9:00 a.m.
Location: Department of Motor Vehicles, Executive Conference Room 702
2300 West Broad Street
Richmond, Virginia 23269

The Dealer Practices Committee will review the report and case file and determine what, if any, recommendations to make to the Full Board. The Full Board will consider the Committee’s recommendations at their meeting immediately following the Committee meetings.

While your attendance is not required, it is strongly recommended that you participate in the meetings. Being present will provide you with the opportunity to respond to any questions from Board members.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23220
Telephone: (804)367-1100 Email: dboard@mvdv.virginia.gov

Board Meeting Invitation
Dwain G. Tolliver
Autosource LLC #35047
April 1, 2026
Page 2

If you plan to attend the Board meeting, you are required to present a government-issued photo ID (such as a driver's license) to comply with DMV's security requirements. Please arrive before 9:00 a.m. to allow sufficient time to clear security.

If you have any questions, you may contact Tenisha Wallace at the Motor Vehicle Dealer Board office at 804-367-1100 ext. 3001# or tenisha.wallace@mvdb.virginia.gov.

Sincerely,
Motor Vehicle Dealer Board

Enclosures: Hearing Officer's Report

Cc: Lisa Mack Nelson, MVDB Field Representative Supervisor
Janet Garrett, MVDB Field Representative
Kelley Smith, MVDB Executive Director

COMMONWEALTH of VIRGINIA

MVDB

Dealer Information Sheet

Dealer Certificate Number	35047
Corporate Name	AUTOSOURCE LLC
Trading As Name	AUTOSOURCE LLC
Owner's Name	TOLLIVER,DWAINE,G, *
Dealer-Operator's Name	TOLLIVER, DWAINE
Dealer-Operator's Class Date	3/11/2025
IDO Recertification Date	3/15/2023
Initial License Date	8/26/2024
License Expiration Date	8/31/2026
Number of Salespersons	1
Number of Dealer Tags	4
Virginia Retail Sales	95
Virginia Wholesale Sales	0
Date of Last Inspection	1/13/2026
Result	U
Number of Consumer Complaints	0
Online Dealer	Yes



COMMONWEALTH *of* VIRGINIA



**INFORMAL CONFERENCE or
FORMAL HEARING**

Hearing Officer: Beverly L. Carroll
Hearing Date: Tuesday, March 24, 2026 3 p.m.

Certificate No. 35047

Motor Vehicle Dealer Board vs. Dwain G. Tolliver, Autosource LLC

Conference Purpose

The purpose of the conference was to grant Mr. Tolliver an Informal Conference. This conference is under Va. Code 46.2-1576, to determine what recommendations for actions, if needed, should be presented to the Board for violations of Virginia Motor Vehicle Dealer codes.

Conference Details

Codes	Description
46.2-1533	Failure to maintain business hours
46.2-1575.2	Failure to comply subsequent to written warning

Attendees

Field Representative Supervisor: Lisa Mack-Nelson
Field Representative: Janet Garrett
Dealer/Operator: Dwain G. Tolliver

Agency Exhibits

Exhibit #	
1	Overview documentation of dealership – established 4/6/2010 4 dealer plates, one salesperson
2	Renewal application dated 8/26/2024
3	Random inspection by Ms. Garrett 9/17/2025 - unsatisfactory
4	Follow up inspection by Ms. Garrett 1/13/2026 – unsatisfactory Violation letter
5	Email from Mr. Tolliver to Jasmine Lewis appealing the civil penalty
6	Email from Ms. Mack-Nelson asking for clarification on reason for appeal
7	Letter 3/2/2026 granting him informal conference and letter assigning case to Hearing officer.

Chronology/Findings of Fact

Date	Exhibit	Action
4/6/2010	1	Overview documentation of dealership – established 4/6/2010 4 dealer plates, one salesperson
8/26/2024	2	Renewal application and initialed checklist
9/17/2025	3	Random inspection by Ms. Garrett – unsatisfactory Ms. Garrett arrived to inspect the dealership, but she saw from the street that the front gate was locked. Email 9/23/2025 warned dealer to maintain business hours Dealer responded that the gate had been closed; therefore provided no vehicle access to his lot, but he had been there, using a side entrance. Ms. Garrett advised him that parking in the neighboring lot and walking to his gate to see if the door was ajar was not acceptable.
1/13/2026	4	Follow up inspection – unsatisfactory Dealership was locked and closed during registered hours Violation letter sent 1/21/2-26 with \$750 civil penalty and \$50 adm fee
2/17/2026	5	Email from Mr. Tolliver to Ms. Lewis appealing the fine Receipt for \$50 adm fee payment
2/24/2026	6	Email from Mr. Tolliver to Ms. Mack-Nelson explaining his reason for the appeal
3/2/2026	7	Letters granting him informal conference and assigning case to Hearing Officer

Respondent's Position

Mr. Tolliver was very respectful, particularly to Ms. Garrett. However, he objected to the civil penalty because he said he actually was there on 9/17/2025. Both he and Ms. Garrett acknowledged the particularly heavy rainstorm that day. Because of the rain, he parked his car beside the fence and went in, without unlocking the gate.

When he received the email from Ms. Garrett on 09/23/2025 warning him about the violation, he immediately contacted Ms. Garrett and told her that he hadn't unlocked the main gate that morning because of the rain. She never got out of her car, assuming that the locked gate indicated that he was not there. She did not call him for verification.

Part of that problem is that the business next door uses a portion of his lot to park cars they are repairing. Concerns about oil leakage into the ground resulted in a soil test that required him to put down a concrete slab; he did not replace the fence around the slab, even though it is part of his property. He indicated that Ms. Garrett could have parked there and gone in through the side. She testified that she was unaware that area belonged to him, assuming it belonged to the repair business next door.

At the inspection attempted on 1/13/2026, Mr. Tolliver admitted he was out of town for training. (He is a Law Enforcement Firearms Instructor and DCJS General and Firearms Instructor.) He admitted that on that date he had forgotten to contact the Dealer Board regarding a temporary closing. He stated that he was guilty of not maintaining business hours on 1/13/26, but not on 9/17/2025.

In the 16 years since he opened, he has only had two violations of not maintaining business hours, one in 2010 and the other in 2016. He feels that he did not deserve the 9/17/2025 violation because he was on site, and she didn't knock. He felt that the \$750 civil penalty was excessive for what was actually just one violation. Ms. Garrett testified that, other than some minor issues, his dealership is typically in compliance.

Hearing Officer Narrative

Mr. Tolliver was very compliant and took full responsibility for forgetting to notify the Dealer Board of his temporary closing before the January 13, 2026 inspection. He did receive written warning regarding the alleged violation on 9/17/2025, but details of that violation are in dispute. He maintained that he was at the dealership, but hadn't unlocked the gate because of the rain. Ms. Garrett assumed that the lock on the gate indicated he was not present, and she did not get out of her car to knock on the door. Mr. Tolliver was unaware of the 9/17/2025 violation until he received the email from Ms. Garrett on 9/23/2025.

Because Autosource has a good record of inspections with the Dealer Board, because Mr. Tolliver denies the allegation that he was absent from the dealership on 9/17/2025, because dealers typically get one warning about this violation before imposition of a civil penalty, the Hearing Officer recommends a fine of \$200 for the January violation and a \$50 civil penalty for failure to comply the written warning given on 9/23/2025.

Conclusions of Law

Codes	Description
46.2-1533	Failure to maintain business hours Mr. Tolliver failed to notify DB of a temporary closing on 1/13/2026. Hearing Officer recommends a \$200 civil penalty.
46.2-1575.2	Failure to comply subsequent to written warning – Mr. Tolliver was warned by email on 9/23/2025 about the need to maintain business hours, but was not compliant on 1/13/2026. Hearing Officer recommends a \$50 civil penalty

Informal Conference Recommendations

Date: March 25, 2026

Hearing Officer: Beverly L. Carroll

Dealer/Operator: Dwaine G. Tolliver, Autosource LLC #35047

**Found in Violation: 46.2-1533 Failure to maintain business hours
46.2-1575.2 Failure to comply subsequent to written warning**

Hearing Officer Recommendation:	Statement of Explanation:
No Further Action	
<input type="checkbox"/> Warning	
<input checked="" type="checkbox"/> Civil Penalty	\$200.00 failure to maintain business hours \$ 50.00 failure to comply subsequent to written Warning \$250.00 Total
<input type="checkbox"/> Revocation	
<input type="checkbox"/> Suspension	
<input type="checkbox"/> Inspection	
<input type="checkbox"/> Further Training	
<input type="checkbox"/> License not recommended	
<input type="checkbox"/> License recommended	

Beverly L Carroll *Beverly L. Carroll*
Hearing Officer

Date: March 25, 2026

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE.
CERTIFIED MAIL®



7017 2620 0000 1711 8317
 7017 2620 0000 1711 8317

U.S. Postal Service™ CERTIFIED MAIL® RECEIPT Domestic Mail Only	
For delivery information, visit our website at www.usps.com ®.	
OFFICIAL USE	
Certified Mail Fee \$ _____ Extra Services & Fees (check box, add fee as appropriate) <input type="checkbox"/> Return Receipt (hardcopy) \$ _____ <input type="checkbox"/> Return Receipt (electronic) \$ _____ <input type="checkbox"/> Certified Mail Restricted Delivery \$ _____ <input type="checkbox"/> Adult Signature Required \$ _____ <input type="checkbox"/> Adult Signature Restricted Delivery \$ _____ Postage \$ _____ Total Postage and Fees \$ _____	Postmark Here
Sent To Duain G. Tolliver AutoSource LLC Street and Apt. No. or PO Box No. 910 Jefferson Davis Hwy City, State, ZIP+4® Richmond, Va. 23224	
PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for instructions	

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
 Mr. Duain G. Tolliver
 AutoSource LLC
 910 Jefferson Davis Hwy
 Richmond, VA 23224

9590 9402 4804 8344 2230 66

2. Article Number (Transfer from service label)
 7017 2620 0000 1711 8317

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent
X Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type

<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™
<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery
<input type="checkbox"/> Insured Mail	
<input type="checkbox"/> Insured Mail Restricted Delivery	

Domestic Return Receipt

NOTICE OF HEARING
CERTIFIED RETURN RECEIPT
70172620000017118317

March 4, 2026

Dwain G. Tolliver #35047
Autosource, LLC
910 Jefferson Davis Hwy
Richmond, VA 23224

Dear Mr. Tolliver,

Per our conversation this morning, PLEASE TAKE NOTICE that on **Tuesday, March 24, 2026 at 3 p.m.** for the offices of the Motor Vehicle Dealer Board at the address listed below, I will convene an Informal Fact-Finding Teleconference. These proceedings are being convened to address the allegations by the Board that you are in violation of VA Code, including § 46.2-1533 failure to maintain business hours, and § 46.2-1575.2 failure to comply subsequent to written warning.

You may include in the teleconference any witnesses with relevant testimony and any relevant documentary evidence. Ms. Mack-Nelson will provide the documentation to be discussed via encrypted email. If you prefer to see hardcopies of the exhibits to be discussed, you may submit a written request to MVDB Field Representative Supervisor Lisa Mack-Nelson at (804)367-1100, ext 3005# to come to the Dealer Board office to view them, or they will be mailed to you at an additional charge. We prefer that your testimony in that teleconference include both video and audio. Ms. Mack Nelson and Field Representative Janet Garrett will be included in the call to give evidence for the Board.

Page one – Notice of Hearing
Tolliver
March 4, 2026

TAKE NOTICE ALSO that a continuance may be granted ONLY UPON WRITTEN NOTICE received by the Board BEFORE the date of the conference and ONLY FOR GOOD CAUSE SHOWN. If the continuance is not granted and you do not appear, THE HEARING MAY GO FORWARD IN YOUR ABSENCE AND A RECOMMENATION MADE TO THE BOARD.

Sincerely,

Beverly L. Carroll
Hearing Officer

cc: Field Representative Supervisor Lisa Mack-Nelson
Field Representative Janet Garrett

Page two – Notice of Hearing
Tolliver
March 4, 2026

Mar 02,26 DEPLTI - Dealer Sales and Plate Count Inquiry 03:55 PM
DEPLTINB DEPLTIMB

=> 195 CSS-PROI

> Own: TOLLIVER,DWAINE,G Own No: 16153
> Bus: AUTOSOURCE LLC
T/A: AUTOSOURCE LLC
Loc No: 1 Loc Type: INITIAL LOCATION Suppl Loc:
> Cert No: 35047 Typ: INDEPENDENT MOTORCYCLE Est Dte: 04/06/2010 Agency: B
Exp Dte: 08/31/2026
Sales Totals: Virginia Retail Sales: 85 Number of Licensed
Wholesale/Out-of-State Sales: Active Salespersons: 1
Total of All Sales: 85

Number of Plates
Currently Authorized: 4
Highest Plate Limit in Current License Year: 4

Active Dealer Plate Types and Counts
Plate Count Plate Count
IB 1 ID 3

Total Number of Active Plates: 4
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Help CssM DealM Cmnd

Mar 02,26

DELOCI - Location Detail Inquiry

03:56 PM

DELOCINA DELOCIMA

=>

195 CSS-PROJ

> Own No: 16153 Nam: TOLLIVER,DWAINE,G

Loc No: 1

Typ: I

Suppl:

Fed Id: [REDACTED]

Bus Nam: AUTOSOURCE LLC

T/A Nam: AUTOSOURCE LLC

Str1: 910 JEFFERSON DAVIS HIGHWAY

Str2:

City: RICHMOND

St: VA Zip: 23224

Juris: RICHMOND CITY

Operator: TOLLIVER,DWAINE,GELENTO

Ssn: [REDACTED]

Bond Co: WESTERN SURETY # [REDACTED] (804-233-3922)

Eff Dte: 08/01/2007

Fund Cd: F

Cancel Dte:

Last User: MVBDDS Pgm: DEDEALND Date/Time: 08/26/2024 04:30 PM

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---

Help Csm Dealm Cmd

AUTOSOURCE LLC

910 JEFFERSON DAVIS HIGHWAY, RICHMOND, VA 23224

Bus. Phone:(804) 787-4068

Dealer Email: autosourceva@yahoo.com

Dealership Email: dgtolliver@yahoo.com

Audit Sheet Date: 3/2/2026

POD Date: 08/16/2010

Online Access: YES

Certificate#: 35047

Contact Phone:(804) 215-1934

POD Vendor: TVN

Online Date: 10/25/2010

Licenses At Certificate Location

License Type	Est. Date	Expiration Date
IB	04/06/2010	08/31/2026
ID	04/06/2010	08/31/2026

Owner TOLLIVER,DWAINE,G, * Recertify by: 3/31/2027
 Operator TOLLIVER, DWAINE GELENTO Recertify by: 3/31/2027

Salespersons: Active:1 Inactive:0

Lic. #	Last Name	First Name	Middle	Lic. Exp. Date	Stop on Lic.
5342	TOLLIVER	DWAINE	GELENTO	8/31/2026	No

Dealer Plate Insurance

Insurer: BIIA Policy #: [REDACTED] Contact #: 804-499-3079
 From: 10/19/2023 To: 10/19/2024 Plates Covered: (4)

Dealer Plates - Count 4

Plate#	Issue Date	Expiration Date	Status
APID00000840	8/26/2024	8/31/2026	Active
APIB00009892	8/26/2024	8/31/2026	Active
APID00032314	8/26/2024	8/31/2026	Active
APID00032313	8/26/2024	8/31/2026	Active

Hours Of Operation

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
N/A	9:00 AM	9:00 AM	N/A	N/A	10:00 AM	10:00 AM
N/A	2:00 PM	2:00 PM	N/A	N/A	3:00 PM	3:00 PM

Dealer Info

Retail Unit Sales	Wholesale Unit Sales	Inspection Date	Processing Fee
73	0	01/13/2026	349.00



MOTOR VEHICLE DEALER LICENSE APPLICATION FOR INITIAL LICENSE/RENEWAL/CHANGE

3504

OFFICE USE ONLY		
CERT. BND. FEE	PLATE FEE	SLR FEE
540	234	100
FUND FEE	TOTAL FEE	
	234	
CHECK NUMBER	DATE	
CC	8/24	
OVERPAY	SHORTAGE	
TECH INITIALS	AS	

PURPOSE Dealers use this form to apply for initial Dealer License and to notify MVDB of changes. This form is also used for dealer license renewal. Dealers must review for accuracy and complete all items (front and back) and include email addresses. Dealer changes such as dealership address change/relocation, ownership changes, add/delete manufacturer or distributor-operator requires supporting documentation before the change is authorized and approved. For additional information visit www.mvdb.gov

FOR LICENSE YEAR ENDING	DEALER CERTIFICATE NUMBER (if currently licensed)
08/31/2025	35047

1 If you are a Motor Vehicle Dealer please indicate which of the following applies. (check only one) See letter for additional information.

\$350 Fund Fee and \$50,000 Bond
 \$100,000 Bond (submit copy)

NO BOND REQUIRED
CERT 16153-1-1-0-35047
ENDORSEMENTS IB ID
USED

Handwritten: 05, 8/24, AS, W

2 TYPE OF APPLICATION

Note: If this is an initial or change in location application an approved Local Zoning Certificate must be submitted with this application. Include any supporting documentation with this application.

INITIAL APPLICATION RENEWAL APPLICATION
 CHANGE (EXPLAIN)

3 TYPE OF MOTOR VEHICLE DEALER LICENSE(S) Check all that apply

FRANCHISED	INDEPENDENT
<input type="checkbox"/> CAR/TRUCK	<input checked="" type="checkbox"/> CAR/TRUCK
<input type="checkbox"/> MOTORCYCLE	<input checked="" type="checkbox"/> MOTORCYCLE
<input type="checkbox"/> RECREATIONAL VEHICLE	<input type="checkbox"/> RECREATIONAL VEHICLE
<input type="checkbox"/> TRAILER	<input type="checkbox"/> TRAILER
<input type="checkbox"/> AMBULANCE	<input type="checkbox"/> AMBULANCE
<input type="checkbox"/> FUNERAL VEHICLE	<input type="checkbox"/> FUNERAL VEHICLE
<input type="checkbox"/> FIRE FIGHTING VEHICLE	<input type="checkbox"/> FIRE FIGHTING VEHICLE

4 NAME OF BUSINESS AUTOSOURCE LLC	TRADING AS NAME AUTOSOURCE LLC
---	--

BUSINESS ADDRESS STREET (P.O. BOX ONLY IS NOT ACCEPTABLE)	CITY	ZIP CODE
910 JEFFERSON DAVIS HIGHWAY	RICHMOND VA	23224

<input type="checkbox"/> COUNTY OR <input checked="" type="checkbox"/> CITY	JURISDICTION OF BUSINESS	DEALER-OPERATOR (PERSON OPERATING BUSINESS)
Richmond		DWAINE GELENTO TOLLIVER

DEALER'S SOCIAL SECURITY OR EMPLOYER ID NUMBER	DEALER'S BUSINESS PHONE	DEALER/OPERATOR HOME/CELL PHONE NUMBER
[REDACTED]	(804) 233-3922	[REDACTED]

DEALER'S EMAIL ADDRESS	DEALER-OPERATOR'S EMAIL ADDRESS	PROCESSING FEE AMOUNT
Autosourceva@yahoo.com	Same	\$349

POSTED BUSINESS HOURS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
10 AM	AM	9 AM	9 AM	AM	AM	10 AM
3 PM	PM	2 PM	2 PM	PM	PM	3 PM

5 TYPE OF OWNERSHIP CHECK ONE INDIVIDUAL PARTNERSHIP CORPORATION LLC STATE IN WHICH INCORPORATED

6 Name, title and residential address of each owner, member, partner and/or officer of this business. Use additional sheet(s) if necessary.

NAME	TITLE	ADDRESS
Dwayne Tolliver	Managing Member	[REDACTED]

RECEIVED
AUG 26 2024

MVDB

MVDB Exhibit 2

Handwritten: 1

7 FRANCHISED DEALERS ONLY Attach a copy of the Franchise and service agreement with manufacturer or distributor if this is an initial application
 Only list line-makes of vehicles to be sold in this state DO NOT list models as line makes Use additional sheet(s) if necessary and attach

MANUFACTURER	ADDRESS	LINE-MAKES

8 FRANCHISED DEALERS ONLY List name and address of individual awarded franchise(s) or sales agreement(s) Use additional sheet(s) if necessary and attach

NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____

9 READ EACH QUESTION BELOW AND CHECK THE APPROPRIATE RESPONSE

	YES	NO
A Has any owner partner officer or Dealer Operator of business ever been refused a Motor Vehicle Dealer's License or Certificate of Registration or had his/her license or certificate suspended or revoked?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B Has any owner partner officer or Dealer Operator of business ever been convicted of a felony?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C Has any owner partner officer or Dealer Operator of business ever been convicted of any fraudulent or criminal act in connection with the business of selling motor vehicles?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D Has any owner partner officer or Dealer Operator of business ever been convicted of larceny of a vehicle OR receipt or sale of a stolen vehicle?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E Has any owner partner officer or Dealer Operator of business ever been convicted of odometer tampering or any related violation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F Has any owner partner officer or Dealer Operator committed any act or omitted any duty with the result being administrative action taken by the Board or DMV?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
G If the answer to any of the above questions is YES please explain on a separate sheet (include names dates court jurisdictions and result of administrative proceedings) <i>On File</i>		
H Are all salespersons employees of the dealership (issued a W 2) and <u>not</u> independent contractors (issued a 1099)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I Is any owner partner officer or Dealer-Operator applying to be required to be or currently licensed as a vehicle manufacturer factory branch distributor distributor branch or subsidiary thereof in the Commonwealth? If YES Indicate Dealer Certificate Number _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PRIVACY STATEMENT
 In accordance with Virginia Code §§ 2 2-803 2 2-4807 and 58 1 520 et seq the State Comptroller requires that this information including your social security number be collected for debt set off collection purposes

10 CERTIFICATION Read and certify by printing and signing below

I certify and affirm that all information presented in this form is true and correct that any documents I have presented to MVDB are genuine and that the information included in all supporting documentation is true and accurate I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation

OWNER PARTNER OFFICER OF THE BUSINESS NAME (print) <i>Dwaine Tolliver</i>	NAME OF BUSINESS <i>AutoSource, LLC</i>
OWNER PARTNER OFFICER OF THE BUSINESS SIGNATURE <i>Dwaine Tolliver</i>	DATE (mm/dd/yyyy) <i>8-26-24</i>

35047

Please indicate Dealer Certificate Number in Box

MVDB 58 (07/2022)



SELF-INSPECTION CHECKLIST

COMPLETE & SIGN THIS CHECKLIST AND RETURN WITH YOUR RENEWAL

Purpose This checklist may help with the dealer's business operations. Keeping in compliance with these items listed below may help better prepare you for a satisfactory rating on your next MVDB Inspection.

Instructions The Dealer Operator should review each item, initial and sign BEFORE YOU RETURN THIS CHECKLIST TO MVDB WITH YOUR RENEWAL APPLICATION MAKE A COPY FOR YOUR RECORDS

AS THE DEALER OPERATOR I CERTIFY THAT I HAVE PERSONALLY REVIEWED EACH OF THE ITEMS BELOW and have Initialed and signed this form

No	Dealer operator initials	Item
1	<i>DO</i>	I have reviewed my insurance policy and certify that the number of dealer plates insured is equal to the number of dealer plates issued to me. I have attached a copy of my Certificate of Liability Insurance indicating the number of plates insured.
2	<i>DO</i>	If an Online Dealer I certify all passenger plates and decals are kept in a secure storage place at the dealership.
3	<i>DO</i>	I certify that I reviewed and know the proper use of dealer plates including who may use them and when they may be used and that the dealership is keeping proper record of tag use.
4	<i>DO</i>	Only authorized personnel have access to the Print On Demand (POD) user name and password information. Passwords are changed regularly and when those employees with knowledge of the password leave my employment.
5	<i>DO</i>	I know that I am responsible to ensure that all POD authorized personnel have been properly trained on our POD vendor software and know the DMV POD procedures. I certify that POD tags are NEVER emailed or faxed to anyone including my customers.
6	<i>DO</i>	I certify all salesperson(s) hold a valid sales license assigned to the dealership. I also certify that all salesperson(s) payroll records such as W 2s, W 4 s, payroll statements, commission reports and pay stubs are stored at the dealership. IRS Form 1099 is not applicable to salespersons.
7		I have checked the dealer certificate, salesperson list and processing fee to ensure they are current, properly displayed and seen by the general public at the dealership.
8	<i>DO</i>	I have randomly checked my retail inventory and deal files to ensure that state safety inspections have been performed on all vehicles sold at retail as required by state law and we maintain records of these inspections.
9	<i>DO</i>	I know that I am responsible for advertisements including those posted on the internet. If I advertise on Craigslist or similar websites or mobile apps, my ads will be in the Dealer Section and NOT in the For Sale by Owner section.
10	<i>DO</i>	My dealership has an online/social media advertising policy for employees that consolidates advertising efforts to dealership sponsored and approved advertising mediums to include all social media platforms. At a minimum, this policy will be reviewed with dealership employees annually and signed/dated by dealership management and employees.
		CONTINUE ON REVERSE SIDE

RECEIVED
AUG 26 2024

MVDB

Dealer Certificate Number

35047

MVDB 58 (07/2022)

No	Dealer operator Initials	ITEM		
11	DD	I maintain all dealer records for 5 years at my dealership location unless I have received prior approval for a record keeping variance by the Board. All of my dealer records are securely stored and readily available for MVDB inspection specifically the Certificate of Liability Insurance indicating the number of dealer plates insured		
12	DD	I maintain the forms listed are kept in a secure location and they are readily available for the MVDB inspection. At a minimum the records include 1 Vehicle Title (front and back copy) 2 Odometer Certification Form 3 Copy of Vehicle Safety Inspection 4 Buyer's Order (Bill of Sale) 5 Copy of Reassignment VAD 20 6 Properly completed Federal Buyer's Guide (for pre owned) 7 Registration Transfer VSA 27 8 Copies of any financing agreement extended service contracts * A Best Practice recommendation is to maintain all of the forms listed in a Deal Folder/Jacket for simplicity and ease of retrieval Also maintained at the dealership is a copy of the most recent Certificate of Liability Insurance		
13	DD	I have confirmed that the dealership address (current location) matches what is pre printed on the MVDB 10 (renewal application) and also matches what is displayed on my dealer certificate		
14	DD	I am using the most current MVDB 61 when hiring a new salesperson. This form and other MVDB forms can be downloaded at https://mvdb.virginia.gov/formsandpublications/		
15	DD	I certify I have provided my current buyer's order to the MVDB		
16	DD	I will notify MVDB when I plan to close my dealership during its posted business hours		
17	DD	I have reviewed, completed and signed all renewal forms with accuracy. If necessary I have corrected any pre-printed information on the renewal forms prior to submitting to the MVDB		
18	DD	If you are an independent dealer-operator, the dealer operator is current on their recertification requirement and understands they must recertify every 24 months to keep this qualification. Failure to do so may result in a loss of qualification and impact the dealer certificate. I keep the MVDB up to date on my contact information including dealer operator email address, home mailing address, and primary contact telephone number as indicated on the MVDB 10		
19		<p>Please sign and date this form below upon completion and return with the renewal forms and fees to MVDB</p> <table border="1" style="width: 100%;"> <tr> <td data-bbox="523 1608 1369 1720">Dealer/Dealer-Operator Name (print clearly) Dwayne Tolliver</td> </tr> <tr> <td data-bbox="523 1720 1369 1856">Dealer/Dealer-Operator Name (signature) & Date X Dwayne Tolliver</td> </tr> </table>	Dealer/Dealer-Operator Name (print clearly) Dwayne Tolliver	Dealer/Dealer-Operator Name (signature) & Date X Dwayne Tolliver
Dealer/Dealer-Operator Name (print clearly) Dwayne Tolliver				
Dealer/Dealer-Operator Name (signature) & Date X Dwayne Tolliver				

COMPLETE THIS CHECKLIST AND RETURN WITH YOUR RENEWAL

AUTOSOURCE LLC

Certificate#: 35047

910 JEFFERSON DAVIS HIGHWAY
 , RICHMOND VA 23224

Business Phone	Expiration	Inspection Date
(804) 787-4068	08/31/26	09/17/25 12:44 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
09/17/25	5	Random Inspection	RICH2	IB,ID	349.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	NO	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	N/A	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	N/A	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	N/A	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	N/A	
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	N/A	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	N/A	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	N/A	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	N/A	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	N/A	
12	If online Dealer, are plates and decals kept in a secure location?	N/A	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	N/A	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	N/A	
15	Was a copy of the Audit Report provided to the Dealer representative?	N/A	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
		-	N/A

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Janet Garrett		U

**MVDB
 Exhibit**

3

AUTOSOURCE LLC

Certificate#: 35047

910 JEFFERSON DAVIS HIGHWAY
RICHMOND VA 23224

Business Phone	Expiration	Inspection Date
(804) 787-4068	08/31/26	09/17/25 12:44 PM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Janet Garrett		U

Regulatory Section

Action To Take

Regulatory Letter

Comments

Gate locked at location, unable to access the dealership. Dealership is in violation of 46.2-1533

9/23 Dealer responded with a phone call and email. He admitted that his gate was closed and no vehicle access was available at the lot. I advised him that parking on the neighboring property and walking to his gate to see that it was left ajar to enter his dealership was not acceptable.

Violation 46.2-1533: Failure to maintain business hours.

1 message

anet.garrett@mvdb.virginia.gov <janet.garrett@mvdb.virginia.gov> Tue, Sep 23, 2025 at 8:5
To: AUTOSOURCEVA@yahoo.com, autosourceva@yahoo.com, dgtolliver@yahoo.com, janet.garrett@mvdb.virginia.gov,
mvdb2201@gmail.com

Motor Vehicle Dealer Board
Notice of Attempted Dealer Inspection
Date: 9/17/2025 12:44:00 PM

To: Dealer: AUTOSOURCE LLC Certificate #: 35047

I have attempted to inspect your dealership during your posted business hours, only to find the dealership closed. In researching your dealer records, I could not find any prior notifications that your dealership would be closed today.

Based upon this attempted inspection, your dealership is in violation of 46.2 - 1533 of the Code of Virginia, which states in part that each motor vehicle dealer shall be open for business a minimum of twenty hours per week, at least ten of which shall be between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday. In addition, you must include your business hours on your original and renewal applications, and you must notify the Board immediately in writing of any changes in these hours.

It is important that you understand the process for informing the Board when you are not able to maintain your business hours. Anytime the dealership is closed during the posted hours, you must notify the Board via email: dboard@mvdb.virginia.gov or fax (804) - 367 - 1053 using the MVDB 40 (03 / 01 / 2018), Dealership Temporary Closing Notice or alternative form. The MVDB 40 or alternative notice is to be posted at or in close proximity of the dealership's front entrance so that it is visible to the public. You can download and print the MVDB 40 at <http://www.mvdb.virginia.gov/forms/files/MVDB-40.pdf>

Your emailed response to me at (janet.garrett@mvdb.virginia.gov) must be received within 7 days of the date of this email. This email serves as your initial written warning. Any further violation of VA. Code 46.2-1533 could result in the assessment of a civil penalty not to exceed \$1,000, or subject your dealership to an administrative hearing.

Should you have any questions please do not hesitate to contact me.

Sincerely,

janet.garrett
MVDB Field Representative
Contact Number, (804) 539-5217

AUTOSOURCE LLC
 910 JEFFERSON DAVIS HIGHWAY
 , RICHMOND VA 23224

Certificate#: 35047

Business Phone	Expiration	Inspection Date
(804) 787-4068	08/31/26	01/13/26 10:48 AM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
01/13/26	5	Followup Inspection	RICH2	IB,ID	349.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	NO	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	N/A	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	N/A	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	N/A	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	N/A	
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	N/A	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	N/A	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	N/A	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	N/A	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	N/A	
12	If online Dealer, are plates and decals kept in a secure location?	N/A	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	N/A	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	N/A	
15	Was a copy of the Audit Report provided to the Dealer representative?	N/A	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
		-	N/A

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Janet Garrett		U

 MVDB
 Exhibit

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AUTOSOURCE LLC

Certificate#: 35047

910 JEFFERSON DAVIS HIGHWAY
 , RICHMOND VA 23224

Business Phone	Expiration	Inspection Date
(804) 787-4068	08/31/26	01/13/26 10:48 AM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Janet Garrett		U

Regulatory Section**Action To Take**

Regulatory Letter

Comments

Location locked and closed; employee at business next door stated that he had not seen Mr. Tolliver. There were no employees apparent on the premises. There were no notifications of closings on file with our office.



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED

7022 1670 0003 3738 1286

January 21, 2026

Mr. Dwaine G. Tolliver
Autosource LLC #35047
910 Jefferson Davis Highway
Richmond, Virginia 23224

Re: Violations of Title 46.2 of the Code of Virginia

Dear Mr. Dwaine G. Tolliver:

Section 46.2-1533 of the Code of Virginia states that each motor vehicle dealer shall be open for business a minimum of twenty hours per week, at least ten of which shall be between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday.

In an email dated **September 17, 2025** you were notified that Field Representative, **Janet Garrett** attempted to inspect your dealership during your posted business hours, only to find the dealership closed.

We are in receipt of a **second** Record of Inspection from Field Representative; **Janet Garrett** dated **January 13, 2026** indicating that your dealership was closed during your posted business hours. In researching your dealer records, we could not find any prior notification that your dealership would be closed on **January 13, 2026**. Based upon this information, your dealership is in violation of §46.2-1533 and §46.2-1575(2) of the Code of Virginia, for not maintaining the posted minimum business hours and failure to comply with the law after receiving a written warning.

§ 46.2-1528. Examination or audit of licensee; costs.

The Board or authorized representatives of the Board may examine, during the posted business hours, the records required to be maintained by this chapter. If a licensee is found to have violated this chapter or any order of the Board, the cost of the examination as established by the Board shall be paid by the licensee so examined within 30 days after demand therefor by the Board.

This cost is referred to as the administrative violation fee.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23220
Telephone: (804) 367-1100 Fax Number: (804) 367-1053

Mr. Dwaine G. Tolliver
Autosource LLC #35047
January 21, 2026
Page 2

Section §46.2-1507 of the Code of Virginia, states that any person violating any of the provisions of the laws pertaining to Motor Vehicle Dealer may be assessed a civil penalty. No such penalty shall exceed \$1,000 for any single violation. In addition, the Board has the authority to revoke or suspend your licenses for violation of §46.2-1575(2).

As a result of the above defined violation of §46.2-1533, you are hereby assessed a penalty of **\$750 and a \$50 Administration Violation Fee**. If you wish to contest this civil penalty, the Board is hereby giving you notice and an opportunity for an informal fact finding conference to present evidence that you are not in violation of §46.2-1533.

If it is your desire to waive the informal fact finding conference, the civil penalty of **\$750** will be due on **February 20, 2026** by money order or certified funds.

If we do not hear from you regarding this matter by **February 20, 2026** we will take this decision as final and that you have waived your right to appeal. Please be advised that a lack of response will place this agency in a position to take appropriate action, including the suspension or revocation of all dealer and salespersons licenses and dealer plates. For your information all **alleged violations** may be presented for consideration if an informal fact-finding conference is convened. This letter also serves as a warning against violating any Virginia Motor Vehicle Dealer Licensing Law.

The \$50.00 administrative violation fee cannot be appealed and must be paid on or before February 20, 2026, to avoid the immediate suspension of your dealer's license.

Total amount due \$800.00.

If you have any questions, please call Ms. Jazmine Lewis at (804) 367-1100 ext. 3009. All correspondence should be directed to Ms. Lewis at the address listed at the bottom of the first page of this letter.

Mr. Dwaine G. Tolliver
Autosource LLC #35047
January 21, 2026
Page 3

Sincerely,

Kelley Smith

Kelley Smith
Executive Director

KS/jml

Enclosures

em: Janet Garrett, Field Representative

Fw: AUTOSOUCE LLC #35047 APPEAL

From Lewis, Jazmine (MVDB) <Jazmine.Lewis@mvdb.virginia.gov>
Date Tue 2/17/2026 4:04 PM
To Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

From: Autosource, LLC <autosourceva@yahoo.com>
Sent: Tuesday, February 17, 2026 3:09 PM
To: Lewis, Jazmine (MVDB) <jazmine.lewis@mvdb.virginia.gov>
Subject: Re: AUTOSOUCE LLC #35047 \$50 Administrative Violation Fee Payment Receipt

Good afternoon Jazmine,

I would like to appeal the \$750 fine I received. Please advise me of the process .

Dealer #35047

Regards,

Dwaine Tolliver
General Manager

Autosource,LLC
910 Richmond Hwy
Richmond, VA 23224
(804) 787-4068

VA MOTOR VEHICLE DEALER
2201 W BROAD STREET
SUITE 104
RICHMOND, VA 23220
804-367-1100

VA MVDB 210 DEALER BOARD

Date: 02/17/2026 11:31:51 AM

CREDIT CARD SALE

VISA
CARD NUMBER: *****2414 K
TOTAL AMOUNT: \$50.00
APPROVAL CD: 455937
ECI:
RECORD #: 000
CLERK ID: mvbjml

X _____

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO THE CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

Fw: AUTOSOUCE LLC #35047 APPEAL

From Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Date Fri 2/20/2026 3:32 PM

To [REDACTED]; autosourceva@yahoo.com <autosourceva@yahoo.com>

Good Afternoon,

Per our earlier conversation, please provide me with a written statement as to why you have requested to appeal the civil penalty.

Also, per our records there are several telephone numbers that appear to be out of service. Please provide me with the correct number. I will update your record, thank.

Best regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office [804-367-1100](tel:804-367-1100) x3005#

Fax [804-367-1053](tel:804-367-1053)



Did you know that many commonly asked questions are answered on our website: Visit www.mvdb.virginia.gov

From: Lewis, Jazmine (MVDB) <Jazmine.Lewis@mvdb.virginia.gov>

Sent: Tuesday, February 17, 2026 4:04 PM

To: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Subject: Fw: AUTOSOUCE LLC #35047 APPEAL

From: Autosource, LLC <autosourceva@yahoo.com>

Sent: Tuesday, February 17, 2026 3:09 PM

To: Lewis, Jazmine (MVDB) <jazmine.lewis@mvdb.virginia.gov>

Subject: Re: AUTOSOUCE LLC #35047 \$50 Administrative Violation Fee Payment Receipt

Good afternoon Jazmine,

I would like to appeal the \$750 fine I received. Please advise me of the process .

Dealer #35047

MVDB
Exhibit

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Appeal

From AUTOSOURCE <autosourceva@yahoo.com>

Date Tue 2/24/2026 12:37 AM

To Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

To whom it may concern,

I do not agree with the fine imposed on my dealership.

I received a letter stating I did not maintain posted hours. Upon checking the date, I realized there must have been a mistake because I know I was at my dealership the day of inspection due to the inclement weather.

I immediately reached out (via phone) to my field rep J Garrett.

She stated she came to my dealership and the gate was closed. I explained to her that I did not open the big gate because it was pouring down raining, So I went through the entrance located beside it. I explained to her I was inside the entire time and no one knocked on my door at all. I would have heard her.

She remembered that day as well because of how bad it was raining that day.

Mrs. Garrett explained to me that as long as I was there for the next inspection I would be fine. I was hoping she would say since she did not get out of the car and knock on my door due to the rain, she would cancel that inspection and plan to reinspect, but that did not happen.

Upon my next inspection I was out of town for training. I am a Law Enforcement Firearms Instructor and a DCJS General and Firearms Instructor as well. I forgot to contact the dealer board to let them know I would be temporarily closed due to training, so I except full responsibility for the second inspection. Communities stronger.

I feel as though if Mrs Garrett would have walked through the small gate instead of trying to drive on the lot she would have known I was in my office on my couch at the time of the inspection.

I've been in business for approximately 20 years and I have never gotten into trouble. I do everything by the book and I always have. Mrs. Garrett knows my character.

This letter is not to discredit or complain about Mrs. Garrett as she is one of the best field reps out there. She is definitely consistent every time she inspects.

I would like a hearing if that is the next step. I'm guilty of the latter, but definitely not the first one.

My phone number for the dealership is (804) 787-4068 any other numbers can be deleted. #35047

Respectfully,

Dwaine Tolliver
General Manager



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

March 2, 2026

Dwain G. Tolliver
Autosource LLC #35047
910 Jefferson David Highway
Richmond VA 23224

Re: Violations of §46.2 of the Code of Virginia

Dear Dwain G. Tolliver,

I am in receipt of your appeal request to the civil penalty letter dated January 21, 2026, sent to Dwain G. Tolliver Autosource LLC.

Therefore, an informal fact-finding conference will be convened to determine what, if any, action the Motor Vehicle Dealer Board (Board) may take with your dealer and/or salesperson's licenses and dealer-operator and/or salesperson qualifications.

§ 46.2-1533

Each motor vehicle dealer shall be open for business a minimum of 20 hours per week, at least 10 of which shall be between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday, except that the Board, on written request by a dealer, may modify these requirements for good cause. The dealer's hours shall be posted and maintained conspicuously on or near the main entrance of each place of business.

§ 46.2-1575.2

Failure to comply subsequent to receipt of a written warning from the Department or the Board or any willful failure to comply with any provision of this chapter or any regulation promulgated by the Commissioner or the Board under this chapter;

These laws can be found at <https://mvdb.virginia.gov/codes-and-regulations/>

**MVDB
Exhibit**

7

2201 West Broad Street • Suite 104 • Richmond, Virginia 23220
Telephone: (804) 367-1100 Fax Number: (804) 367-1053

Dwain G. Tolliver
Autosource LLC #35047


March 2, 2026

Page 2

Virginia Code Section 46.2-1507 states that any person violating any provision of the Motor Vehicle Dealer Licensing Laws may be assessed a civil penalty by the Board. No such penalty shall \$1,000.00 for any single violation of Chapter 46.2 of the Code of Virginia.

I have assigned Beverly Carroll to act as the hearing officer and to conduct the informal fact-finding conference. You will receive a certified letter that will be identified as a Notice of Hearing, which contains the date and time agreed upon by you and Ms. Carroll. She will attempt to contact you by calling (804) 233-3922 or (804) 787-4068. If she is unable to speak with you directly and obtain your participation in the scheduling of the conference, it will be convened and held without you. It is extremely important that you respond accordingly.

Sincerely,



Lisa Mack-Nelson
Field Representative Supervisor

c: Beverly Carroll, Hearing Officer
Jama Smith, Field Representative



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

March 2, 2026

Ms. Beverly Carroll, Hearing Officer

Re: Dwain Tolliver and Autosource LLC v Motor Vehicle Dealer Board

Enclosed you will find copies of the agency documents Dwain Tolliver and Autosource LLC. Please convene an informal fact-finding conference. These proceedings are being convened to address the possible violations of:

§ 46.2-1533	Failure to maintain business hours
§ 46.2-1575.2	Failure to comply with subsequent written warning.

The Board's authority to convene the conference may be found in Va. Code § 46.2-1576.

In scheduling the hearing, please contact Janet Garret, Field Representative at (804) 539-5217 or janet.garrett@mvdb.virginia.gov, and me at (804) 367-1100, ext. 3005# or lisa.macknelson@mvdb.virginia.gov to present the case for the Board.

Please send the notice of hearing to Dwain G. Tolliver Autosource LLC 910 Jefferson David Highway Richmond VA 23224. You may be able to contact him by calling (804) [REDACTED] or (804) [REDACTED]. Please provide a copy of the hearing notice for my files.

Sincerely,

Lisa Mack-Nelson
Field Representative Supervisor

em: Janet Garrett, Field Representative
Enclosures



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

NOTICE OF HEARING
CERTIFIED RETURN RECEIPT
70172620000017118317

March 4, 2026

Dwain G. Tolliver #35047
Autosource, LLC
910 Jefferson Davis Hwy
Richmond, VA 23224

Dear Mr. Tolliver,

Per our conversation this morning, **PLEASE TAKE NOTICE** that on **Tuesday, March 24, 2026 at 3 p.m.** for the offices of the Motor Vehicle Dealer Board at the address listed below, I will convene an Informal Fact-Finding Teleconference. These proceedings are being convened to address the allegations by the Board that you are in violation of VA Code, including § 46.2-1533 failure to maintain business hours, and § 46.2-1575.2 failure to comply subsequent to written warning.

You may include in the teleconference any witnesses with relevant testimony and any relevant documentary evidence. Ms. Mack-Nelson will provide the documentation to be discussed via encrypted email. If you prefer to see hardcopies of the exhibits to be discussed, you may submit a written request to MVDB Field Representative Supervisor Lisa Mack-Nelson at (804)367-1100, ext 3005# to come to the Dealer Board office to view them, or they will be mailed to you at an additional charge. We prefer that your testimony in that teleconference include both video and audio. Ms. Mack Nelson and Field Representative Janet Garrett will be included in the call to give evidence for the Board.

Page one – Notice of Hearing
Tolliver
March 4, 2026

2201 West Broad Street • Suite 104 • Richmond, Virginia 23230
Telephone: (804)367-1100 Email: dboard@mvdb.virginia.gov



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

TAKE NOTICE ALSO that a continuance may be granted ONLY UPON WRITTEN NOTICE received by the Board BEFORE the date of the conference and ONLY FOR GOOD CAUSE SHOWN. If the continuance is not granted and you do not appear, THE HEARING MAY GO FORWARD IN YOUR ABSENCE AND A RECOMMENATION MADE TO THE BOARD.

Sincerely,

Beverly L. Carroll
Hearing Officer

cc: Field Representative Supervisor Lisa Mack-Nelson
Field Representative Janet Garrett

**DEALER
PRACTICES
TAB 2**

RE: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

From Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>

Date Thu 4/9/2026 1:39 PM

To Expert Auto Outlet <Expertautova@outlook.com>; Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Cc Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

Good afternoon,

I did not attempt to contact Expert Auto Outlet via phone or any other way yesterday or in any recent day. I am not sure what auditor she is referring to, or if they are from our agency.

James Blasko

Field Representative

Office: [804-539-5211](tel:804-539-5211)

www.mvdb.virginia.gov



From: Expert Auto Outlet <Expertautova@outlook.com>

Sent: Thursday, April 9, 2026 1:01 PM

To: Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Cc: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

Subject: Re: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

Good afternoon,

I was notified that a auditor called and ask for me yesterday. He wanted to get in contact with expert auto, but he could not reach me. I would appreciate it if you could inform me about the reason for the auditor's call, and whether they are able to contact me via email. Since I closed the business two weeks ago and have discontinued the business phone line, email is now the most reliable method for reaching me.

Thank you,

Celia

Expert auto outlet

Expert Auto Outlet

From: Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>
Sent: Tuesday, April 7, 2026 5:13 PM
To: Expert Auto Outlet <Expertautova@outlook.com>
Cc: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>
Subject: Re: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

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The matter remains scheduled and will be presented before the Board as planned. Following the Board's review, a formal decision and resolution letter will be issued outlining the outcome and any next steps.

Please let me know if you have any questions.

Respectfully,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#



From: Expert Auto Outlet <Expertautova@outlook.com>
Sent: Tuesday, April 7, 2026 8:56 AM
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Cc: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>
Subject: Re: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

Good morning, you will find the attach letter to inform of the closing of expert auto, which license, registration and tags were send and received to MVDB two weeks ago.

Get [Outlook for iOS](#)

From: Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>
Sent: Wednesday, April 1, 2026 6:45:53 PM
To: expertautova@outlook.com <expertautova@outlook.com>
Cc: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>
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Respectfully submitted,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#



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Respectfully,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#



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2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#



Re: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

From Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Date Tue 4/7/2026 5:58 PM

To Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

Cc Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Kelley

I forwarded to you all the emails that took place after the hearing. Every email prior to me sending the exhibits to the hearing officer were included as an exhibit in the hearing presentation. To my knowledge there are no emails from Ms. Canas, advising she agreed to the hearing date. It is my understanding that the scheduling is done via telephone.

Generally, as a practice if there are any emails from the dealer to me concerning the hearing, changing dealer information, or hours, after I have assigned the hearing to the hearing officer I will include them as an exhibit. My last exhibit is more than likely the assignment letter(s) and the notice of hearing. All exhibits lead up to that. Unless immediately prior to the hearing, a request to continue is received and **not** granted. That would be the last exhibit. If granted, that information would be presented at the new date and time the hearing takes place.

There is very little to no correspondence between the dealer and me after a hearing has been assigned to a hearing officer.

Ms. Canas returned the one valid plate, one expired plate and an expired certificate I received March 5th via USPS. The salesperson's license was not returned. There was no accompanying correspondence included.

Best regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office [804-367-1100](tel:804-367-1100) x3005#

Fax [804-367-1053](tel:804-367-1053)



Re: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

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Date Tue 4/7/2026 5:13 PM

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Respectfully,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#



From: Expert Auto Outlet <Expertautova@outlook.com>

Sent: Tuesday, April 7, 2026 8:56 AM

To: Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Cc: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

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Get [Outlook for iOS](#)

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Sent: Wednesday, April 1, 2026 6:45:53 PM

To: expertautova@outlook.com <expertautova@outlook.com>

Cc: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

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Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#



Re: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

From Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

Date Tue 4/7/2026 11:48 AM

To Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Cc Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Hi Lisa,

Tenisha met with me and I asked her to respond and let Canas know that it was a recommendation from the HO and the Board needed to decide on May 11th but we would include a copy of her letter in the board book for the board to consider.

I would like any documents regarding her knowledge - such as emails, etc. so that we can also include those in the board book as well. Also if we have any documents regarding when/if she returned the items she claimed to have returned we should include those as well.

For future cases, let's include any email correspondence between the licensee and staff and/or hearing officer regarding a case as a last exhibit...I've told Ann the same for her cases.

Thanks,
Kelley

Kelley Smith, J.D.
Executive Director
2201 West Broad Street, Suite 104, Richmond, VA 23220
O: 804-998-7930

Have a question? You can find most answers on our website! [Motor Vehicle Dealer Board](#)



From: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Sent: Tuesday, April 7, 2026 11:31 AM

To: Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

Cc: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Subject: Re: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

Kelley,

Would you like for me to respond to Canas? She is mistaken about the item that were returned. Also, she took part in scheduling the hearing, she was aware of the date. However, the request to just pay the \$2000.00 CP and not go before the Board, sounds reasonable for all involved.

Best regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office [804-367-1100](tel:804-367-1100) x3005#

Fax [804-367-1053](tel:804-367-1053)



Did you know that many commonly asked questions are answered on our website: Visit www.mvdb.virginia.gov

From: Expert Auto Outlet <Expertautova@outlook.com>

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<James.Blasko@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

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Respectfully submitted,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#



Expert Auto Outlet
314 Pendleton Rd.
Mineral, VA 23117
expertautova@outlook.com
540-850-9964

Date: April 3, 2026

Virginia Motor Vehicle Dealer Board
9960 Mayland Drive, Suite 300
Richmond, VA 23233

Subject: Response to Notice of Violation – Expert Auto Outlet

Dear Sir or Madam,

I am writing regarding the notice of violation and the \$2,000 fine referenced in the email I received from the Motor Vehicle Dealer Board, as well as the hearing scheduled for May 11.

First, I would like to acknowledge that I did receive the email notifying me of the violation and the associated \$2,000 fine. However, I would like to clarify that I was unable to attend the hearing that took place on February 24 because I did not receive the official notice letter in time. According to the USPS tracking information, the letter was delivered to me on March 2, which was after the scheduled hearing date. For this reason, I was unaware of the hearing until after it had already taken place.

At this time, I would like to resolve this matter as quickly and responsibly as possible. If permitted, I would like to proceed with paying the \$2,000 fine and finalize the closure of **Expert Auto Outlet**.

I previously notified the Board that Expert Auto Outlet would be closing. Mr. Blanco was made aware of this, as I communicated with him regarding the closure. Additionally, I sent an email to Ms. Nelson informing her of the same. I also mailed the dealership license, the registrations for the two dealer tags, and the two physical dealer tags via USPS to the Board to formally return them and confirm that Expert Auto Outlet is no longer operating.

I would also like to mention that I will unfortunately not be able to attend the hearing scheduled for May 11 because I am currently employed as a teacher and will be working during that time.

During the more than ten years that I operated my dealership, I never had any complaints from customers. The only issue that occurred was related to an inspection that took place during business hours when I was not present at the dealership.

Given that Expert Auto Outlet has already ceased operations, the dealership license and dealer tags have been returned, and my intention is to fully resolve this matter, I respectfully request the Board's consideration to allow me to satisfy the matter by paying the \$2,000 fine without the need for the May 11 hearing. My goal is simply to ensure that the dealership is properly closed and that all matters with the Board are concluded in good standing.

Thank you for your time and consideration. I appreciate your guidance on how to finalize this matter.

Sincerely,

Celia Canas


Re: URGENT: Expert Auto Outlet, LLC #51078 | Celia Canas - May 11, 2026 Board Meeting Invitation

From Expert Auto Outlet <Expertautova@outlook.com>

Date Tue 4/7/2026 8:56 AM

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 1 attachment (4 KB)

expert_auto_outlet_dealer_board_letter.pdf;

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Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#




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 1 attachment (805 KB)

5-11-26 Board Meeting Invite Expert Auto Outlet LLC #51078.pdf;

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Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#





COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

April 1, 2026

Via First Class Mail & Email

Celia Canas
Expert Auto Outlet, LLC #51078
314 Pendleton Road
Suite A
Mineral, Virginia 23117

expertautova@outlook.com

RE: Informal Fact-Finding Conference – Hearing Officer’s Report
Dealer Practices Committee and Full Board Review

Dear Celia Canas:

On February 24, 2026, an informal fact-finding conference was electronically conducted with the office of the Motor Vehicle Dealer Board (Board). Please find an attached copy of the Hearing Officer's report.

During the Committee and Full Board meetings, you will have an opportunity to speak to your case. Please be advised that the Hearing Officer’s Report is a recommendation only. The final decision in this matter rests solely with the Board. The Board has the authority to accept, modify, or reject the recommendation, including the authority to eliminate, increase, or decrease any civil penalty assessed and to suspend or revoke any license issued by the Board.

The Hearing Officer’s Report and case file will be presented to the Dealer Practices Committee on:

Date: Monday, May 11, 2026
Time: 9:00 a.m.
Location: Department of Motor Vehicles, Executive Conference Room 702
2300 West Broad Street
Richmond, Virginia 23269

The Dealer Practices Committee will review the report and case file and determine what, if any, recommendations to make to the Full Board. The Full Board will consider the Committee’s recommendations at their meeting immediately following the Committee meetings.

While your attendance is not required, it is strongly recommended that you participate in the meetings. Being present will provide you with the opportunity to respond to any questions from Board members.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23220
Telephone: (804)367-1100 Email: dboard@mvdv.virginia.gov

Board Meeting Invitation
Celia Canas
Expert Auto Outlet, LLC #51078
April 1, 2026
Page 2

If you plan to attend the Board meeting, you are required to present a government-issued photo ID (such as a driver's license) to comply with DMV's security requirements. Please arrive before 9:00 a.m. to allow sufficient time to clear security.

If you have any questions, you may contact Tenisha Wallace at the Motor Vehicle Dealer Board office at 804-367-1100 ext. 3001# or tenisha.wallace@mvdb.virginia.gov.

Sincerely,
Motor Vehicle Dealer Board

Enclosures: Hearing Officer's Report

Cc: Lisa Mack-Nelson, MVDB Field Representative Supervisor
James Blasko, MVDB Field Representative
Kelley Smith, MVDB Executive Director

COMMONWEALTH of VIRGINIA

MVDB

Dealer Information Sheet

Dealer Certificate Number	51078
Corporate Name	EXPERT AUTO OUTLET, LLC
Trading As Name	EXPERT AUTO OUTLET, LLC
Owner's Name	CANAS, CELIA, E, *
Dealer-Operator's Name	CANAS, CELIA
Dealer-Operator's Class Date	N/A
IDO Recertification Date	N/A
Initial License Date	11/18/2025
License Expiration Date	11/30/2026
Number of Salespersons	0
Number of Dealer Tags	0
Virginia Retail Sales	9
Virginia Wholesale Sales	0
Date of Last Inspection	12/31/1969
Result	U
Number of Consumer Complaints	0
Online Dealer	No



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

Informal Fact Finding

Hearing Officer: Leon Hobson

Hearing Date: February 24, 2026

Motor Vehicle Dealer Board vs. Expert Auto Outlet, LLC

Conference Purpose

The purpose of the conference was to grant Expert Auto Outlet, LLC an Informal Fact-Finding Conference. This hearing is under authority of Va. Code Section 46.2-1576 to determine what recommendations for action should be presented to the Board for violations of Virginia Motor Vehicle Dealer Codes.

Conference Details

§ 46.2-1528	Failure to maintain dealer records regarding employees and vehicles for sale
§ 46.2-1537	Allowing unlicensed salespersons to solicit the sale of a Motor Vehicle(s)

Attendees

MVDB Field Representative Supervisor Lisa Mack-Nelson
 Field Representative: James Blasko
 Owner/Operator: Celia Canas, failed to appear

This session was held virtually using the Zoom application.

Agency Exhibits & Findings of Fact

Exhibit #	
MVDB #1	Overview of dealership as of 1/30/2026. Number of Retail Sales 10, Active Salespeople 4, Number of plates 2, Operator Celia Canas, Hours of Operation 10am - 4pm Wednesday-Thursday, 9am-5pm Saturday 10 retail sales processing fee \$250

MVDB #2	Dealership License Application listing Celia Canas -President on 11/06/2025
MVDB #3	MVDB decision letter dated June 16, 2020, pursuant to VA Code 2.2-4019 and 46.2-1576 regarding alleged violations of VA Code 46.2-1528, 1529, 1533 and 1575 (2) in which MVDB assed a civil penalty of \$2500 for the code violations listed above. Additionally, the board further mandated the dealership be re-inspected before September 15, 2020, with a satisfactory inspection as a result.
MVDB #4	October 15, 2025, Dealer Investigation Inspection was performed by MVDB field rep, James Blasko, for selling during a time in which the dealership did not have any licensed salespeople. Mr. Blasko met with Dustin Williams because Celia Canas was not on site or available. Mr. Williams was not able to provide records of the wholesale sales but did provide records of the retail sales. After reviewing the retail sales that were shared, Mr. Blasko spoke with Celia Canas the next day, and Ms. Canas sent the record of wholesale sales between 5/28/2025 and 10/2/2025 finding sales of six (6) vehicles during this timeframe. As result, Expert Auto was found in violation of 46.2-1537 for selling six vehicles without having a licensed salesperson at the dealership.
MVDB #5	November 24, 2025, Letter from MVDB to Celia Canas serving as a written warning of a record of inspection dated October 15, 2025 alleging violations of VA Code 46.2-1537 for unlicensed salespersons soliciting the sale of a Motor Vehicle(s) in which the MVDB has determined that six (6) sales were made by individuals employed by the dealership but unlicensed salespeople. Expert Auto Outlet was assessed a civil penalty of \$1500 plus an administrative fee of \$50 due by December 29, 2025.
MVDB #6	Letter of appeal received by MVDB on December 6, 2025 regarding the salesperson licensing violation indicated in MVDB exhibit #5. The dealership acknowledged and accepted responsibility for 3 retail transactions that were conducted while the dealership did not have a licensed salesperson on site and was an oversight on the part of the dealership. However, the dealership indicates that three of the transactions were wholesale transactions conducted between licensed dealers.
MVDB #7	Lisa Mack-Nelson from MVDB provided an email response on January 14, 2026, to the letter of appeal indicated in Exhibit 6.
MVDB #8	Letter from MVDB to Celia Canas dated January 23, 2026, acknowledging receipt of the letter of appeal presented in MVDB exhibit #7 and indicating that an informal fact finding conference would be set up by the Hearing Officer.

Respondent's Position

The hearing was set and held on February 24, 2026. The dealer failed to appear.

Hearing Officer Narrative

The hearing was held as indicated on February 24, 2026, and the dealer failed to appear for the hearing. It was noted during the hearing that an email was received on

2/10/2026 from Expert Auto indicating that Expert Auto was closed due to out of country travel. The request to close was denied by MVDB.

Conclusion of Law

Date: March 13, 2025

Hearing Officer: Leon Hobson

Dealer/Operator/Salesperson License Applicant: Expert Auto Outlet, LLC

Found in Violation:

§ 46.2-1528	Failure to maintain dealer records regarding employees and vehicles for sale
§ 46.2-1537	Allowing unlicensed salespersons to solicit the sale of a Motor Vehicle(s)

Hearing Officer Recommendation:	Statement of Explanation:
No Further Action	
<input type="checkbox"/> Warning	
<input checked="" type="checkbox"/> Civil Penalty	<p>\$1000 for Failure to maintain dealer records regarding employees and vehicles for sale. (46.2-1528)</p> <p>\$1000 for Allowing unlicensed salespersons to solicit the sale of a Motor Vehicle(s) (46.2-1537).</p> <p>TOTAL Civil Penalty: \$2,000</p>
<input type="checkbox"/> Revocation	
<input type="checkbox"/> Suspension	
<input checked="" type="checkbox"/> Inspection	Follow up inspection within 45 days
<input checked="" type="checkbox"/> Further Training	Dealer/Operator course within 30 days
<input type="checkbox"/> License not recommended	
<input type="checkbox"/> License recommended	



 Hearing Officer

Date: 3/17/2026



ATLEE
9540 CHAMBERLAYNE RD
MECHANICSVILLE, VA 23116-9998
www.usps.com

11/04/2025 01:43 PM

TRACKING NUMBERS
9589 0710 5270 3113 9840 66

TRACK STATUS OF ITEMS WITH THIS CODE
(UP TO 25 ITEMS)



TRACK STATUS BY TEXT MESSAGE
Send tracking number to 28777 (2USPS)
Standard message and data rates may apply

TRACK STATUS ONLINE
Visit <https://www.usps.com/tracking>
Text and e-mail alerts available

PURCHASE DETAILS

Product	Qty	Unit Price	Price
First-Class Mail® Letter	1		\$0.78
Elkton, VA 22827			
Weight: 0 lb 0.60 oz			
Estimated Delivery Date			
Thu 11/06/2025			
Certified Mail®			\$5.30
Tracking #:			
9589 0710 5270 3113 9840 66			
Return Receipt			\$4.40
Tracking #:			
9590 9402 9592 5121 2877 71			
Total			\$10.48

Grand Total: \$10.48

Credit Card Remit \$10.48

Card Name: AMEX
Account #: XXXXXXXXXXX3190
Approval #: 817466
Transaction #: 866
AID: A000000025010901 Contactless
AL: AMEX CREDIT
PIN: Verified

9589 0710 5270 2455 2909 72

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com

Mineral, VA 23117

Certified Mail Fee	\$5.30
Extra Services & Fees (check box, add fee as appropriate)	\$0.00
<input type="checkbox"/> Return Receipt (hardcopy)	\$0.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00

Postage	\$0.78
Total Postage and Fees	\$6.08

0621
11
Postmark
Here
02/06/2026

Sent To: Celia Canas, Export Auto Outlet #51078
Street and Apt. No., or PO Box No.: 314 Pendleton Rd, Suite A
City, State, ZIP+4: Mineral, VA 23117

PS Form 3800, January 2023 PSN 7530-02-000-9047 See Reverse for Instructions

Jan 30,26 DEPLTI - Dealer Sales and Plate Count Inquiry 01:30 PM
DEPLTINB DEPLTIMB

=> 195 CSS-PROD

> Own: CANAS, CELIA, E Own No: 22696
> Bus: EXPERT AUTO OUTLET, LLC
T/A: EXPERT AUTO OUTLET, LLC
Loc No: 1 Loc Type: INITIAL LOCATION Suppl Loc:
> Cert No: 51078 Typ: INDEPENDENT DEALER Est Dte: 11/02/2017 Agency: B
Exp Dte: 11/30/2026
Sales Totals: Virginia Retail Sales: 10 Number of Licensed
Wholesale/Out-of-State Sales: Active Salespersons: 1
Total of All Sales: 10

Number of Plates
Currently Authorized: 2
Hightest Plate Limit in Current License Year: 2

Active Dealer Plate Types and Counts
Plate Count
ID 2

Total Number of Active Plates: 2
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Help Csm DealM Cmnd

Jan 30,26
DELOCINA DELOCIMA

DELOCI - Location Detail Inquiry

01:30 PM

=>

195 CSS-PROD

> Own No: 22696 Nam: CANAS,CELIA,E

Loc No: 1 Typ: I Suppl: Fed Id: [REDACTED]

Bus Nam: EXPERT AUTO OUTLET, LLC
T/A Nam: EXPERT AUTO OUTLET, LLC

Str1: 314 PENDLETON ROAD SUITE A
Str2:

City: MINERAL St: VA Zip: 23117
Juris: LOUISA

Operator: CANAS,CELIA,ESTELA

Ssn: [REDACTED]

Bond Co: WESTERN SURETY COMPANY_# [REDACTED]
Fund Cd: F

Eff Dte: 11/01/2017
Cancel Dte:

Last User: MVBQMH Pgm: DEDRENNA Date/Time: 11/18/2025 05:16 PM

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Help Csm DealM Cmnd

EXPERT AUTO OUTLET, LLC
 314 PENDLETON ROAD SUITE A, MINERAL, VA 23117
 Bus. Phone:(540) 479-3401
 Dealer Email: EXPERTAUTOVA@OUTLOOK.COM
 Dealership Email:
 Audit Sheet Date: 1/30/2026
 POD Date: 11/22/2017
 Online Access: NO

Certificate#: 51078

Contact Phone: [REDACTED]

POD Vendor: VI
 Online Date:

Licenses At Certificate Location

License Type	Est. Date	Expiration Date
ID	12/31/1969	11/30/2026

Owner CANAS, CELIA, E, * Recertify by: 8/31/2026
 Operator CANAS, CELIA ESTELA Recertify by: 8/31/2026

Salespersons: Active:1 Inactive:0

Lic. #	Last Name	First Name	Middle	Lic. Exp. Date	Stop on Lic.
5427	CANAS	CELIA	ESTELA	11/30/2026	No

Dealer Plate Insurance

Insurer: building industry insurance associaton inc. Policy #: [REDACTED] Contact #: 434-392-7200
 From: 5/2/2025 To: 5/2/2026 Plates Covered: (4)

Dealer Plates - Count 2

Plate#	Issue Date	Expiration Date	Status
APID00043319	11/18/2025	11/30/2026	Active
APID00043317	11/18/2025	11/30/2026	Active

Hours Of Operation

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
N/A	N/A	10:00 AM	10:00 AM	N/A	9:00 AM	N/A
N/A	N/A	4:00 PM	4:00 PM	N/A	5:00 PM	N/A

Dealer Info

Retail Unit Sales	Wholesale Unit Sales	Inspection Date	Processing Fee
10	0	12/31/1969	250.00



MOTOR VEHICLE DEALER LICENSE APPLICATION FOR INITIAL LICENSE/RENEWAL/CHANGE

51078

OFFICE USE ONLY ①		
CERT. END FEE	PLATE FEE	SLS FEE
270	60	50
FUND FEE	TOTAL FEE	
—	380	
CHECK NUMBER	NOTE	
MO	432	
OVERPAY	SHORTAGE	
52	—	
TECH INITIALS		
MMH		

PURPOSE: Dealers use this form to apply for initial Dealer License and to notify MVDB of changes. This form is also used for dealer license renewal. Dealers must review for accuracy and complete all items (front and back) and **include email addresses.** Dealer changes such as dealership address change/relocation, ownership changes, add/delete manufacturer or distributor-operator requires supporting documentation before the change is authorized and approved. For additional information, visit www.mvdb.gov.

FOR LICENSE YEAR ENDING	DEALER CERTIFICATE NUMBER (if currently licensed)
11/30/2026	

1. If you are a Motor Vehicle Dealer, please indicate which of the following applies. (check only one.) See letter for additional information.

\$350 Fund Fee and \$50,000 Bond
 \$100,000 Bond (submit copy)

NO BOND REQUIRED
CERT: 22696-1-I-0-51078
ENDORSEMENTS: ID

USED

11/18

2. TYPE OF APPLICATION

Note: If this is an initial or change in location application, an approved Local Zoning Certificate must be submitted with this application. Include any supporting documentation with this application.

INITIAL APPLICATION RENEWAL APPLICATION
 CHANGE (EXPLAIN)

3. TYPE OF MOTOR VEHICLE DEALER LICENSE(S) Check all that apply.

FRANCHISED	INDEPENDENT
<input type="checkbox"/> CAR/TRUCK	<input checked="" type="checkbox"/> CAR/TRUCK
<input type="checkbox"/> MOTORCYCLE	<input type="checkbox"/> MOTORCYCLE
<input type="checkbox"/> RECREATIONAL VEHICLE	<input type="checkbox"/> RECREATIONAL VEHICLE
<input type="checkbox"/> TRAILER	<input type="checkbox"/> TRAILER
<input type="checkbox"/> AMBULANCE	<input type="checkbox"/> AMBULANCE
<input type="checkbox"/> FUNERAL VEHICLE	<input type="checkbox"/> FUNERAL VEHICLE
<input type="checkbox"/> FIRE-FIGHTING VEHICLE	<input type="checkbox"/> FIRE-FIGHTING VEHICLE

4. NAME OF BUSINESS EXPERT AUTO OUTLET, LLC	TRADING AS NAME EXPERT AUTO OUTLET, LLC
---	---

BUSINESS ADDRESS: STREET (P.O. BOX ONLY IS NOT ACCEPTABLE) 314 PENDLETON ROAD SUITE A	CITY MINERAL VA	ZIP CODE 23117
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<input checked="" type="checkbox"/> COUNTY OR <input type="checkbox"/> CITY LOUISA	JURISDICTION OF BUSINESS	DEALER-OPERATOR (PERSON OPERATING BUSINESS) CELIA ESTELA CANAS
---	---------------------------------	--

DEALER'S SOCIAL SECURITY OR EMPLOYER ID NUMBER	DEALER'S BUSINESS PHONE (840)	DEALER/OPERATOR HOME/CELL PHONE NUMBER (840)
---	---	--

DEALER'S EMAIL ADDRESS expertautova@aoutlook.com	DEALER-OPERATOR'S EMAIL ADDRESS	PROCESSING FEE AMOUNT \$ 250.00
--	--	---

POSTED BUSINESS HOURS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Close AM	AM	AM	10 AM	19 AM	19 AM	Close AM
Close PM	PM	PM	4 PM	4 PM	4 PM	Close PM

5. TYPE OF OWNERSHIP CHECK ONE: INDIVIDUAL PARTNERSHIP CORPORATION LLC

STATE IN WHICH INCORPORATED: Virginia

6. Name, title and residential address of each owner, member, partner and/or officer of this business. Use additional sheet(s), if necessary.

NAME	TITLE	ADDRESS
Celia Cañas	President	[REDACTED]

RECEIVED
NOV 17 2025
MVDB

7. FRANCHISED DEALERS ONLY Attach a copy of the Franchise and service agreement with manufacturer or distributor if this is an initial application. Only list line-makes of vehicles to be sold in this state. DO NOT list models as line-makes. Use additional sheet(s), if necessary and attach.

MANUFACTURER	ADDRESS	LINE-MAKES

8. FRANCHISED DEALERS ONLY List name and address of individual awarded franchise(s) or sales agreement(s). Use additional sheet(s), if necessary and attach.

NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____

9. READ EACH QUESTION BELOW AND CHECK THE APPROPRIATE RESPONSE


	YES	NO
A. Has any owner, partner, officer or Dealer-Operator of business ever been refused a Motor Vehicle Dealer's License or Certificate of Registration or had his/her license or certificate suspended or revoked?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of a felony?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of any fraudulent or criminal act in connection with the business of selling motor vehicles?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of larceny of a vehicle OR receipt or sale of a stolen vehicle?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of odometer tampering or any related violation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Has any owner, partner, officer or Dealer-Operator committed any act or omitted any duty, with the result being administrative action taken by the Board or DMV?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
G. If the answer to any of the above questions is YES, please explain on a separate sheet (include names, dates, court jurisdictions and result of administrative proceedings).		
H. Are all salespersons employees of the dealership (issued a W-2) and <u>not</u> independent contractors (issued a 1099)?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
I. Is any owner, partner, officer or Dealer-Operator applying to be, required to be, or currently licensed as a vehicle manufacturer, factory branch, distributor, distributor branch, or subsidiary thereof in the Commonwealth? If YES, indicate Dealer Certificate Number: _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PRIVACY STATEMENT

In accordance with Virginia Code §§ 2.2-803, 2.2-4807 and 58.1-520 et seq, the State Comptroller requires that this information, including your social security number, be collected for debt set off collection purposes.

10. CERTIFICATION. Read and certify by printing and signing below.

I certify and affirm that all information presented in this form is true and correct, that any documents I have presented to MVDB are genuine, and that the information included in all supporting documentation is true and accurate. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.

OWNER, PARTNER, OFFICER OF THE BUSINESS NAME (print) Deja Cañas	NAME OF BUSINESS Expert Auto Outlet, LLC
OWNER, PARTNER, OFFICER OF THE BUSINESS SIGNATURE 	DATE (mm/dd/yyyy) 11/06/2025

Please indicate Dealer Certificate Number in Box

MVDB 58 (04/2020)



SELF-INSPECTION CHECKLIST

COMPLETE & SIGN THIS CHECKLIST AND RETURN WITH YOUR RENEWAL

Purpose: This checklist may help with the dealer's business operations. Keeping in compliance with these items listed below may help better prepare you for a satisfactory rating on your next MVDB Inspection.

Instructions: The Dealer -Operator should review each item, initial and sign. **BEFORE YOU RETURN THIS CHECKLIST TO MVDB WITH YOUR RENEWAL APPLICATION MAKE A COPY FOR YOUR RECORDS**

RECEIVED

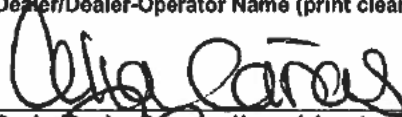
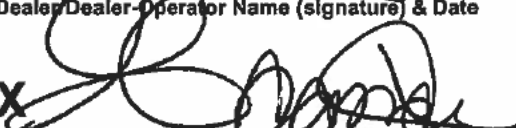
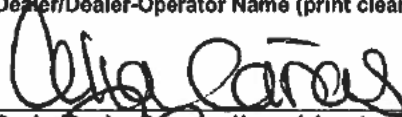
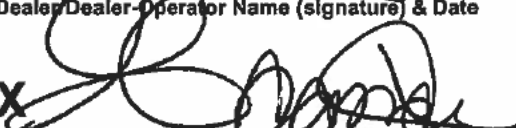
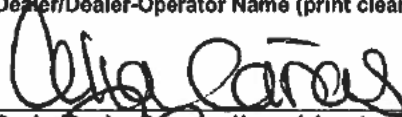
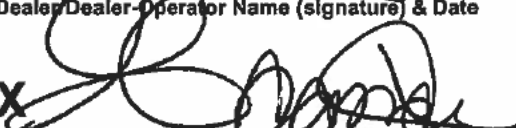
AS THE DEALER OPERATOR I CERTIFY THAT I HAVE PERSONALLY REVIEWED EACH OF THE ITEMS BELOW and have initialed and signed this form:

NOV 17 2025

MVDB

No.	Dealer-operator initials	Item
1	CC	I have reviewed my insurance policy and certify that the number of dealer plates insured is equal to the number of dealer plates issued to me. I have attached a copy of my Certificate of Liability Insurance indicating the number of plates insured.
2	CC	If an Online Dealer, I certify all passenger plates and decals are kept in a secure storage place at the dealership.
3	CC	I certify that I reviewed and know the proper use of dealer plates including who may use them and when they may be used and that the dealership is keeping proper record of tag use.
4	CC	Only authorized personnel have access to the Print On Demand (POD) user name and password information. Passwords are changed regularly and when those employees with knowledge of the password leave my employment.
5	CC	I know that I am responsible to ensure that all POD authorized personnel have been properly trained on our POD vendor software and know the DMV POD procedures. I certify that POD tags are NEVER emailed or faxed to anyone including my customers.
6	CC	I certify all salesperson(s) hold a valid sales license assigned to the dealership. I also certify that all salesperson(s) payroll records such as W-2s; W-4's; payroll statements; commission reports and pay stubs are stored at the dealership. IRS Form 1099 is not applicable to salespersons.
7	CC	I have checked the dealer certificate, salesperson list, and processing fee to ensure they are current, properly displayed and seen by the general public at the dealership.
8	CC	I have randomly checked my retail inventory and deal files to ensure that state safety inspections have been performed on all vehicles sold at retail as required by state law and we maintain records of these inspections.
9	CC	I know that I am responsible for advertisements, including those posted on the internet. If I advertise on Craigslist or similar websites or mobile apps my ads will be in the Dealer Section and NOT in the "For Sale by Owner" section.
10	CC	My dealership has an online/social media advertising policy for employees that consolidates advertising efforts to dealership sponsored and approved advertising mediums, to include all social media platforms. At a minimum, this policy will be reviewed with dealership employees annually and signed/dated by dealership management and employees.
		CONTINUE ON REVERSE SIDE

Dealer Certificate Number:

No.	Dealer-operator Initials	ITEM				
11	R	I maintain all dealer records for 5 years at my dealership location unless I have received prior approval for a record keeping variance by the Board. All of my dealer records are securely stored and readily available for MVDB inspection, specifically the Certificate of Liability Insurance indicating the number of dealer plates insured.				
12	R	I maintain the forms listed are kept in a secure location and they are readily available for the MVDB Inspection. At a minimum the records include: <ol style="list-style-type: none"> 1. Vehicle Title (front and back copy) 2. Odometer Certification Form 3. Copy of Vehicle Safety Inspection 4. Buyer's Order (Bill of Sale) 5. Copy of Reassignment VAD 20 6. Properly completed Federal Buyer's Guide (for pre-owned) 7. Registration Transfer VSA 27 8. Copies of any financing agreement, extended service contracts * A "Best Practice" recommendation is to maintain all of the forms listed in a Deal Folder/Jacket for simplicity and ease of retrieval. Also maintained at the dealership is a copy of the most recent Certificate of Liability Insurance.				
13	R	I have confirmed that the dealership address (current location) matches what is pre-printed on the MVDB 10 (renewal application) and also matches what is displayed on my dealer certificate.				
14	R	I am using the most current MVDB 61 when hiring a new salesperson. This form and other MVDB forms can be downloaded at: http://www.mvdb.virginia.gov/forms/default.aspx				
15	R	I certify I have provided my current buyer's order to the MVDB				
16	R	I will notify MVDB when I plan to close my dealership during its posted business hours				
17	R	I have reviewed, completed, and signed all renewal forms with accuracy. If necessary, I have corrected any pre-printed information on the renewal forms prior to submitting to the MVDB.				
18	R	If you are an independent dealer-operator, the dealer-operator is current on their recertification requirement and understands they must recertify every 36 months to keep this qualification. Failure to do so may result in a loss of qualification and dealer certificate. I keep the MVDB up to date on my contact information including dealer-operator email address, home mailing address, and primary contact telephone number as indicated on the MVDB 10.				
19		<p>Please sign and date this form below upon completion and return with the renewal forms and fees to MVDB.</p> <table border="1" style="width: 100%;"> <tr> <td>Dealer/Dealer-Operator Name (print clearly)</td> </tr> <tr> <td></td> </tr> <tr> <td>Dealer/Dealer-Operator Name (signature) & Date</td> </tr> <tr> <td> X</td> </tr> </table>	Dealer/Dealer-Operator Name (print clearly)		Dealer/Dealer-Operator Name (signature) & Date	 X
Dealer/Dealer-Operator Name (print clearly)						
						
Dealer/Dealer-Operator Name (signature) & Date						
 X						

COMPLETE THIS CHECKLIST AND RETURN WITH YOUR RENEWAL



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED

DECISION

June 16, 2020

Ms. Celia E. Canas
Expert Auto Outlet, LLC #51078
476 Cambridge Street, Suite 101
Fredericksburg, Virginia 22405

The Motor Vehicle Dealer Board (Board) conducted an informal fact-finding conference on March 4, 2020 in Richmond, Virginia pursuant to Va. Code §§ 2.2-4019 and 46.2-1576. You were present and counsel did not represent you. Peggy R. Bailey, MVDB Program Manager and Larry Sparks, MVDB Field Representative, were present as witnesses for the Board. The conference was presided over by John G. Weigly, Hearing Officer. The purpose of the conference was to determine what action, if any; the Board should take for alleged violations of Virginia Code Section(s) 46.2-1528, 1529, 1533 and 1575 (2).

On June 9, 2020, a copy of the hearing officer's report was emailed to you and you were given the opportunity to review the report and file any exceptions or comments and to participate the June Board teleconference. As of June 15, 2020, you did not file exceptions; however, you did participate in the teleconference of the Committee and Full Board meetings.

At its June 15, 2020 meetings, the Dealer Practices Committee and the Board had the opportunity to carefully review the findings of fact, the conclusions of law, your verbal comments and the hearing officer's report. Based upon the evidence presented to the Committee and the Board, the Board adopted a resolution to **assess a civil penalty of \$2,500 against you and Expert Auto Outlet, LLC. The \$2,500 civil penalty is due on or before July 20, 2020.**

The Board further mandated that your dealership be re-inspected on or before September 15, 2020 and that the inspection must be satisfactory. You must contact Lisa Mack-Nelson, MVDB Field Supervisor, at (804) 367-1100 ext. 3005#, and let her know that your dealership is ready to be inspected so that she can assign a field representative to conduct the inspection.

Ms. Celia E. Canas
Expert Auto Outlet, LLC #510

DECISION


June 16, 2020

Page 2

Failure to comply with the stated deadline date will result in the suspension of all licenses and certificates issued by the Board to you. **As a matter of information, if an order of suspension is issued, you must pay a \$50 reinstatement fee before the suspension will be removed.** The suspension will remain in effect until the civil penalty is satisfied. **You may also consider entering into a payment plan with the Board, which may provide you with some relief.**

You have the right to appeal this decision within 33 days from the date of this letter. You may send written notification of your intent to appeal to the Motor Vehicle Dealer Board, 2201 West Broad Street, Suite 104, Richmond, Virginia 23220. If we do not hear from you regarding this matter on or before **July 20, 2020**, we will take this decision as final and that you have waived your right to appeal.

Issued in the Office of the Motor Vehicle Dealer Board in Richmond, Virginia.


William R. Childress
Executive Director

WRC:arw

Enclosure

c: John G. Weigly, Hearing Officer
Peggy R. Bailey, MVDB Program Manager
Lisa Mack-Nelson, MVDB Field Representative Supervisor
Larry Sparks, MVDB Field Representative

Expert Auto Outlet, LLC and Celia E. Canas
June 15, 2020

WHEREAS, the Board has reviewed and considered the facts and evidence and the report of an informal fact finding conference as prepared by the hearing officer concerning Expert Auto Outlet and Celia Canas for alleged violations of Va. Code sections §46.2-1528, 46.2-1529, 46.2-1533, and 46.2-1575 (2); and

WHEREAS, based on due consideration, the Board believes that the following actions should be taken against Expert Auto Outlet and Celia Canas;

1. Assessed a civil penalty of \$2,500.00; and
2. Expert Auto Outlet shall be inspected by a Motor Vehicle Dealer Board field representative by September 15, 2020 and that inspection shall be satisfactory.

NOW THEREFORE, BE IT RESOLVED that the Board mandates that Celia Canas hereby be assessed a civil penalty of \$2,500.00, and the Expert Auto Outlet dealership shall satisfactorily pass an inspection conducted by a Motor Vehicle Dealer Board field representative on or before September 15, 2020.

THEREFORE, BE IT FURTHER RESOLVED by the Board that failure to comply with the Board's mandates by the required dates will result in the suspension of all licenses, certificates issued by the Board until such time the Expert Auto Outlet dealership, and Celia Canas successfully complies with the Board's mandates.

EXPERT AUTO OUTLET, LLC

Certificate#: 51078

314 PENDLETON ROAD SUITE A
MINERAL VA 23117

Business Phone	Expiration	Inspection Date
(540) 479-3401	11/30/26	10/15/25 10:00 AM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
10/15/25	3	Dealer Investigation	FURG	ID	250.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	YES	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	249
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	YES	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	YES	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	YES	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	YES	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	N/A	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	NO	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	YES	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
building industry insurance associaton inc.		05/02/25 - 05/02/26	YES

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
Dustin Williams	employee	James Blasko		U

EXPERT AUTO OUTLET, LLC

Certificate#: 51078

314 PENDLETON ROAD SUITE A
, MINERAL VA 23117

Business Phone	Expiration	Inspection Date
(540) 479-3401	11/30/26	10/15/25 10:00 AM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
Dustin Williams	employee	James Blasko		U

Regulatory Section**Action To Take**

Regulatory Letter

Comments

On 10/15/2025 I started my investigation into Expert Auto Outlet, LLC for selling during a time where the dealership had no licensed salespeople. Celia Canas was the only salesperson at Expert Auto Outlet and she transferred her sales license to Inside Auto Parts from 5/28/2025 to 10/2/2025. During this time frame there was no licensed salesperson at Expert Auto Outlet.

- When I arrived at 10/15/2025 I met with Dustin Williams who was able to provide me with the dealerships retail sales. He was unable to find the wholesale files. I reviewed the retail sales and called Celia Canas about why I was there. I spoke with her the next day and she said she would email me the wholesales. She did send over the wholesales from Expert Auto Outlet and I did review what she sent. Between 5/28/2025 to 10/2/2025 Expert Auto Outlet sold the following:

- 7/20/2025 - 2019 Ram 2500 (VIN: 3CGUR5D13KG544037) sold at retail
- 7/29/2025 - 2016 Chevy Silverado (VIN: 1GC2KUEGXGZ379675) sold at retail
- 9/26/2025 - 2011 Chevy Tahoe (VIN: 1GNSKBE09BR335058) sold at retail
- 7/24/2025 - 2019 Volvo (VIN: 4V4NC9EH7KN209763) sold at Wholesale from Expert Auto to Inside Auto Parts
- 7/24/2025 - 2022 Nissan (VIN: 3N1AB8CV1NY314292) sold at Wholesale from Expert Auto to Inside Auto Parts
- 7/24/2025 - 2024 Mitsubishi (VIN: JA4J4VA83RZ036018) sold at Wholesale from Expert Auto to Inside Auto Parts

Expert Auto Outlet LLC is in Violation of 46.2-1537 for selling the six vehicles listed above without having a licensed salesperson at the dealership.



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED
9589 0710 5270 1227 5419 91

November 24, 2025

Celia Canas
Expert Auto Outlet 51078
314 Pendleton Rd. Suite A,
Mineral, Va. 23117

Re: Title 46.2. Of the Code of Virginia

Dear Celia Canas:

Enclosed you will find a Motor Vehicle Dealer Board (MVDB) dealer record of inspection dated October 15, 2025, regarding among other violations the alleged sales activity from your dealership by an individual identified as Celia Canas before being duly licensed as a salesperson.

Virginia Code Section 46.2-1537 states that, **"It shall be unlawful for any motor vehicle dealer or salesperson licensed under this chapter, directly or indirectly, to solicit the sale of a motor vehicle through a peculiarly interested person, or to pay, or cause to be paid, any commission or compensation in any form whatsoever to any person in connection with the sale of a motor vehicle, unless the person is duly licensed as a salesperson employed by the dealer."**

§ 46.2-1528. Examination or audit of licensee; costs.

The Board or authorized representatives of the Board may examine, during the posted business hours, the records required to be maintained by this chapter. If a licensee is found to have violated this chapter or any order of the Board, the cost of the examination as established by the Board shall be paid by the licensee so examined within 30 days after demand therefore by the Board.

This cost is referred to as the administrative violation fee.

**MVDB
Exhibit**

5

Page 2

Virginia Code Section 46.2-1507 gives the Motor Vehicle Dealer Board the authority to assess civil penalties that do not exceed \$1,000.00 for any single violation of Chapter 46.2 of the Code of Virginia. It has been determined that you should be offered the option to pay a penalty of \$1550.00. \$250.00 for (6) sales activity by an individual employed by you before being duly licensed by the Board, and \$50.00 administrative violation fee.

This letter serves as a written warning concerning the prohibition against violating any of the Dealer Licensing Laws located at www.mvdb.virginia.gov/codes-and-regulations.

If you do not file a written appeal requesting an Informal Fact-Finding Conference or pay the \$1500.00 civil penalty on or before December 29, 2025, we will consider this decision as final; and that you have waived your right to appeal. Failure to respond by the due date could result in the suspension or revocation of your licenses, and the agency placing the civil penalty into The Virginia Debt Set off Program.

The \$50.00 administrative violation fee cannot be appealed and must be paid on or before December 29, 2025, to avoid the immediate suspension of your dealer's license.

Total amount due \$1550.00.

Should you choose to appeal this civil penalty please understand that all violations issued against your dealership, including consumer complaints, may be submitted for consideration if an informal fact-finding conference is convened.

Direct your questions to the Field Representative Supervisor, Lisa Mack-Nelson at 804 367 1100, ext. 3005# or lisa.macknelson@mvdb.virginia.gov . If mailing your payment, please send to the address listed at the bottom of the first page of this letter.

Sincerely,



Melanie Lester
Interim Executive Director
/lml
em: Field Representative James Blasko

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Celia Canas
Expert Auto Outlet 51078
314 Pendleton Rd. Suite A,
Mineral, Va. 23117



9590 9402 8424 3156 8554 01

2. Article Number (Transfer from service label)

9589 0710 5270 1227 5419 91

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X *Dustin Williams*

Agent

Addressee

B. Received by (Printed Name)

Dustin Williams

C. Date of Delivery

12/1/25

D. Is delivery address different from item 1? Yes
If YES, enter delivery address below: No

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery

- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

Registered Mail Restricted Delivery (\$500)

Expert Auto Outlet, LLC
314 Pendleton Rd.
Mineral, VA 23117

540- 850- 9964
expertautova@outlook.com
December 4, 2025

Virginia Motor Vehicle Dealer Board
2201 W. Broad Street, Suite 104
Richmond, VA 23220

RECEIVED

DEC 06 2025

MVDB

Re: Appeal Regarding Salesperson Licensing Violations

Dear Members of the Board,

I respectfully submit this letter as an appeal and clarification regarding the recent findings involving Expert Auto Outlet, LLC and several vehicle sales that occurred during a period when no licensed salesperson was affiliated with our dealership.

After reviewing the Board's notice, we acknowledge and accept responsibility for the three retail transactions that were completed while our dealership did not have a salesperson properly licensed under Expert Auto Outlet, LLC. We understand that retail sales to the public require a licensed salesperson and recognize this as our oversight. We have already taken steps to strengthen our internal procedures to ensure full compliance moving forward.

However, we would like to address the three wholesale transactions included in the notice. These sales were conducted strictly between licensed dealers, with no retail customers involved at any point. As the Board's regulations specify, wholesale dealer-to-dealer transactions do not require a licensed salesperson, as they fall outside of retail sales activity.

Pursuant to Virginia Code § 46.2-1508, the requirement for a licensed salesperson applies only to individuals who sell or negotiate the sale of vehicles to the public. The statute explicitly states that this requirement "shall not apply to... a person who sells motor vehicles at wholesale to dealers." Accordingly, the wholesale transactions cited fall under this statutory exemption and should not be considered violations.

Expert Auto Outlet, LLC values its relationship with the Motor Vehicle Dealer Board and remains committed to maintaining complete compliance with all state regulations. We appreciate your time, review, and understanding, and we are more than willing to provide any additional information the Board may require.

Thank you for your consideration.

Sincerely,

Celia Canas
Dealer Operator
Expert Auto Outlet, LLC

MVDB
Exhibit

6



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED
9589 0710 5270 1227 5419 91

November 24, 2025

Celia Canas
Expert Auto Outlet 51078
314 Pendleton Rd. Suite A,
Mineral, Va. 23117

RECEIVED
DEC 06 2025
MVDB

Re: Title 46.2. Of the Code of Virginia

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Enclosed you will find a Motor Vehicle Dealer Board (MVDB) dealer record of inspection dated October 15, 2025, regarding among other violations the alleged sales activity from your dealership by an individual identified as Celia Canas before being duly licensed as a salesperson.

Virginia Code Section 46.2-1537 states that, **"It shall be unlawful for any motor vehicle dealer or salesperson licensed under this chapter, directly or indirectly, to solicit the sale of a motor vehicle through a peculiarly interested person, or to pay, or cause to be paid, any commission or compensation in any form whatsoever to any person in connection with the sale of a motor vehicle, unless the person is duly licensed as a salesperson employed by the dealer."**

§ 46.2-1528. Examination or audit of licensee; costs.

The Board or authorized representatives of the Board may examine, during the posted business hours, the records required to be maintained by this chapter. If a licensee is found to have violated this chapter or any order of the Board, the cost of the examination as established by the Board shall be paid by the licensee so examined within 30 days after demand therefore by the Board.

This cost is referred to as the administrative violation fee.

Page 2

Virginia Code Section 46.2-1507 gives the Motor Vehicle Dealer Board the authority to assess civil penalties that do not exceed \$1,000.00 for any single violation of Chapter 46.2 of the Code of Virginia. It has been determined that you should be offered the option to pay a penalty of \$1550.00. \$250.00 for (6) sales activity by an individual employed by you before being duly licensed by the Board, and \$50.00 administrative violation fee.

This letter serves as a written warning concerning the prohibition against violating any of the Dealer Licensing Laws located at www.mvdb.virginia.gov/codes-and-regulations.

If you do not file a written appeal requesting an Informal Fact-Finding Conference or pay the \$1500.00 civil penalty on or before December 29, 2025, we will consider this decision as final; and that you have waived your right to appeal. Failure to respond by the due date could result in the suspension or revocation of your licenses, and the agency placing the civil penalty into The Virginia Debt Set off Program.

The \$50.00 administrative violation fee cannot be appealed and must be paid on or before December 29, 2025, to avoid the immediate suspension of your dealer's license.

Total amount due \$1550.00.

Should you choose to appeal this civil penalty please understand that all violations issued against your dealership, including consumer complaints, may be submitted for consideration if an informal fact-finding conference is convened.

Direct your questions to the Field Representative Supervisor, Lisa Mack-Nelson at 804 367 1100, ext. 3005# or lisa.macknelson@mvdb.virginia.gov . If mailing your payment, please send to the address listed at the bottom of the first page of this letter.

Sincerely,



Melanie Lester
Interim Executive Director
/lmn
em: Field Representative James Blasko

RECEIVED

DEC 06 2025

MVDB

EXPERT AUTO OUTLET, LLC

Certificate#: 51078

314 PENDLETON ROAD SUITE A
MINERAL VA 23117

Business Phone	Expiration	Inspection Date
(540) 479-3401	11/30/26	10/15/25 10:00 AM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
10/15/25	3	Dealer Investigation	FURG	ID	250.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
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3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	249
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	YES	
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11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	N/A	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	NO	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	YES	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

RECEIVED

DEC 06 2025

MVDB

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
building industry insurance associaton Inc.	[REDACTED]	05/02/25 - 05/02/26	YES

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
Dustin Williams	employee	James Blasko		11

EXPERT AUTO OUTLET, LLC

Certificate#: 51078

314 PENDLETON ROAD SUITE A
 , MINERAL VA 23117

Business Phone	Expiration	Inspection Date
(540) 479-3401	11/30/26	10/15/25 10:00 AM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
Dustin Williams	employee	James Blasko		U

Regulatory Section

Action To Take

Regulatory Letter

Comments

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Expert Auto Outlet LLC is in Violation of 46.2-1537 for selling the six vehicles listed above without having a licensed salesperson at the dealership.

RECEIVED

DEC 06 2025

MVDB

Appeal letter

From Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Date Wed 1/14/2026 11:40 AM
To Expert Auto Outlet <expertautova@outlook.com>
Cc Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>

Good Morning,

Per your request I am emailing this response to your attached letter.

Per you letter you appear to be quoting Va code 46.2-1508 with "The statute explicitly states that this requirement "shall not apply to a person who sells motor vehicles at wholesale to dealers."

I have searched this code thoroughly and cannot locate this statement. See below.

[§ 46.2-1508](#). Licenses required; penalty.

A. It shall be unlawful for any person to engage in business in the Commonwealth as a motor vehicle dealer or salesperson without first obtaining a license as provided in this chapter. It shall be unlawful for any person to engage in business in the Commonwealth as a manufacturer, factory branch, distributor, distributor branch, or factory or distributor representative without first obtaining a license from the Department. Every person licensed as a manufactured home dealer under Chapter 4.2 (§ [36-85.16](#) et seq.) of Title 36 shall obtain a certificate of dealer registration as provided in this chapter. Every person licensed as a watercraft dealer under Chapter 8 (§ [29.1-800](#) et seq.) of Title 29.1 and who offers for sale watercraft trailers shall obtain a certificate of dealer registration as provided in this chapter but shall not be required to obtain a dealer license unless he also sells other types of trailers. Any nonprofit organization exempt from taxation under § 501(c)(3) of the Internal Revenue Code, after having obtained a nonprofit organization certificate as provided in this chapter, may consign donated motor vehicles to licensed Virginia motor vehicle dealers. **Any person licensed in another state as a motor vehicle dealer may sell motor vehicles at wholesale auctions in the Commonwealth after having obtained a certificate of dealer registration as provided in this chapter.** The offering or granting of a motor vehicle dealer franchise in the Commonwealth shall constitute engaging in business in the Commonwealth for purposes of this section, and no new motor vehicle may be sold or offered for sale in the Commonwealth unless the franchisor of motor vehicle dealer franchises for that line-make in the Commonwealth, whether such franchisor is a manufacturer, factory branch, distributor, distributor branch, or otherwise, is licensed under this chapter. In the event a license issued to a franchisor of motor vehicle dealer franchises is suspended, revoked, or not renewed, nothing in this section shall prevent the sale of any new motor vehicle of such franchisor's line-make manufactured in or brought into the Commonwealth for sale prior to the suspension, revocation or expiration of the license.

violation of any provision of this subsection shall constitute a Class 1 misdemeanor, and such violation may also serve as the basis for injunctive relief pursuant to subsection B or C.

B. The Board may file a motion with the circuit court for the county or city in which a person who violated any provision of subsection A is located, or with the circuit court for the City of Richmond, and, upon a hearing and for cause shown, the court may grant an injunction restraining such person from violating any provision of subsection A, regardless of whether an adequate remedy at law exists. A single act in violation of the provisions of subsection A is sufficient basis to authorize the issuance of an injunction. The Board shall not be required to post an injunction bond or other security.

C. Any licensed motor vehicle dealer who sustains injury or damage to his business or property by reason of a violation of subsection A by any person that is not licensed as required by subsection A may file a motion with the circuit court for the county or city in which a person alleged to have committed such violation is located, and, upon a hearing and for cause shown, the court may grant a temporary or permanent injunction prohibiting any further such violation. A single act in violation of the provisions of subsection A shall be sufficient basis to show injury or damage to the business or property of the licensed motor vehicle dealer. A licensed motor vehicle dealer shall not be required to post an injunction bond or other security.

D. If the Board, pursuant to subsection B, or a licensed motor vehicle dealer, pursuant to subsection C, is awarded an injunction, the court may also award reasonable attorney fees and costs.

E. Notwithstanding the provisions of subsection A, a manufacturer, factory branch, distributor, distributor branch, or factory or distributor representative engaged in the manufacture or distribution of all-terrain vehicles or off-road motorcycles that does not also manufacture or distribute in the Commonwealth any motorcycle designed for lawful use on the public highways shall not be required to obtain a license from the Department.

F. Notwithstanding the provisions of subsection A, any manufacturer or distributor of transit buses that sells transit buses to a local government authority or nonprofit provider in the Commonwealth for the purposes of public transportation, as defined in 49 U.S.C. § 5302, shall not be required to obtain a manufacturers license from the Department of Motor Vehicles or a dealers license from the Motor Vehicle Dealer Board for such sales. For purposes of this subsection, "transit bus" means a rubber-tired automotive vehicle used for the provision of public transportation service by or for a recipient of federal or state funding allocated annually by the Commonwealth Transportation Board.

With that being said your appeal has been received and in the near future a hearing officer will contact you to schedule an informal fact-finding conference.

In addition, per you civil penalty letter you were required to submit an \$50 (AVF) administrative violation fee. I have not located the payment. If this payment was sent please provide proof of payment. There has been a suspension stop placed on your dealer record until payment or proof of payment is received. If you cannot provide proof of payment an additional \$50 reinstatement fee is required to reinstate your license.



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

January 23, 2026

Celia Canas
Expert Auto Outlet #51078
314 Pendleton Rd. Suite A,
Mineral, Va. 23117

Re: Appeal

Dear Celia Canas:

I am in receipt of your appeal to the letter of civil penalty sent to Expert Auto Outlet LLC received December 6, 2025.

Therefore, an informal fact-finding conference will be convened to determine what, if any, action the Motor Vehicle Dealer Board (Board) may take with your dealer and/or salesperson's licenses and dealer-operator and/or salesperson qualifications. The hearing officer will be asked to consider violations of Va. Code:

§ 46.2-1537. Prohibited solicitation and compensation.

It shall be unlawful for any motor vehicle dealer or salesperson licensed under this chapter, directly or indirectly, to solicit the sale of a motor vehicle through a pecuniarily interested person, or to pay, or cause to be paid, any commission or compensation in any form whatsoever to any person in connection with the sale of a motor vehicle, unless the person is duly licensed as a salesperson employed by the dealer. It shall also be unlawful for any motor vehicle dealer to compensate, in any form whatsoever, any person acting in the capacity of a salesperson as defined in § 46.2-1500 unless that person is licensed as required by this chapter.

§ 46.2-1528. Examination or audit of licensee; costs.

The Board or authorized representatives of the Board may examine, during the posted business hours, the records required to be maintained by this chapter. If a licensee is found to have violated this chapter or any order of the Board, the cost of the examination as established by the Board shall be paid by the licensee so examined within 30 days after demand therefore by the Board.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23230
Telephone: (804)367-1100 Email: dboard@mvdb.virginia.gov

MVDB
Exhibit

8



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

Page 2
January 23, 2026

I have assigned Leon Hobson to act as the hearing officer and to conduct the informal fact-finding conference. You will receive a certified letter that will be identified as a Notice of Hearing, which contains the date and time agreed upon by you and Mr. Hobson. He will attempt to contact you via (540) 894-8988 or (540) 850-9964. If he is unable to speak with you directly and obtain your participation in the scheduling of the conference, it may be convened and held without you. It is extremely important that you respond accordingly to his call.

You will receive a certified letter that will require your signature upon delivery to the above address via the postal service. The letter will be identified as a Notice of Hearing, which contains the date and time agreed upon by you and Mr. Hobson. The process may be delayed if he is unable to speak with you directly.

These Laws can be found at <https://mvdb.virginia.gov/codes-and-regulations/>

Sincerely,

Lisa Mack-Nelson

Lisa Mack Nelson
Field Representative Supervisor.

Em: James Blasko Field Representative



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

January 30, 2026

Mr. Leon Hobson., Hearing Officer

Re: Celia E. Canas and Expert Auto Outlet LLC vs. Motor Vehicle Dealer Board

Dear Leon Hobson:

Enclosed you will find copies of the agency documents involving Celia E. Canas and Expert Auto Outlet LLC. Please convene an informal fact-finding conference. These proceedings are being convened to address the possible violations of Va. Codes: § 46.2-1528 and § 46.2-1537.

In scheduling the hearing, please contact James Blasko at (804) 539-5211 or james.blasko@mvdv.virginia.gov and me at (804) 367-1100, ext. 3005# or lisa.macknelson@mvdv.virginia.gov to present the case for the Board.

Please send the Notice of Hearing to:

Celia Canas
Expert Auto Outlet 51078
314 Pendleton Rd. Suite A,
Mineral, Va. 23117

You may contact Celia Canas by calling [REDACTED] or [REDACTED]

Upon creation of the notice of hearing, please send a copy for my files.

Sincerely,

A handwritten signature in blue ink that reads "Lisa Mack-Nelson".

Lisa Mack-Nelson
Field Representative

Enclosures

em: Michelle Jefferson Field Representative

NOTICE OF HEARING

6 February 2026

CERTIFIED RETURN RECEIPT
9589 0710 5270 2455 2909 72

Celia Canas
Expert Auto Outlet #51078
314 Pendleton Rd. Suite A
Mineral, VA 23117

Dear Celia Canas:

PLEASE TAKE NOTICE that on Tuesday, **February 24, 2026 at 10:00 am.** for the office of the Motor Vehicle Dealer Board, I will convene an informal fact-finding Hearing for Celia Canas. These proceedings are being convened to address the appeal of your sales license denial due to the MVDB receiving information regarding violation of VA Code Section §46.2-1528 and 46.2-1537. The Board's authority to convene these proceedings may be found in VA Code §46.2-1576. This hearing will be virtual; the number and code will be provided to you by email prior to the appointed date. Please be certain that the MVDB office has your *current* email address.

You may have with you at the conference any witness(es) with relevant testimony and any relevant documentary evidence. By written request prior to the proceedings, you may request any documentary evidence that will be presented by the Board. Written requests may be made by contacting Lisa Mack-Nelson, MVDB Field Representative at (804) 367-1100 ext 3005. Fees may be charged if you request that documentary evidence be sent to you in advance of the hearing. You may also arrange to view the evidence in our office at no charge. Lisa Mack-Nelson will be present to give evidence for the Board.

Notice of Hearing
Celia Canas
6 February 2026

PLEASE TAKE NOTICE ALSO that a continuance may be granted ONLY UPON WRITTEN NOTICE received by the Board BEFORE the date of the conference and ONLY FOR GOOD CAUSE SHOWN. If the continuance is not granted and you do not appear, THE HEARING MAY GO FORWARD IN YOUR ABSENCE AND A RECOMMENDATION MADE TO THE BOARD.

Sincerely,

Leon K. Hobson
MVDB Hearing Officer

cc: Lisa Mack-Nelson, Field Representative

Expert Auto Outlet
314 Pendleton Rd
Mineral VA. 23117



retail

DC 99

U.S. POSTAGE PAID
FCM LG ENV
MINERAL, VA 23117
DEC 04, 2025
\$7.20
R2304Y122528-6



Motor Vehicle Dealer Board
APPEAL letter
2201 West Broad St. suite 104
Richmond VA. 23220



Fw: Expert Auto Outlet 51078

From Mack Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Date Tue 4/7/2026 3:44 PM

To Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

 1 attachment (69 KB)

EXPERT AUTO OUTLET, LLC 51078 MVDB 25.pdf;

Kelley,

Below are the emails sent to and about Ms. Canas and Expert Auto Outlet.

FYI I inadvertently addressed Jason, James is assigned the field rep. The closing inspection is attached.

Best regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office [804-367-1100 x3005#](tel:804-367-1100)

Fax [804-367-1053](tel:804-367-1053)



Did you know that many commonly asked questions are answered on our website: Visit www.mvdb.virginia.gov

From: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>

Sent: Friday, March 27, 2026 8:03 AM

To: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Subject: RE: Expert Auto Outlet 51078

Good morning,

Great. I will take care of it. Can I please get the IS-12 for the closing inspection. Thank you.

James

From: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Sent: Thursday, March 26, 2026 5:18 PM
To: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>
Subject: Re: Expert Auto Outlet 51078

You can proceed with the closing. She will still have to comply monetarily.

Get [Outlook for iOS](#)

From: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>
Sent: Thursday, March 26, 2026 3:30:49 PM
To: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Subject: RE: Expert Auto Outlet 51078

Good afternoon,

She should still have ID43319 then, I will have to try and find it. The audit sheet shows the two active tags for the dealership being ID43317 and ID43319. Are we going to let the Board Process finish up before closing her license?

James

From: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Sent: Wednesday, March 25, 2026 5:09 PM
To: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>
Subject: Re: Expert Auto Outlet 51078

Jason,

Plates returned were ID43317 exp 11/26 and ID49020 which expired 11/25.

Expired certificate 11/25 also returned and no sales license.

Best regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office [804-367-1100](tel:804-367-1100) x3005#

Fax [804-367-1053](tel:804-367-1053)



Did you know that many commonly asked questions are answered on our website: Visit www.mvdb.virginia.gov

From: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>
Sent: Thursday, March 5, 2026 2:54 PM
To: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Subject: RE: Expert Auto Outlet 51078

She was told that closing her business would not have that last hearing go away. Hopefully she understands.

From: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Sent: Thursday, March 5, 2026 2:48 PM
To: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>
Subject: Re: Expert Auto Outlet 51078

I hope she knows this does not make Board action go away.

Best regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office [804-367-1100](tel:804-367-1100) x3005#

Fax [804-367-1053](tel:804-367-1053)



Did you know that many commonly asked questions are answered on our website: Visit www.mvdb.virginia.gov

From: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>
Sent: Thursday, March 5, 2026 2:39 PM
To: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Subject: RE: Expert Auto Outlet 51078

I spoke with Celia from Expert Auto. She is going to send you an email with a closing date on it. I told her we never had a date so we did not when she wanted to close. I also told her the licensing items we need back. She said she plans on mailing them to the office and send an email with the tracking number.

From: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Sent: Thursday, March 5, 2026 1:01 PM
To: Expert Auto Outlet <Expertautova@outlook.com>
Cc: Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>
Subject: Re: Expert Auto Outlet 51078

Good afternoon,

To close your dealership, you must notify MVDB. The notification can be emailed to me directly or sent to dboard@mvdb.virginia.gov .

[Dealer Closing information on our website](#)

[§ 46.2-1545](#). Termination of business.

No dealer, unless his license has been suspended, revoked, or canceled, shall cease business without a 30-day prior notification to the Department and the Board. On cessation of the business, the dealer shall immediately surrender to the Board the dealer's certificate of license, all salespersons' licenses, and any other materials furnished by the Board. The dealer shall also immediately surrender to the Department all dealer and temporary license plates, all fees and taxes collected, and any other materials furnished by the Department. After cessation of business, the former licensee shall continue to maintain and make available to the Department and the Board dealer records as set forth in this chapter.

The provisions of this section shall also apply to watercraft trailers and watercraft trailer dealer.

Best regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office [804-367-1100](tel:804-367-1100) x3005#

Fax [804-367-1053](tel:804-367-1053)



Did you know that many commonly asked questions are answered on our website: Visit www.mvdb.virginia.gov

From: Expert Auto Outlet <Expertautova@outlook.com>

Sent: Thursday, March 5, 2026 11:15 AM

To: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Subject: Re: Expert Auto Outlet 51078

Good morning Lisa,

I have tried calling several times this week but have not been able to reach anyone. I also emailed you on 2/24 regarding the process and required forms for closing my dealership, but I have not received a response. I called again today and left a voicemail. I would like to complete

the closing process by the beginning of next week. Could you please let me know whom I should contact to obtain the necessary forms?

Thanks,

Celia
Expert auto Outlet

Expert Auto Outlet

From: Expert Auto Outlet <Expertautova@outlook.com>
Sent: Tuesday, February 24, 2026 5:01 PM
To: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Subject: Re: Expert Auto Outlet 51078

Hello,

I had request it to close my dealership due to a family matter. Unfortunately, I had previously informed the field inspector of my intention to close the business soon. I would like to start the process of closing my dealership. Please let me know how to proceed.

Thank you.

Get [Outlook for iOS](#)

From: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Sent: Tuesday, February 24, 2026 2:13:28 PM
To: Expert Auto Outlet <Expertautova@outlook.com>
Subject: Re: Expert Auto Outlet 51078

Good Afternoon,

The informal fact-finding conference was held at 10AM this morning. A notice of hearing was also sent to your business address with details of the conference date and time.

The hearing officer will make a recommendation, and you will receive a copy via email. That email will also invite you to the Board meeting in Richmond where the Board will make a decision on what action if any is taken.

Best regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office [804-367-1100](tel:804-367-1100) x3005#

Fax [804-367-1053](tel:804-367-1053)



Did you know that many commonly asked questions are answered on our website: Visit www.mvdb.virginia.gov

From: Expert Auto Outlet <Expertautova@outlook.com>
Sent: Tuesday, February 24, 2026 12:32 PM
To: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Cc: Garber, Kim (MVDB) <Kim.Garber@mvdb.virginia.gov>; Leon Hobson [REDACTED]
Subject: Re: Expert Auto Outlet 51078

I can't open the message

Get [Outlook for iOS](#)

From: Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>
Sent: Monday, February 23, 2026 7:36:30 PM
To: Expert Auto Outlet <expertautova@outlook.com>
Cc: Garber, Kim (MVDB) <Kim.Garber@mvdb.virginia.gov>; Leon Hobson [REDACTED]
Subject: Expert Auto Outlet 51078



lisa.macknelson@mvdb.virginia.gov is using Virtru to send and receive encrypted email.

UNENCRYPTED INTRODUCTION

To view my encrypted message, you'll need to verify your identity. Please contact me if you have any questions.

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EXPERT AUTO OUTLET, LLC

Certificate#: 51078

314 PENDLETON ROAD SUITE A
, MINERAL VA 23117

Business Phone	Expiration	Inspection Date
(540) 479-3401	11/30/26	03/27/26 16:33 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
03/27/26	5	Dealer Closure	LISA	ID	250.00

Questions

#	Question	Answer	Amount
1	46.2-1545 Is the dealer certificate surrendered?	NO	
2	46.2-1545 Salesperson's Licenses Collected	NO	
3	46.2-1545 Dealer Plates Missing?	YES	
4	46.2-1529 Where will records be maintained?	NO	

Missing Plates:

ID 43-319

Records Located:314 pendleton rd
mineral
va
23117
540-850-9964**Interview**

Interviewed	Position	Phone Number	Field Rep	Rep Phone#
celia canas	owner	(540) 850-9964	James Blasko	

Comments

Mrs. Canas has been in contact with myself and the office about closing her dealership. She mailed on expired dealer tag (ID 49-020) and current tag (ID 43-317) to the office. ID 43-319 was not turned in. Mrs. Canas said she was going to keep her records at the current location and I made her aware records need to be maintained for five years.

**DEALER
PRACTICES
TAB 3**


URGENT: First Class Auto Sales #43315 | Joseph Joe - May 11, 2026 Board Meeting Invitation

From Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Date Wed 4/1/2026 6:45 PM

To bravjake@yahoo.com <bravjake@yahoo.com>; skeeterboy37@yahoo.com <skeeterboy37@yahoo.com>

Cc Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Jefferson, Michelle (MVDB) <Michelle.Jefferson@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

 1 attachment (828 KB)

5-11-26 Board Meeting Invite First Class Auto Sales LLC #43315.pdf;

Please be advised that your matter is scheduled for review at the May 11, 2026 Board Meeting.

Attached are the Hearing Officer's Report and related correspondence. Your attendance is not required; however, it is recommended. Please reply at your earliest convenience to confirm whether you plan to attend.

Respectfully submitted,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#





COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

April 1, 2026

Via First Class Mail & Email

Joseph Joe
First Class Auto Sales #43315
60 East Windsor Blvd
Windsor, Virginia 23487

bravjake@yahoo.com
skeeterboy37@yahoo.com

RE: Informal Fact-Finding Conference – Hearing Officer’s Report
Dealer Practices Committee and Full Board Review

Dear Joseph Joe:

On February 26, 2026, an informal fact-finding conference was electronically conducted with the office of the Motor Vehicle Dealer Board (Board). Please find an attached copy of the Hearing Officer's report.

During the Committee and Full Board meetings, you will have an opportunity to speak to your case. Please be advised that the Hearing Officer’s Report is a recommendation only. The final decision in this matter rests solely with the Board. The Board has the authority to accept, modify, or reject the recommendation, including the authority to eliminate, increase, or decrease any civil penalty assessed and to suspend or revoke any license issued by the Board.

The Hearing Officer’s Report and case file will be presented to the Dealer Practices Committee on:

Date: Monday, May 11, 2026
Time: 9:00 a.m.
Location: Department of Motor Vehicles, Executive Conference Room 702
2300 West Broad Street
Richmond, Virginia 23269

The Dealer Practices Committee will review the report and case file and determine what, if any, recommendations to make to the Full Board. The Full Board will consider the Committee’s recommendations at their meeting immediately following the Committee meetings.

While your attendance is not required, it is strongly recommended that you participate in the meetings. Being present will provide you with the opportunity to respond to any questions from Board members.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23220
Telephone: (804)367-1100 Email: dboard@mvdv.virginia.gov

Board Meeting Invitation
Joseph Joe
First Class Auto Sales #43315
April 1, 2026
Page 2

If you plan to attend the Board meeting, you are required to present a government-issued photo ID (such as a driver's license) to comply with DMV's security requirements. Please arrive before 9:00 a.m. to allow sufficient time to clear security.

If you have any questions, you may contact Tenisha Wallace at the Motor Vehicle Dealer Board office at 804-367-1100 ext. 3001# or tenisha.wallace@mvdb.virginia.gov.

Sincerely,
Motor Vehicle Dealer Board

Enclosures: Hearing Officer's Report

Cc: Lisa Mack-Nelson, MVDB Field Representative Supervisor
Michelle Jefferson, MVDB Field Representative
Kelley Smith, MVDB Executive Director

COMMONWEALTH of VIRGINIA

MVDB

Dealer Information Sheet

Dealer Certificate Number	43315
Corporate Name	FIRST CLASS AUTO SALES LLC
Trading As Name	FIRST CLASS AUTO
Owner's Name	JOE, JOSEPH
Dealer-Operator's Name	JOE, JOSEPH
Dealer-Operator's Class Date	3/15/2025
IDO Recertification Date	9/22/2021
Initial License Date	8/29/2025
License Expiration Date	8/31/2026
Number of Salespersons	4
Number of Dealer Tags	10
Virginia Retail Sales	109
Virginia Wholesale Sales	0
Date of Last Inspection	9/12/2025
Result	U
Number of Consumer Complaints	0
Online Dealer	Yes



COMMONWEALTH of VIRGINIA



Informal Fact-Finding Conference

Hearing Officer: John G. Weigly
Hearing Date: February 26, 2026

Conference Name: Motor Vehicle Dealer Board vs. First Class Auto Sales #43315

Conference Purpose

This Informal Fact-Finding Conference was conducted telephonically on February 26, 2026, at 11:00 a.m. The Board's authority to convene these proceedings may be found in VA Code: Title §46.2 -1576.

The Conference was conducted to determine if the dealership and its owner violated the MVDB Code related to §46.2-1533 and §46.2-1575.2.

Conference Details

VA Code:	
§46.2-1533	Failure to be open during posted business hours
§46.2-1575.2	Failure to comply after receipt of a Written Warning

Attendees:

Ms. Lisa Mack-Nelson, Field Representative Supervisor
Ms. Michelle Jefferson, Field Representative
Mr. Joseph Joe, Owner/Operator

Agency Exhibits

Exhibit #	
1	MVDB DEPLTINE dated 02/09/26 MVDB DELOCINE dated 02/09/2026 MVDB Dealer Certificate dated 02/09/2026
2	MVDB License Application dated 08/02/2025 MVDB Self-Inspection checklist dated 08/29/2025
3	MVDB Dealer Inspection Report dated 10/17/2019 Notice of Attempted Inspection dated 10/17/2019
4	MVDB Dealer Inspection Report dated 06/09/2022
5	MVDB Dealer Inspection Report dated 12/07/2023 MVDB Notice of Attempted Inspection dated 12/07/2023
6	MVDB Inspection Report dated 02/07/2024 MVDB Violation Letter sent to Mr. Joe on 02/22/2024 MVDB Receipt for \$750 dated 03/22/2024
7	MVDB Inspection Report dated 09/12/2025
8	MVDB Letter to Mr. Joe advising him of an Informal Fact-Finding Conference to be scheduled Letter from Hearing Officer requesting an Informal Fact-Finding Conference to be scheduled Certified Letter sent to Mr. Joe by Hearing Officer scheduling the Informal Fact-Finding Conference

Respondent's Exhibits

Exhibit #	Exhibit Details:
	None

Chronology/Findings of Fact

Date:	Exhibit:	
02/09/2026 02/09/2026 02/09/2026	1	Ms. Mack-Nelson entered as an exhibit the Dealer record for First Class Auto Sales. She stated the dealership was established on 08/08/2012. It had 101 retail sales, 4 active salespersons with 10 active dealer plates out of 16 authorized dealer plates. She then stated that Mr. Joseph Joe is listed as the Dealer/Operator, and she also reviewed the Audit sheet which contained the details for the dealership.
08/29/2025	2	MVDB License Renewal Application dated 08/29/2025. Referenced again were the posted business hours and the listed salespersons and owner. Of note is Mr. Spruill's (Salesperson) testimony during this Conference. Also, the MVDB Self-Inspection Checklist was referenced with particular note Question #16 of the requirement to notify the MVDB of any closing during posted business hours. Ms. Jefferson sent a Notice of Attempted Inspection on 10/17/2019.
10/17/2019	3	Random Inspection Report Completed by Field Representative Michelle Jefferson on 10/17/2019 at 1:23 p.m. She stated that the Dealership was closed with a sign posted in the window to call Mike Spruill with a phone number. She called the owner, Mr. Joe and he said he would be there within 30 minutes. She stated that she left the dealership at 2:02 p.m. without anyone being present. Next was a copy of the e-mail sent by Ms. Jefferson to the dealership on this unsuccessful inspection.
06/09/2022	4	Random Inspection conducted by Ms. Jefferson on 06/09/2022 at 2:22 p.m. She stated that the dealership was open and an inspection was conducted.

12/07/2023	5	Random Inspection conducted by Ms. Jefferson on 12/07/2023 at 1:10 p.m. She stated that the dealership was closed. She sent a Notice of Attempted Inspection to the dealership on 12/072023 at 1:10 pm.
12/07/2024	6	Random Inspection conducted by Ms. Jefferson on 02/07/2024 at 11:34 a.m. She found the dealership closed during posted business hours. She stated that she spoke with the Dealer who indicated he would arrive within 25 minutes. She left the dealership at 1:40 p.m. with no one present.
02/22/2024 03/22/2024		Violation Letter sent to Mr. Joe for a Violation of §46.2-1533 and §46.2-1575.2. He was assessed a Civil Penalty of \$750. This Civil Penalty was paid on 03/22/2024.
09/12/2025	7	Random Inspection conducted by Ms. Jefferson on 09/12/2025 at 11:36 a.m. On her arrival she found the dealership was closed.
02/09/2026	8	Letter sent to Mr. Joe citing Violations of §46.2-1533 and §46.2-1575.2. He was advised that an Informal Fact-Finding Conference would be scheduled to review these violations.
02/09/2026		Letter sent to Hearing Officer requesting the scheduling of an Informal Fact-Finding Conference.
02/12/2026		Certified Letter sent to Mr. Joe scheduling this Informal Fact-Finding Conference.

Respondent's Position

Mr. Joe appeared for this Conference. He did not disagree with any of the testimony presented. He stated that he lives in and travels to Florida every 2 weeks. He stated that he recently submitted a

change in business hours form to the MVDB. He indicated that Mr. Spruill (his partner) handles the dealership during his absence. Mr. Spruill stated that he runs the dealership during Mr. Joe's absence. He stated that sometimes he is away from the dealership running errands or picking up vehicles. Mr. Joe acknowledged that he did not disagree with any proof the exhibits or testimony presented.

Conference Officer Narrative

§46.2-1533 On this Violation there was no disagreement of any of the testimony presented. The dealership was previously cited for this Violation and a Civil Penalty of \$750 was paid on this Code Violation. Mr. Joe acknowledged that he lives in Florida and travels back every 2 weeks. In his absence, the dealership is run by his partner, Mr. Spruill. Mr. Spruill acknowledged the previous inspections and his absence during Ms. Jefferson's visits. He stated sometimes he is away from the dealership on business and has tried to return. The dealership has continued to have unsatisfactory inspections. After questioning by Hearing Officer, Mr. Joe indicated he submitted a change form. Hearing Officer recommends a **\$1,000 Civil Penalty**.

§46.2-1575.2 Dealership has received a previous Written Warning and has paid a Civil Penalty for a Violation of §46.2-1533. Hearing Officer recommends a **\$500 Civil Penalty**.

Since Mr. Joe acknowledged his frequent absence from the dealership and that Mr. Spruill is his business partner charged with maintaining the dealership during his absence. Hearing Officer recommends that Mr. Spruill be required to attend the Dealer/Operator class so he is knowledgeable on the licensing requirements for maintaining the MVDB regulations for the operation of this dealership.

First Class Auto Sales
Dealer Certificate # 43315
 Recommendations

Date: March 07, 2026

Hearing Officer: John G. Weigly

Hearing Officer Recommendation:	Statement of Explanation:
No Further Action	
<input type="checkbox"/> Warning	
<input checked="" type="checkbox"/> Civil Penalty	\$46.2-1533 - \$1000 \$46.2-1575.2 - \$500
Revocation	
<input type="checkbox"/> Suspension	
<input type="checkbox"/> Satisfactory Inspection Required	
<input checked="" type="checkbox"/> Dealer Operator Class Required	Mr. Spruill be required to attend this class.
<input type="checkbox"/> Salesperson License Approved	
<input type="checkbox"/> Salesperson License Denied	
<input type="checkbox"/> Other	

John G. Weigly John G. Weigly
 Conference Officer

03/07/2026



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

NOTICE OF HEARING
February 12, 2026

CERTIFIED RETURN RECEIPT
9589 0710 5270 1242 9855

Mr. Joseph Joe
First Class Auto Sales
60 East Windsor Blvd.
Windsor, Virginia 23487

Dear Mr. Joe:

Per our recent telephone conversation, PLEASE TAKE NOTICE that on February 26, 2026, at 11:00 a.m., an Informal Fact-Finding Conference will be conducted telephonically. Lisa Mack-Nelson from the Dealer Board will call you on that date to initiate the Conference. She will contact you at the number you provided for this Conference.

These proceedings are being convened to address the allegations by the Board that you are in violation of VA Code, §46.2-1530 Failure to be open during posted business hours, and §46.2-1575.2, Failure to comply after receipts of a written warning. The Board's authority to convene these proceedings may be found in VA Code §46.2-1576.

You may bring with you to the conference any witnesses with relevant testimony and any relevant documentary evidence. By written request prior to the proceedings, you may request any documentary evidence that will be presented by the Board. Written requests may be made by contacting Ms. Ann Majors at (804) 998-7785. Fees may be charged if you request that documentary evidence be sent to you in advance of the hearing. You may also arrange to view the evidence in our office at no charge. DMV Special Agent Natalie Hedrick will be present to give evidence for the Board.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23230
Telephone: (804)367-1100 Email: dboard@mvdb.virginia.gov



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

PLEASE TAKE NOTICE ALSO that a continuance will be granted ONLY UPON WRITTEN NOTICE received by the Board BEFORE the date of the conference and ONLY FOR GOOD CAUSE SHOWN. If the continuance is not granted and you do not appear, THE HEARING MAY GO FORWARD IN YOUR ABSENCE AND A RECOMMENDATION MADE TO THE BOARD.

Sincerely,

John G. Weigly
Hearing Officer

cc: Lisa Mack-Nelson, Field Representative Supervisor
Michelle Jefferson, Field Representative

**U.S. Postal Service™
CERTIFIED MAIL® RECEIPT**
Domestic Mail Only

For delivery information, visit our website at www.usps.com?

Windsor, VA 23487

Certified Mail Fee \$5.30

- Extra Services & Fees (check box, add fee if applicable)
- Return Receipt (hardcopy) \$3.00
 - Return Receipt (electronic) \$0.00
 - Certified Mail Restricted Delivery \$0.00
 - Adult Signature Required \$0.00
 - Adult Signature Restricted Delivery \$0.00

Postage \$0.78

Total Postage and Fees \$10.48

Sent To

Mr. Joseph J. Cox First Class Auto
 Street and Apt. No., or PO Box No.
 60 East Windsor Blvd
 City, State, ZIP+4® Windsor, VA 23487

PS Form 3800, January 2023 PSN 7530-02-000-9037 See Reverse for Instructions



TRACK STATUS BY TEXT MESSAGE
 Send tracking number to 28777 (2USPS)
 Standard message and data rates may apply

TRACK STATUS ONLINE
 Visit <https://www.usps.com/tracking>
 Text and e-mail alerts available

PURCHASE DETAILS

Product	Qty	Unit Price
First-Class Mail® Letter	1	\$0.78
Windsor, VA 23487 Weight: 0 lb 0.60 oz		

9589 0720 6922 05270 24227 9855 34

0639 32

Postmark Here

02/12/2026

Feb 09,26 DEPLTI - Dealer Sales and Plate Count Inquiry 01:02 PM
DEPLTINB DEPLTIMB

=> 195 CSS-PROD

> Own: JOE,JOSEPH,R Own No: 19355
> Bus: FIRST CLASS AUTO SALES LLC
T/A: FIRST CLASS AUTO
Loc No: 1 Loc Type: INITIAL LOCATION Suppl Loc:
> Cert No: 43315 Typ: INDEPENDENT DEALER Est Dte: 08/08/2012 Agency: B
Exp Dte: 08/31/2026

Sales Totals: Virginia Retail Sales: 101 Number of Licensed
Wholesale/Out-of-State Sales: Active Salespersons: 4
Total of All Sales: 101

Number of Plates
Currently Authorized: 16
Highest Plate Limit in Current License Year: 16

Active Dealer Plate Types and Counts

Plate Count
ID 10

Total Number of Active Plates: 10

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Help Csm DealM Cmnd

Feb 09,26
DELOCINA DELOCIMA

DELOCI - Location Detail Inquiry

01:03 PM

=>

195 CSS-PROD

> Own No: 19355 Nam: JOE,JOSEPH,R

Loc No: 1 Typ: I Suppl: Fed Id:

Bus Nam: FIRST CLASS AUTO SALES LLC
T/A Nam: FIRST CLASS AUTO

Str1: 60 E WINDSOR BLVD

Str2:

City: WINDSOR

St: VA Zip: 23487

Juris: ISLE OF WIGHT

Operator: JOE,JOSEPH,RASULALA

Ssn: [REDACTED]

Bond Co: TOWER INS CO OF NY # [REDACTED] EFF.7/11/13 Eff Dte: 08/01/2012
Fund Cd: F Cancel Dte:

Last User: MVB DTC Pgm: DEDRENNA Date/Time: 08/29/2025 03:39 PM

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---

Help Csm DealM Cmnd



FIRST CLASS AUTO

60 E WINDSOR BLVD, WINDSOR, VA 23487
 Bus. Phone:(757) 242-3432
 Dealer Email: bravjake@yahoo.com
 Dealership Email: SKEETERBOY37@YAHOO.COM
 Audit Sheet Date: 2/9/2026
 POD Date: 01/13/2022
 Online Access: YES

Certificate#: 43315

Contact Phone: [REDACTED]

POD Vendor: TVN
 Online Date: 01/07/2022

Licenses At Certificate Location

License Type ID	Est. Date	Expiration Date
	08/08/2012	08/31/2026

Owner: JOE, JOSEPH
 Operator: JOE, JOSEPH RASULALA
 Recertify by: 3/31/2027
 Salespersons: Active:4 Inactive:0

Lic. #	Last Name	First Name	Middle	Lic. Exp. Date	Stop on Lic.
3496	HARRIS	ERIC	JAMESON	8/31/2026	No
3424	JACKSON	MARK	DALE	8/31/2026	No
892	JOE	JOSEPH	RASULALA	8/31/2026	No
7674	SPRUILL	MICHAEL	TERRAY	8/31/2026	No

Dealer Plate Insurance

Insurer: atlantic casualty insurance	Policy #: [REDACTED]	Contact #:
From: 8/1/2025	To: 8/1/2026	Plates Covered: (10)

Dealer Plates - Count 10

Plate#	Issue Date	Expiration Date	Status
APID00041059	8/29/2025	8/31/2026	Active
APID00045178	8/29/2025	8/31/2026	Active
APID00045179	8/29/2025	8/31/2026	Active
APID00049162	8/29/2025	8/31/2026	Active
APID00054028	8/29/2025	8/31/2026	Active
APID00054030	8/29/2025	8/31/2026	Active
APID00054645	8/29/2025	8/31/2026	Active
APID00059334	8/29/2025	8/31/2026	Active
APID00059333	8/29/2025	8/31/2026	Active
APID00062948	8/29/2025	8/31/2026	Active

Hours Of Operation

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
11:00 AM	N/A	11:00 AM	11:00 AM	10:00 AM	11:00 AM	N/A
5:00 PM	N/A	5:00 PM	5:00 PM	5:00 PM	5:00 PM	N/A

Dealer Info

Retail Unit Sales	Wholesale Unit Sales	Inspection Date	Processing Fee
101	0	09/12/2025	250.00



MOTOR VEHICLE DEALER LICENSE APPLICATION FOR INITIAL LICENSE/RENEWAL/CHANGE

43315

PURPOSE: Dealers use this form to apply for initial Dealer License and to notify MVDB of changes. This form is also used for dealer license renewal. Dealers must review for accuracy and complete all items (front and back) and include email addresses. Dealer changes such as dealership address change/relocation, ownership changes, add/delete manufacturer or distributor-operator requires supporting documentation before the change is authorized and approved. For additional information, visit www.mvdb.gov.

OFFICE USE ONLY		
CERT. END FEE	PLATE FEE	SLS FEE
270	268	200
FUND FEE	TOTAL FEE	
	738	
CHECK NUMBER	NOTE	
CC	731	
OVERPAY	SHORTAGE	
TECH INITIALS		
TC		

FOR LICENSE YEAR ENDING	DEALER CERTIFICATE NUMBER (if currently licensed)
08/31/2026	19355-1-I-0-43315

1. If you are a Motor Vehicle Dealer, please indicate which of the following applies. (check only one.) See letter for additional information.

- \$350 Fund Fee and \$50,000 Bond
- \$100,000 Bond (submit copy)

NO BOND REQUIRED
CERT: 19355-1-I-0-43315
ENDORSEMENTS: ID

USED

(W)

[Handwritten signature]

2. TYPE OF APPLICATION

Note: If this is an initial or change in location application, an approved Local Zoning Certificate must be submitted with this application. Include any supporting documentation with this application.

- INITIAL APPLICATION
- RENEWAL APPLICATION
- CHANGE (EXPLAIN)

3. TYPE OF MOTOR VEHICLE DEALER LICENSE(S) Check all that apply.

FRANCHISED	INDEPENDENT
<input type="checkbox"/> CAR/TRUCK	<input type="checkbox"/> CAR/TRUCK
<input type="checkbox"/> MOTORCYCLE	<input type="checkbox"/> MOTORCYCLE
<input type="checkbox"/> RECREATIONAL VEHICLE	<input type="checkbox"/> RECREATIONAL VEHICLE
<input type="checkbox"/> TRAILER	<input type="checkbox"/> TRAILER
<input type="checkbox"/> AMBULANCE	<input type="checkbox"/> AMBULANCE
<input type="checkbox"/> FUNERAL VEHICLE	<input type="checkbox"/> FUNERAL VEHICLE
<input type="checkbox"/> FIRE-FIGHTING VEHICLE	<input type="checkbox"/> FIRE-FIGHTING VEHICLE

4. NAME OF BUSINESS
FIRST CLASS AUTO SALES LLC

TRADING AS NAME
FIRST CLASS AUTO

BUSINESS ADDRESS: STREET (P.O. BOX ONLY IS NOT ACCEPTABLE)
60 E WINDSOR BLVD

CITY
WINDSOR VA 23487

ZIP CODE

COUNTY OR CITY JURISDICTION OF BUSINESS

Windsor

DEALER-OPERATOR (PERSON OPERATING BUSINESS)
JOSEPH RASULALA JOE

DEALER'S SOCIAL SECURITY OR EMPLOYER ID NUMBER

DEALER'S BUSINESS PHONE

DEALER/OPERATOR HOME/CELL PHONE NUMBER

(757) 242-3432

DEALER'S EMAIL ADDRESS

DEALER-OPERATOR'S EMAIL ADDRESS

PROCESSING FEE AMOUNT

Streetboy34@yahoo.com

brayjake@yahoo.com

\$250.00

POSTED BUSINESS HOURS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	11:00 AM	Close AM	11 AM	11 AM	11:00 AM	11:00 AM
PM	5:00 PM	PM	5:00 PM	5:00 PM	5:00 PM	5:00 PM

5. TYPE OF OWNERSHIP CHECK ONE: INDIVIDUAL PARTNERSHIP CORPORATION LLC

STATE IN WHICH INCORPORATED

6. Name, title and residential address of each owner, member, partner and/or officer of this business. Use additional sheet(s), if necessary.

NAME	TITLE	ADDRESS
Michael Spruill	Sale man	[Redacted]
Joseph Joe	owner	
Eric Harris	Sale man	
Mark Jackson	Sale man	

7. FRANCHISED DEALERS ONLY Attach a copy of the Franchise and service agreement with manufacturer or distributor if this is an initial application. Only list line-makes of vehicles to be sold in this state. DO NOT list models as line-makes. Use additional sheet(s), if necessary and attach.

MANUFACTURER	ADDRESS	LINE-MAKES

8. FRANCHISED DEALERS ONLY List name and address of individual awarded franchise(s) or sales agreement(s). Use additional sheet(s), if necessary and attach.

NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____

9. READ EACH QUESTION BELOW AND CHECK THE APPROPRIATE RESPONSE

	YES	NO
A. Has any owner, partner, officer or Dealer-Operator of business ever been refused a Motor Vehicle Dealer's License or Certificate of Registration or had his/her license or certificate suspended or revoked?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of a felony? <i>on file</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
C. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of any fraudulent or criminal act in connection with the business of selling motor vehicles?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of larceny of a vehicle OR receipt or sale of a stolen vehicle?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of odometer tampering or any related violation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Has any owner, partner, officer or Dealer-Operator committed any act or omitted any duty, with the result being administrative action taken by the Board or DMV?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
G. If the answer to any of the above questions is YES, please explain on a separate sheet (include names, dates, court jurisdictions and result of administrative proceedings).		
H. Are all salespersons employees of the dealership (issued a W-2) and <u>not</u> independent contractors (issued a 1099)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I. Is any owner, partner, officer or Dealer-Operator applying to be, required to be, or currently licensed as a vehicle manufacturer, factory branch, distributor, distributor branch, or subsidiary thereof in the Commonwealth? If YES, indicate Dealer Certificate Number: _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PRIVACY STATEMENT

In accordance with Virginia Code §§ 2.2-803, 2.2-4807 and 58.1-520 et seq, the State Comptroller requires that this information, including your social security number, be collected for debt set off collection purposes.

10. CERTIFICATION. Read and certify by printing and signing below.

I certify and affirm that all information presented in this form is true and correct, that any documents I have presented to MVDB are genuine, and that the information included in all supporting documentation is true and accurate. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.

OWNER, PARTNER, OFFICER OF THE BUSINESS NAME (print) <i>Michael Spruitt</i>	NAME OF BUSINESS <i>First Class Auto</i>
OWNER, PARTNER, OFFICER OF THE BUSINESS SIGNATURE <i>Michael Spruitt</i>	DATE (mm/dd/yyyy) <i>8-29-25</i>

Please indicate Dealer Certificate Number in Box

19355-1-2-0-43375

43315
MVDB 58 (07/2022)



SELF-INSPECTION CHECKLIST

COMPLETE & SIGN THIS CHECKLIST AND RETURN WITH YOUR RENEWAL

Purpose: This checklist may help with the dealer's business operations. Keeping in compliance with these items listed below may help better prepare you for a satisfactory rating on your next MVDB Inspection.

Instructions: The Dealer-Operator should review each item, initial and sign. **BEFORE YOU RETURN THIS CHECKLIST TO MVDB WITH YOUR RENEWAL APPLICATION MAKE A COPY FOR YOUR RECORDS.**

RECEIVED
AUG 29 2025
MVDB

AS THE DEALER OPERATOR I CERTIFY THAT I HAVE PERSONALLY REVIEWED EACH OF THE ITEMS BELOW and have initialed and signed this form:

No.	Dealer-operator initials	Item
1	J.J M.S	I have reviewed my insurance policy and certify that the number of dealer plates insured is equal to the number of dealer plates issued to me. I have attached a copy of my Certificate of Liability Insurance indicating the number of plates insured.
2	M.S J.J	If an Online Dealer, I certify all passenger plates and decals are kept in a secure storage place at the dealership.
3	J.J M.S	I certify that I reviewed and know the proper use of dealer plates including who may use them and when they may be used and that the dealership is keeping proper record of tag use.
4	M.S J.J	Only authorized personnel have access to the Print On Demand (POD) user name and password information. Passwords are changed regularly and when those employees with knowledge of the password leave my employment.
5	M.S J.J	I know that I am responsible to ensure that all POD authorized personnel have been properly trained on our POD vendor software and know the DMV POD procedures. I certify that POD tags are NEVER emailed or faxed to anyone including my customers.
6	M.S J.J	I certify all salesperson(s) hold a valid sales license assigned to the dealership. I also certify that all salesperson(s) payroll records such as W-2s; W-4's; payroll statements; commission reports and pay stubs are stored at the dealership. IRS Form 1099 is not applicable to salespersons.
7	M.S J.J	I have checked the dealer certificate, salesperson list, and processing fee to ensure they are current, properly displayed and seen by the general public at the dealership.
8	M.S J.J	I have randomly checked my retail inventory and deal files to ensure that state safety inspections have been performed on all vehicles sold at retail as required by state law and we maintain records of these inspections.
9	M.S J.J	I know that I am responsible for advertisements, including those posted on the internet. If I advertise on Craigslist or similar websites or mobile apps my ads will be in the Dealer Section and NOT in the "For Sale by Owner" section.
10	M.S J.J	My dealership has an online/social media advertising policy for employees that consolidates advertising efforts to dealership sponsored and approved advertising mediums, to include all social media platforms. At a minimum, this policy will be reviewed with dealership employees annually and signed/dated by dealership management and employees.
		CONTINUE ON REVERSE SIDE

43315

MVDB 58 (07/2022)

Dealer Certificate Number: 19355-1-I-0-43315

No.	Dealer-operator Initials	ITEM				
11	J.J AAS	I maintain all dealer records for 5 years at my dealership location unless I have received prior approval for a record keeping variance by the Board. All of my dealer records are securely stored and readily available for MVDB inspection, specifically the Certificate of Liability Insurance indicating the number of dealer plates insured.				
12		I maintain the forms listed are kept in a secure location and they are readily available for the MVDB Inspection. At a minimum the records include: <ol style="list-style-type: none"> 1. Vehicle Title (front and back copy) 2. Odometer Certification Form 3. Copy of Vehicle Safety Inspection 4. Buyer's Order (Bill of Sale) 5. Copy of Reassignment VAD 20 6. Properly completed Federal Buyer's Guide (for pre-owned) 7. Registration Transfer VSA 27 8. Copies of any financing agreement, extended service contracts * A "Best Practice" recommendation is to maintain all of the forms listed in a Deal Folder/Jacket for simplicity and ease of retrieval. Also maintained at the dealership is a copy of the most recent Certificate of Liability Insurance.				
13	J.J AAS	I have confirmed that the dealership address (current location) matches what is pre-printed on the MVDB 10 (renewal application) and also matches what is displayed on my dealer certificate.				
14	J.J AAS	I am using the most current MVDB 61 when hiring a new salesperson. This form and other MVDB forms can be downloaded at: https://mvdb.virginia.gov/formsandpublications/				
15		I certify I have provided my current buyer's order to the MVDB				
16	J.J AAS	I will notify MVDB when I plan to close my dealership during its posted business hours				
17	J.J AAS	I have reviewed, completed, and signed all renewal forms with accuracy. If necessary, I have corrected any pre-printed information on the renewal forms prior to submitting to the MVDB.				
18	J.J AAS	If you are an independent dealer-operator, the dealer-operator is current on their recertification requirement and understands they must recertify every 24 months to keep this qualification. Failure to do so may result in a loss of qualification and impact the dealer certificate. I keep the MVDB up to date on my contact information including dealer-operator email address, home mailing address, and primary contact telephone number as indicated on the MVDB 10.				
19		<p>Please sign and date this form below upon completion and return with the renewal forms and fees to MVDB.</p> <table border="1" style="width: 100%;"> <tr> <td>Dealer/Dealer-Operator Name (print clearly)</td> </tr> <tr> <td style="text-align: center;">Joseph Joe</td> </tr> <tr> <td>Dealer/Dealer-Operator Name (signature) & Date</td> </tr> <tr> <td style="text-align: center;">X Joseph Joe</td> </tr> </table>	Dealer/Dealer-Operator Name (print clearly)	Joseph Joe	Dealer/Dealer-Operator Name (signature) & Date	X Joseph Joe
Dealer/Dealer-Operator Name (print clearly)						
Joseph Joe						
Dealer/Dealer-Operator Name (signature) & Date						
X Joseph Joe						

RECEIVED
AUG 29 2025
MVDB

COMPLETE THIS CHECKLIST AND RETURN WITH YOUR RENEWAL

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
 WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/26	10/17/19 13:23 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
10/17/19	6	Random Inspection	IGHT	ID	250.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	NO	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	N/A	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	N/A	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	N/A	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	N/A	
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	N/A	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	N/A	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	N/A	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	N/A	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	N/A	
12	If online Dealer, are plates and decals kept in a secure location?	N/A	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	N/A	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	N/A	
15	Was a copy of the Audit Report provided to the Dealer representative?	N/A	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
		-	N/A

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Michelle Jefferson		U

**MVDB
 Exhibit**

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
, WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/26	10/17/19 13:23 PM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Michelle Jefferson		U

Regulatory Section

Action To Take

Regulatory Letter

Comments

On October 17, 2019 FR attempted to conduct a random inspection during the hours of operation. FR arrived at location 60 E. Windsor Blvd at 1:23 PM. Note on dealership door "Sorry we missed you!! For questions or information please call Mike: 757-816-8125. Dealership doors were locked. FR called number listed on business door. FR spoke to Joseph Joe owner of First Class Auto he stated he would be at location in 30 minutes. FR waited around for 30 minutes. FR left dealership premises at 2:02 PM no one had arrived at dealership. Unsuccessful attempt to inspect dealership.

As of October 24,2019 no response received from dealer regarding VA Code 46.2-1533 email.
--Notes added to Inspection--

Violation 46.2-1533: Failure to maintain business hours.

message

chelle.jefferson@mvdb.virginia.gov <michelle.jefferson@mvdb.virginia.gov>

Thu, Oct 17, 2019 at 5:49 PM

: braujake@yahoo.com, bravejake@yahoo.com, SKEETERbOY37@yahoo.com, michelle.jefferson@mvdb.virginia.gov, /db2201@gmail.com

Motor Vehicle Dealer Board
Notice of Attempted Dealer Inspection
Date: 10/17/2019 1:23:00 PM

To: Dealer: FIRST CLASS AUTO Certificate #: 43315

I have attempted to inspect your dealership during your posted business hours, only to find the dealership closed. In researching your dealer records, I could not find any prior notifications that your dealership would be closed today.

Based upon this attempted inspection, your dealership is in violation of 46.2 - 1533 of the Code of Virginia, which states in part that each motor vehicle dealer shall be open for business a minimum of twenty hours per week, at least ten of which shall be between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday. In addition, you must include your business hours on your original and renewal applications, and you must notify the Board immediately in writing of any changes in these hours.

It is important that you understand the process for informing the Board when you are not able to maintain your business hours. Anytime the dealership is closed during the posted hours, you must notify the Board via email: dboard@mvdb.virginia.gov or fax (804) - 367 - 1053 using the MVDB 40 (03 / 01 / 2018), Dealership Temporary Closing Notice or alternative form. The MVDB 40 or alternative notice is to be posted at or in close proximity of the dealership's front entrance so that it is visible to the public. You can download and print the MVDB 40 at <http://www.mvdb.virginia.gov/forms/files/MVDB-40.pdf>

Your emailed response to me at (michelle.jefferson@mvdb.virginia.gov) must be received within 7 days of the date of this email. This email serves as your initial written warning. Any further violation of VA. Code 46.2-1533 could result in the assessment of a civil penalty not to exceed \$1,000, or subject your dealership to an administrative hearing.

Should you have any questions please do not hesitate to contact me.

Sincerely,

Michelle.Jefferson
MVDB Field Representative
Contact Number, (757) 755-7070

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
 , WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/26	06/09/22 14:22 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
06/09/22	6	Random Inspection	IGHT	ID	250.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	YES	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	250
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	YES	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	YES	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	YES	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	YES	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	YES	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	YES	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	YES	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
atlantic casualty insurance	0990000967-1	08/01/21 - 08/01/22	YES

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/26	06/09/22 14:22 PM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
michael spruill	owner	Michelle Jefferson		S

Regulatory Section

Action To Take
None

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
 , WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/26	12/07/23 13:10 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
12/07/23	6	Random Inspection	IGHT	ID	250.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	NO	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	N/A	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	N/A	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	N/A	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	N/A	
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	N/A	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	N/A	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	N/A	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	N/A	
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14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	N/A	
15	Was a copy of the Audit Report provided to the Dealer representative?	N/A	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
		-	N/A

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Michelle Jefferson		U

**MVDB
 Exhibit**

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
, WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/26	12/07/23 13:10 PM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Michelle Jefferson		U

Regulatory Section

Action To Take

Regulatory Letter

Comments

VA Code 46.2-1533 Are business hours posted and maintained in compliance with the statute.

Field Representative conducted random inspection of dealership. FR arrived at 1:10 PM dealership doors were locked. FR spoke with dealer indicated would be at the location within 25 minutes. FR left premises at 1:40 PM no one had arrived at the dealership. Dealer responded to VA Code 46.2-1533 email on 12/07/2023.

iolation 46.2-1533: Failure to maintain business hours.

message

michelle.jefferson@mvdb.virginia.gov <michelle.jefferson@mvdb.virginia.gov>

Thu, Dec 7, 2023 at 4:10 PM

: BRAVJAKE@yahoo.com, bravjake@yahoo.com, SKEETERbOY37@yahoo.com, michelle.jefferson@mvdb.virginia.gov, /db2201@gmail.com

**Motor Vehicle Dealer Board
Notice of Attempted Dealer Inspection****Date: 12/7/2023 1:10:00 PM****To: Dealer: FIRST CLASS AUTO Certificate #: 43315**

I have attempted to inspect your dealership during your posted business hours, only to find the dealership closed. In researching your dealer records, I could not find any prior notifications that your dealership would be closed today.

Based upon this attempted inspection, your dealership is in violation of 46.2 - 1533 of the Code of Virginia, which states in part that each motor vehicle dealer shall be open for business a minimum of twenty hours per week, at least ten of which shall be between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday. In addition, you must include your business hours on your original and renewal applications, and you must notify the Board immediately in writing of any changes in these hours.

It is important that you understand the process for informing the Board when you are not able to maintain your business hours. Anytime the dealership is closed during the posted hours, you must notify the Board via email: dboard@mvdb.virginia.gov or fax (804) - 367 - 1053 using the MVDB 40 (03 / 01 / 2018), Dealership Temporary Closing Notice or alternative form. The MVDB 40 or alternative notice is to be posted at or in close proximity of the dealership's front entrance so that it is visible to the public. You can download and print the MVDB 40 at <http://www.mvdb.virginia.gov/forms/files/MVDB-40.pdf>

Your emailed response to me at (michelle.jefferson@mvdb.virginia.gov) must be received within 7 days of the date of this email. This email serves as your initial written warning. Any further violation of VA. Code 46.2-1533 could result in the assessment of a civil penalty not to exceed \$1,000, or subject your dealership to an administrative hearing.

Should you have any questions please do not hesitate to contact me.

Sincerely,

Michelle.Jefferson
MVDB Field Representative
Contact Number, (804) 297-8697

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/24	02/07/24 11:34 AM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
02/07/24	6	Followup Inspection	IGHT	ID	250.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	NO	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships. is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	N/A	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	N/A	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	N/A	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	N/A	
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	N/A	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	N/A	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	N/A	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	N/A	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	N/A	
12	If online Dealer, are plates and decals kept in a secure location?	N/A	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	N/A	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	N/A	
15	Was a copy of the Audit Report provided to the Dealer representative?	N/A	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
		-	N/A

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Michelle Jefferson		U

MVDB
Exhibit

6

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
, WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/24	02/07/24 11:34 AM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Michelle Jefferson		U

Regulatory Section**Action To Take**

Regulatory Letter

Comments**Follow-up Inspection:**

02/07/2024 -VA Code 46.2-1533 Are business hours posted and maintained in compliance with the statute.

Field Representative arrived at the dealership at 11:34 am. Dealership doors were locked. FR left dealership at 11:54 am no one had arrived at the dealership. Dealer found in violation failing to maintain business hours.

12/07/2023-VA Code 46.2-1533 Are business hours posted and maintained in compliance with the statute.

Field Representative conducted random inspection of dealership. FR arrived at 1:10 PM dealership doors were locked. FR spoke with dealer indicated would be at the location within 25 minutes. FR left premises at 1:40 PM no one had arrived at the dealership. Dealer responded to VA Code 46.2-1533 email on 12/07/2023.



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED

9589 0710 5270 0731 1518 94

February 22, 2024

Mr. Joseph R. Joe
First Class Auto #43315
60 E Windsor Blvd
Windsor, Virginia 23487

Re: Violations of Title 46.2 of the Code of Virginia

Dear Mr. **Joseph R. Joe**:

Section 46.2-1533 of the Code of Virginia states that each motor vehicle dealer shall be open for business a minimum of twenty hours per week, at least ten of which shall be between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday.

In an email dated **December 7, 2023** you were notified that Field Representative, Michelle Jefferson attempted to inspect your dealership during your posted business hours, only to find the dealership closed.

We are in receipt of a **second** Record of Inspection from Field Representative; Michelle Jefferson dated **February 7, 2024** indicating that your dealership was closed during your posted business hours. In researching your dealer records, we could not find any prior notification that your dealership would be closed on **February 7, 2024**. Based upon this information, your dealership is in violation of §46.2-1533 and §46.2-1575(2) of the Code of Virginia, for not maintaining the posted minimum business hours and failure to comply with the law after receiving a written warning.

Section §46.2-1507 of the Code of Virginia, states that any person violating any of the provisions of the laws pertaining to Motor Vehicle Dealer may be assessed a civil penalty. No such penalty shall exceed \$1,000 for any single violation. In addition, the Board has the authority to revoke or suspend your licenses for violation of §46.2-1575(2).

Mr. Joseph R. Joe
First Class Auto #43315
Page 2

As a result of the above defined violation of §46.2-1533, you are hereby assessed a civil penalty of **\$750**. If you wish to contest this civil penalty, the Board is hereby giving you notice and an opportunity for an informal fact finding conference to present evidence that you are not in violation of §46.2-1533.

If it is your desire to waive the informal fact finding conference, the civil penalty of **\$750** will be due on **March 25, 2024** by money order or certified funds.

If we do not hear from you regarding this matter by **March 25, 2024** we will take this decision as final and that you have waived your right to appeal. Please be advised that a lack of response will place this agency in a position to take appropriate action, including the suspension or revocation of all dealer and salespersons licenses and dealer plates. For your information **all alleged violations** may be presented for consideration if an informal fact-finding conference is convened. This letter also serves as a warning against violating any Virginia Motor Vehicle Dealer Licensing Law.

If you have any questions, please call Ms. Jazmine Lewis at (804) 367-1100 ext. 3009. All correspondence should be directed to Ms. Lewis at the address listed at the bottom of the first page of this letter.

Sincerely,



William R. Childress
Executive Director

WC/jml

Enclosures

em: Michelle Jefferson, Field Representative

VA MOTOR VEHICLE DEALER
2201 W BROAD STREET
SUITE 104
RICHMOND, VA 23220
804 367 1100

First Class Auto
43315

VA MVDB 210 DEALER BOARD

Date 03/22/2024 11 23 08 AM

CREDIT CARD SALE

MASTERCARD
CARD NUMBER *****6263 K

TOTAL AMOUNT \$750 00

\$750 cp paid in full
3/22/24

APPROVAL CD 092705
ECI
RECORD # 000
CLERK ID mvbje1

X _____

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO THE CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
 , WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/26	09/12/25 11:36 AM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
09/12/25	6	Random Inspection	IGHT	ID	250.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	NO	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	N/A	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	N/A	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	N/A	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	N/A	
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	N/A	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	N/A	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	N/A	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	N/A	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	N/A	
12	If online Dealer, are plates and decals kept in a secure location?	N/A	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	N/A	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	N/A	
15	Was a copy of the Audit Report provided to the Dealer representative?	N/A	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
		-	N/A

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Michelle Jefferson		U

**MVDB
 Exhibit**



FIRST CLASS AUTO

Certificate#: 43315

60 E WINDSOR BLVD
, WINDSOR VA 23487

Business Phone	Expiration	Inspection Date
(757) 242-3432	08/31/26	09/12/25 11:36 AM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
		Michelle Jefferson		U

Regulatory Section

Action To Take

Hearing Requested

Comments

Random inspection: 09/12/2025 at 11:36 am.

Va Code 46.2-1533 Are business hours posted and maintained in compliance with the VA statue.

09/12/2025- Field Representative arrived at the dealership at 11:36 am. Dealership doors were locked no one was at the dealership. Dealer found in violation of VA Code 46.2-1533.

Previous Inspections:

VA Code 46.2-1533 Are business hours posted and maintained in compliance with the statue.

02/07/2024-Field Representative arrived at the dealership at 11:34 am. Dealership doors were locked. FR left dealership at 11:54 am no one had arrived at the dealership. Dealer found in violation falling to maintain business hours.

VA Code 46.2-1533 Are business hours posted and maintained in compliance with the statue.

12/07/2023-Field Representative conducted random inspection of dealership. FR arrived at 1:10 PM dealership doors were locked. FR spoke with dealer indicated would be at the location within 25 minutes. FR left premises at 1:40 PM no one had arrived at the dealership. Dealer responded to VA Code 46.2-1533 email on 12/07/2023.



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

February 9, 2026

Joseph Joe
First Class Auto Sales #43315
60 E Windsor Blvd
Windsor VA 23487

Re: Violations of §46.2 of the Code of Virginia

Dear Joseph Joe,

I am in receipt of a records of inspection dated October 19, 2019, December 07, 2023, February 07, 2024 and September 12, 2025. These inspections are identified as unsatisfactory, and requests were made for regulatory letters and/or a review for a hearing.

After having reviewed the contents of these inspection and your dealer record, I have determined that an informal fact-finding conference should be convened to determine what, if any, action the Motor Vehicle Dealer Board (Board) may take with your dealer and/or salesperson's licenses and dealer-operator and/or salesperson qualifications.

§ 46.2-1533

Each motor vehicle dealer shall be open for business a minimum of 20 hours per week, at least 10 of which shall be between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday, except that the Board, on written request by a dealer, may modify these requirements for good cause. The dealer's hours shall be posted and maintained conspicuously on or near the main entrance of each place of business.

§ 46.2-1575.2

Failure to comply subsequent to receipt of a written warning from the Department or the Board or any willful failure to comply with any provision of this chapter or any regulation promulgated by the Commissioner or the Board under this chapter;

These laws can be found at <https://mvdb.virginia.gov/codes-and-regulations/>

MVDB
Exhibit

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Joseph Joe
First Class Auto Sales #43315
February 9, 2026

Page 2

Virginia Code Section 46.2-1507 states that any person violating any provision of the Motor Vehicle Dealer Licensing Laws may be assessed a civil penalty by the Board. No such penalty shall \$1,000.00 for any single violation of Chapter 46.2 of the Code of Virginia.

It has been determined that an informal fact-finding conference should be convened. The purpose of the conference will be to determine what action, if any the Board may take concerning possible violations of Virginia Motor Vehicle Dealer Licensing Laws.

I have assigned John Weigly to act as the hearing officer and to conduct the informal fact-finding conference. You will receive a certified letter that will be identified as a Notice of Hearing, which contains the date and time agreed upon by you and Mr. Weigly. He will attempt to contact you by calling (757) 242-3432 or (757) 816-8125 . If he is unable to speak with you directly and obtain your participation in the scheduling of the conference, it will be convened and held without you. It is extremely important that you respond accordingly.

Sincerely,



Lisa Mack-Nelson

Field Representative Supervisor

Enclosures

c: John Weigly Hearing Officer
Michelle Jefferson, Field Representative



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

February 9, 2026

Mr. John Weigly, Hearing Officer

Re: Joseph Joe and First Class Auto Sales v. Motor Vehicle Dealer Board

Dear John Weigly:

Enclosed you will find copies of the agency documents involving Joseph Joe and First Class Auto Sales. These proceedings are being convened to address the possible violations Va. Code § 46.2-1533, and § 46.2-1575.2.

In scheduling the hearing, please contact Michelle Jefferson at (804) 297-8697 or michelle.jefferson@mvdv.virginia.gov and me at (804) 367-1100, ext. 3005# or lisa.macknelson@mvdv.virginia.gov to present the case for the Board.

Please send the Notice of Hearing Joseph Joe and First Class Auto Sales 60 E Windsor Blvd Windsor VA 23487. You may contact Joseph Joe by calling [REDACTED] or [REDACTED]

Upon creation of the notice of hearing, please send a copy for my files.

Sincerely,


Lisa Mack-Nelson
Field Representative

Enclosures

c: Michelle Jefferson Field Representative



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

NOTICE OF HEARING
February 12, 2026

CERTIFIED RETURN RECEIPT
9589 0710 5270 1242 9855

Mr. Joseph Joe
First Class Auto Sales
60 East Windsor Blvd.
Windsor, Virginia 23487

Dear Mr. Joe:

Per our recent telephone conversation, PLEASE TAKE NOTICE that on February 26, 2026, at 11:00 a.m., an Informal Fact-Finding Conference will be conducted telephonically. Lisa Mack-Nelson from the Dealer Board will call you on that date to initiate the Conference. She will contact you at the number you provided for this Conference.

These proceedings are being convened to address the allegations by the Board that you are in violation of VA Code, §46.2-1530 Failure to be open during posted business hours, and §46.2-1575.2, Failure to comply after receipts of a written warning. The Board's authority to convene these proceedings may be found in VA Code §46.2-1576.

You may bring with you to the conference any witnesses with relevant testimony and any relevant documentary evidence. By written request prior to the proceedings, you may request any documentary evidence that will be presented by the Board. Written requests may be made by contacting Ms. Ann Majors at (804) 998-7785. Fees may be charged if you request that documentary evidence be sent to you in advance of the hearing. You may also arrange to view the evidence in our office at no charge. DMV Special Agent Natalie Hedrick will be present to give evidence for the Board.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23230
Telephone: (804)367-1100 Email: dboard@mvdb.virginia.gov



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

PLEASE TAKE NOTICE ALSO that a continuance will be granted ONLY UPON WRITTEN NOTICE received by the Board BEFORE the date of the conference and ONLY FOR GOOD CAUSE SHOWN. If the continuance is not granted and you do not appear, THE HEARING MAY GO FORWARD IN YOUR ABSENCE AND A RECOMMENDATION MADE TO THE BOARD.

Sincerely,

John G. Weigly
Hearing Officer

cc: Lisa Mack-Nelson, Field Representative Supervisor
Michelle Jefferson, Field Representative

**DEALER
PRACTICES
TAB 4**


URGENT: Mega Auto Outlet LLC #52929 | Rukhsana Akbar - May 11, 2026 Board Meeting Invitation

From Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Date Tue 4/7/2026 4:44 PM

To megaautooutlet@gmail.com <megaautooutlet@gmail.com>; daiyan54734@iqva.edu.pk <daiyan54734@iqva.edu.pk>

Cc Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

 1 attachment (996 KB)

5-11-26 Board Meeting Invite Mega Auto Outlet LLC #52929.pdf;

Please be advised that your matter is scheduled for review at the May 11, 2026 Board Meeting.

Attached are the Hearing Officer's Report and related correspondence. Your attendance is not required; however, it is recommended. Please reply at your earliest convenience to confirm whether you plan to attend.

Respectfully submitted,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#





COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

April 7, 2026

Via First Class Mail & Email

Rukhsana Akbar
Mega Auto Outlet LLC #52929
3335 Richmond Hwy
Stafford, Virginia 22554

megaautooutlet@gmail.com
daiyan.54734@iqva.edu.pk

RE: Informal Fact-Finding Conference – Hearing Officer’s Report
Dealer Practices Committee and Full Board Review

Dear Rukhsana Akbar:

On April 2, 2026, an informal fact-finding conference was electronically conducted with the office of the Motor Vehicle Dealer Board (Board). Please find an attached copy of the Hearing Officer's report.

During the Committee and Full Board meetings, you will have an opportunity to speak to your case. Please be advised that the Hearing Officer’s Report is a recommendation only. The final decision in this matter rests solely with the Board. The Board has the authority to accept, modify, or reject the recommendation, including the authority to eliminate, increase, or decrease any civil penalty assessed and to suspend or revoke any license issued by the Board.

The Hearing Officer’s Report and case file will be presented to the Dealer Practices Committee on:

Date: Monday, May 11, 2026
Time: 9:00 a.m.
Location: Department of Motor Vehicles, Executive Conference Room 702
2300 West Broad Street
Richmond, Virginia 23269

The Dealer Practices Committee will review the report and case file and determine what, if any, recommendations to make to the Full Board. The Full Board will consider the Committee’s recommendations at their meeting immediately following the Committee meetings.

While your attendance is not required, it is strongly recommended that you participate in the meetings. Being present will provide you with the opportunity to respond to any questions from Board members.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23220
Telephone: (804)367-1100 Email: dboard@mvdv.virginia.gov

Board Meeting Invitation
Rukhsana Akbar
Mega Auto Outlet LLC #52929
April 7, 2026
Page 2

If you plan to attend the Board meeting, you are required to present a government-issued photo ID (such as a driver's license) to comply with DMV's security requirements. Please arrive before 9:00 a.m. to allow sufficient time to clear security.

If you have any questions, you may contact Tenisha Wallace at the Motor Vehicle Dealer Board office at 804-367-1100 ext. 3001# or tenisha.wallace@mvdb.virginia.gov.

Sincerely,
Motor Vehicle Dealer Board

Enclosures: Hearing Officer's Report

Cc: Lisa Mack Nelson, MVDB Field Representative Supervisor
James Blasko, MVDB Field Representative
Kelley Smith, MVDB Executive Director

COMMONWEALTH of VIRGINIA

MVDB

Dealer Information Sheet

Dealer Certificate Number	52929
Corporate Name	MEGA AUTO OUTLET LLC
Trading As Name	MEGA AUTO OUTLET LLC
Owner's Name	AKBAR,RUKHSANA,, *
Dealer-Operator's Name	ZULFIQAR, DAIYAN
Dealer-Operator's Class Date	N/A
IDO Recertification Date	N/A
Initial License Date	5/5/2025
License Expiration Date	5/31/2027
Number of Salespersons	2
Number of Dealer Tags	14
Virginia Retail Sales	305
Virginia Wholesale Sales	0
Date of Last Inspection	5/29/2025
Result	S
Number of Consumer Complaints	47
Online Dealer	Yes



COMMONWEALTH *of* VIRGINIA



INFORMAL CONFERENCE

Hearing Officer: Beverly L. Carroll
Hearing Date: Thursday, April 2, 2026 10:00 a.m.

Certificate No. 52929

Motor Vehicle Dealer Board vs. Rukhsana Akbar, Mega Auto Outlet, LLC

Conference Purpose

The purpose of the conference was to grant Ms. Akbar an Informal Conference. This conference is under Va. Code 46.2-1576, to determine what recommendations for actions, if needed, should be presented to the Board for violations of Virginia Motor Vehicle Dealer codes.

Conference Details

Codes	Description
46.2-1542	Temporary Registration
46.2-1559	Temporary plate records
46.2-1574	Acts of Officers
46.2-1575.1	Material misstatement of facts regarding PoD tags
46.2-1575.2	Failure to comply subsequent to written warning
46.2-1575.6	Deceptive Acts and Practices
46.2-1575.14	Failure to submit DMV taxes and fees

Attendees

Operations Manager: Ann Majors
Consumer Analyst: Diane Handy
Field Representative: James Blasko
Former Dealer/Operator: Rukhsana Akbar
Current Dealer/Operator: Daiyan Zulfiqar
Former manager and son of Mrs. Akbar: Faiz Akbar

Agency Exhibits

Exhibit #	
1	3/13/2026 Request by DB for hearing
2	Overview documentation of dealership
3	13 consumer complaints between 6/2025 and 2/2026
4	41 additional complaints between 1/2020 -1/2026
5	Board decision letter dated 7 /13/2022 – civil penalty \$31,250 Reduced on appeal 11/14/2022 – civil penalty \$28,000
6	Board mandated inspection 2/06/2023 - unsatisfactory
7	2/14/2023 Random inspection - satisfactory
8	Random inspection 3/19/2024 - unsatisfactory
9	Violation letter dated 5/1/2024 assessing \$2,500 civil penalty
10	Random inspection dated 5/30/2025 satisfactory
11	10/14/2024 email from Ms. Majors to Ms. Akbar – operating without a qualified Dealer/Operator 2/13/2026 License application and criminal background check for Daiyan Zulfiqar as Dealer/operator

Chronology/Findings of Fact

Date	Exhibit	Action
3/13/2026	1	Dealer Board request for hearing
	2	Overview documentation of dealership: Established 5/5/2019, 3 active salespersons, 4 inactive salespersons Currently: Owner: Rukhsana Akbar Dealer/Operator: Daiyan Zulfiqar 14 dealer plates, 342 retail sales Renewal application dated 2/18/2025 shows Shabnam Alimi as Dealer/Operator and Rukhsana Akbar as owner
6/2025 - 2/2026	3	13 consumer complaints including, but not limited to: <ul style="list-style-type: none"> • Dealer did not make promised repairs – 7 claims • Title issued in wrong state • Loan fell through and dealer kept deposit • Dealer failed to disclose accident history or salvage • Dealer repossessed car when loan fell through – did not return deposit • Vehicle sold with no seatbelt buckle or working airbag – customer has waited 4 months • Customer had to make financing payments on a car that had been towed back to dealership – police report filed with Stafford County • Dealer did not disclose major repair issues at sale, and refused to make repairs because it was an “As is” sale.

		<ul style="list-style-type: none"> • Sale price was greater than the advertised price – screenshots provided • Allegations of fraudulent financing and warranty practices
1/2020 – 1/2025	4	41 additional customer complaints including disputed repairs, monetary discrepancies that ended up in court (9), contractual disputes (5), and 30 day tag violations (4), or were referred to DMV Law Enforcement
7/13/2022	5	Board decision letter recommending DO course and \$31,250 civil penalty that was appealed and reduced in the formal hearing to \$28,000 Full payment made by 4/15/2024 Ms. Akbar was represented by Faiz Akbar during the formal hearing. She provided a signed letter giving him permission to represent her at future meetings/hearings.
2/06/2023	6	Board mandated inspection with Mrs. Alimi - unsatisfactory PoD run 2/1/2022 to 2/1/2023 805 tags printed: 650 original 65 reprints 56 transport 32 extensions 2 maintenance Available records showed 315 retail sales and 56 transport – 22 original temp tags unaccounted for 21 times second original temp tag printed with different sales dates yet same customer. She was told it should have been extension rather than second original. Also missing sales records.
2/14/2023	7	Random inspection - satisfactory
3/19/2024	8	Random inspection by Blasko and Hamidi - unsatisfactory PoD Run 3/15/2023 – 3/15/2024 showed 735 tags. 29 transport 102 reprints, 44 extensions, 560 original Missing state inspections for two No records for 10 temp tags 301 titled but retail count of 252.
5/1/2024	9	Violation letter - \$2,500 civil penalty
5/30/2025	10	Random inspection by James Blasko - satisfactory
10/16/2025	11	Email from Ms. Majors to Ms. Akbar notifying dealership that they are in violation of VA code by operating without a qualified Dealer/Operator after Shabnam Alimi left. Ms. Majors gave them until 1/14/2026 and specific instructions for Dealer/Operator certification. She warned of impending suspension if a Dealer/Operator was not in place by 1/14/2026
2/13/2026	11	License application and criminal background check for Daiyan Zulfiqar as the Dealer/Operator

Respondent's Position

Mr. Faiz Akbar, son of Mrs. Rukhsana Akbar, testified on behalf of Mega Auto, but Mrs. Akbar and Mr. Zulfiqar were present. Mrs. Akbar and Mr. Zulfiqar currently run Mega Auto, but are planning on closing the dealership within the next couple of months. Mr. Akbar currently is the Dealer/Operator of Approved Auto, and he was the manager of Mega Auto during some of the sales that led to customer complaints.

Mr. Akbar testified that there were some problems in the early days of the dealership, but that they have worked very hard to rectify those problems. He indicated that Mega Auto primarily deals with lower priced cars and sells to primarily low credit customers. They are a high volume dealership (342 sales in the last 12 months), and he tries very hard to do everything correctly.

His defense rested on two main points:

- That he had done nothing wrong in any of these 13 transactions. He repeatedly asked for specific explanation on exactly what he had did wrong in each of the 13 complaints.
- That the 13 customer complaints were a small fraction of his 342 total sales, and he believes that these customers are misrepresenting the truth.

Mr. Akbar admitted that the dealership had operated from October 2025 until February 2026 with no Dealer/Operator.

Hearing Officer Narrative

Mega Auto had 13 customer complaints filed with the Dealer Board in the 8 months between 6/2025 and 1/2026. Some of these were referred to DMV, some to the police, some went to court.

In the 6 years prior to these 13 complaints, there were 41 additional complaints filed with the Dealer Board between 1/23/2020 and 6/2025.

Most of the 13 allegations against the dealership are essentially unprovable –

- customers and dealer disagree about dealer responsibility for cars that broke down (between one day and one week of sale, vehicle that was delivered to customer with several warning lights on). Customers claimed dealer refused to make repairs or cancel the sales because the purchase was “As is”.
- customers claimed that their purchase was contingent on the dealer following through on promises of repairs that were never made (missing seatbelt, non-functioning air bag, non-functioning cameras, non-functioning windows, damaged bumper/grill/windshield)
- third party inspection after some of the sales revealed significant damage not disclosed by the dealer (prior accident history, salvage status, significant rust damage on undercarriage, cam phasers that failed on delivery, severely worn brakes and rotors)

- one customer provided screen shots indicating that the advertised price was lower than the sales price when he arrived at the dealership
- 4 separate customers alleged fraudulent financing and warranty practices
- Maryland customer signed form to title the car in VA, despite living in Maryland – she had to pay sales taxes on the car in both states.
- Dealer refused to refund deposit when loan fell through

In the cases where the customer actually made contact with the dealership regarding the problem, the dealer’s response to the complaints regarding the disputes ranged from their denial of repair because the purchase was

- an “As is” sale and customer refused 3rd party warranty
- dealership received wrong repair part and never completed the repair
- repair promised by one employee was denied by a different employee
- blocking the customer’s number

Even though the 13 complaints represent only a fraction of the dealer’s total sales, the fact that 13 customers within a 9 month period felt sufficiently cheated to follow through with Dealer Board complaints, police reports, DMV law enforcement intervention, or referring the cases to the courts indicates a business model for Mega Auto that seems to protect the dealership’s profit margin at the customer’s expense.

The dealer’s response to past violations and civil penalties regarding missing documentation, Pod Violations, and failure to pay DMV taxes and fees seems to have improved. Their inspection dated 5/20/2025 was satisfactory.

Conclusions of Law

Codes	Description
46.2-1542	Temporary Registration
46.2-1559	Temporary plate records
46.2-1574	Acts of Officers Dealership had no Dealer/Operator from 10/2025 – 1/2026 Hearing officers recommends \$1,000 civil penalty
46.2-1575.1	Material misstatement of facts regarding PoD tags
46.2-1575.2	Failure to comply subsequent to written warning
46.2-1575.6	Deceptive Acts and Practices – Sale price of vehicle was higher than the advertised price Hearing officers recommends \$1,000 civil penalty 13 customers followed through on reporting what they believed was Dealer refusal to act on promises made prior to sale and allegations of fraudulent financing or warranty practices Hearing officers recommends \$3,250 civil penalty (\$250 per complaint)
46.2-1575.14	Failure to submit DMV taxes and fees

Informal Conference Recommendations

Date: April 3, 2026

Hearing Officer: Beverly L. Carroll

**Dealer/Operator/Salesperson License Applicant: Rukhsana Akbar
Mega Auto Outlet, LLC**

**Found In Violation: 46.2-1574 Acts of Officers
46.2-1575.6 Deceptive acts and practices**

Hearing Officer Recommendation:	Statement of Explanation:
<input type="checkbox"/> No Further Action	
<input type="checkbox"/> Warning	
<input checked="" type="checkbox"/> Civil Penalty	<p>Acts of Officers - no Dealer/Operator from 10/2025 – 1/2026 Hearing officers recommends \$1,000 civil penalty</p> <p>Deceptive Acts and Practices –</p> <ul style="list-style-type: none"> • Sale price of vehicle was higher than the advertised price Hearing officers recommends \$1,000 civil penalty • 13 customer complaints in 9 months including dealer refusal to honor promises made for repair prior to sale and allegations of fraudulent financing or warranty practices Hearing officers recommends \$3,250 civil penalty (\$250 per complaint) <p>Total Civil Penalty - \$5,250</p>
<input type="checkbox"/> Suspension	
<input type="checkbox"/> Inspection	
<input type="checkbox"/> Further Training	
<input type="checkbox"/> License not recommended	
<input type="checkbox"/> License recommended	

Beverly L Carroll Beverly L. Carroll Date: April 3, 2026
Hearing Officer



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

NOTICE OF HEARING
CERTIFIED RETURN RECEIPT
70172620000017118331

March 16, 2026

Ms. Rukhsana Akbar
Mega Auto Outlet, LLC
3335 Richmond Hwy
Stafford, VA 22554

Dear Ms. Akbar,

I have tried several times to contact you and left multiple messages with your staff, but never heard back from you. Therefore, PLEASE TAKE NOTICE that on **Thursday, April 2, 2026 at 10:00 a.m.** for the offices of the Motor Vehicle Dealer Board at the address listed below, I will convene an Informal Fact-Finding Teleconference. These proceedings are being convened to address the allegations by the Board that you are in violation of VA Code, including § 46.2-1542 Temporary Registration, § 46.2-1559 Temporary plate records, § 46.2-1574 Acts of officers, § 46.2-1575.1 Material misstatement of facts regarding PoD tags, § 46.2-1575.2 Failure to comply subsequent to written warning, § 46.2-1575.6 Deceptive acts and practices, § 46.2-1575.14 Failure to submit DMV taxes and fees.

You may include in the teleconference any witnesses with relevant testimony and any relevant documentary evidence. Ms. Majors will provide the documentation to be discussed via encrypted email. Ms. Majors, Consumer Analyst, Diane Handy, and Field Representative James Blasko will be included in the call to give evidence for the Board.

Page one – Notice of Hearing
Akbar

March 16, 2026

PLEASE TAKE NOTICE ALSO that a continuance may be granted ONLY UPON WRITTEN NOTICE received by the Board BEFORE the date of the conference and ONLY FOR GOOD CAUSE SHOWN. If the continuance is not granted and you do not appear, THE HEARING MAY GO FORWARD IN YOUR ABSENCE AND A RECOMMENATION MADE TO THE BOARD.

Sincerely,

Beverly L. Carroll
Hearing Officer

cc: Operations Manager, Ann Majors
Consumer Analyst, Diane Handy
Field Representative James Blasko

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DASHED LINE.

CERTIFIED MAIL



7017 2620 0000 1711 8331
7017 2620 0000 1711 8331

U.S. Postal Service™ CERTIFIED MAIL® RECEIPT

Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

OFFICIAL USE

Certified Mail Fee	\$
Extra Services & Fees (check box, add fee as appropriate)	
<input type="checkbox"/> Return Receipt (hardcopy)	\$
<input type="checkbox"/> Return Receipt (electronic)	\$
<input type="checkbox"/> Certified Mail Restricted Delivery	\$
<input type="checkbox"/> Adult Signature Required	\$
<input type="checkbox"/> Adult Signature Restricted Delivery	\$
Postage	\$
Total Postage and Fees	\$

Postmark
Here

Sent To
 Street and Apt. No., or PO Box No.
 City, State, ZIP+4®

*Ms. Rukhsana Akbar Mega Auto Outlet
 3335 Richmond Hwy
 Stafford, Va. 22554*

PS Form 3800, April 2015 PSN 7530-02-000-0047

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

*Ms. Rukhsana Akbar
 Mega Auto Outlet LLC
 3335 Richmond Hwy
 Stafford, Va. 22554*



9590 9402 4804 8344 2235 09

2. Article Number (Transfer from service label)

7017 2620 0000 1711 8331

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent
 Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type

<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™
<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Return Receipt for Merchandise
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery
<input type="checkbox"/> Insured Mail	
<input type="checkbox"/> Mail Restricted Delivery	

Domestic Return Receipt



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

March 13, 2026

Beverly Carroll, Hearing Officer
em: [REDACTED]

Re: Motor Vehicle Dealer Board v. Rukhsana Akbar, Mega Auto Outlet, LLC # 52929

Dear Beverly Carroll :

Please find enclosed copies of the agency documents involving Rukhsana Akbar, and Mega Auto Outlet, LLC # 52929. Please convene an informal fact finding conference. The facts of this case will show that Rukhsana Akbar violated Virginia Code sections:

§ 46.2-1542	Temporary Registration
§ 46.2-1559	Temporary plate records
§ 46.2-1574	Acts of Officers, responsible
§ 46.2-1575.1	Material misstatement of facts regarding PoD
§ 46.2-1575.2	Previous Warnings
§ 46.2-1575.6	Deceptive Acts and practices
§ 46.2-1575.14	Failure to submit DMV taxes & fees

The Board's authority to convene the conference may be found in Va. Code § 46.2-1576.

In scheduling the hearing, please contact the following persons to present the case for the Board:

Ann Majors at (804) 998-7785 or ann.majors@mvdv.virginia.gov
Diane Handy, (804) 367-1100 x 3015# or diane.handy@mvdv.virginia.gov
James Blasko, at 804-539-5211 or james.blasko@mvdv.virginia.gov

**MVDB
Exhibit**

1

Pg. 2
March 13, 2026
Beverly Carroll, Hearing Officer
em: [REDACTED]

Please send the notice of hearing to:

Rukhsana Akbar
Mega Auto Outlet, LLC # 52929
3335 Richmond Hwy
Stafford, Virginia 22554
megaautooutlet@gmail.com, daiyan54734@iqva.edu.pk
(540)-699-2984
(703)-223-3054
(571)-271-7633

Please provide a copy of the hearing notice for my files.

Sincerely,



Ann Majors
Operations Manager

Enclosures

em: Consumer Analyst, Diane Handy
Field Representative, James Blasko



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED

7019 2280 0001 5932 8654

March 13, 2026

Rukhsana Akbar
Mega Auto Outlet, LLC # 52929
3335 Richmond Hwy
Stafford, Virginia 22554

Re: Title 46.2. of the Code of Virginia

Dear Ms. Rukhsana Akbar:

The purpose of this letter is to advise you that the Motor Vehicle Dealer Board (MVDB) has determined that, based on review of your dealer file, including but not limited to our review of your consumer complaints, that your dealership may be in violation of Virginia Motor Vehicle Dealer Licensing Laws listed below:

§ 46.2-1542	Temporary registration
§ 46.2-1559	Temporary plate records
§ 46.21574	Acts of Officers, responsible
§ 46.2-1575.1	Material misstatement of facts regarding PoD
§ 46.2-1575.2	Previous warnings
§ 46.2-1575.6	Deceptive Acts and Practices
§ 46.2-1575.14	Failure to submit DMV taxes and fees

These laws can be found at www.mvdb.virginia.gov, click on the Resources link, and then click on the Licensing Codes and Regulations link, found under licensing function.

Virginia Code Section 46.2-1507 states that any person violating any provision of the Motor Vehicle Dealer Licensing Laws may be assessed a civil penalty by the Board. No such penalty shall exceed \$1,000 for any single violation.

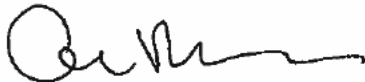
March 13, 2026
Rukhsana Akbar
Mega Auto Outlet, LLC # 52929
Page Two

It has been determined that an informal fact-finding conference should be convened. The purpose of the conference will be to determine what action, if any, the Board may take concerning possible violations of Virginia's Motor Vehicle Dealer Licensing Laws.

The Board's hearing officer will be contacting you soon to schedule a date and time for the conference. As a matter of information, you have the right to waive the informal conference and request a formal conference.

If you have any questions, please feel free to contact me.

Sincerely,



Ann Majors
Operations Manager

/am

em: Executive Director, Kelley Smith, J.D.
Consumer Analyst, Diane Handy
Field Representative, James Blasko
Field Representative Supervisor, Lisa Mack-Nelson
Mega Auto Outlet, LLC, MEGAAUTOOUTLET@GMAIL.COM,
daiyan.54734@iqva.edu.pk



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

NOTICE OF HEARING
CERTIFIED RETURN RECEIPT
70172620000017118331

March 16, 2026

Ms. Rukhsana Akbar
Mega Auto Outlet, LLC
3335 Richmond Hwy
Stafford, VA 22554

Dear Ms. Akbar,

I have tried several times to contact you and left multiple messages with your staff, but never heard back from you. Therefore, **PLEASE TAKE NOTICE** that on **Thursday, April 2, 2026 at 10:00 a.m.** for the offices of the Motor Vehicle Dealer Board at the address listed below, I will convene an Informal Fact-Finding Teleconference. These proceedings are being convened to address the allegations by the Board that you are in violation of VA Code, including § 46.2-1542 Temporary Registration, § 46.2-1559 Temporary plate records, § 46.2-1574 Acts of officers, § 46.2-1575.1 Material misstatement of facts regarding PoD tags, § 46.2-1575.2 Failure to comply subsequent to written warning, § 46.2-1575.6 Deceptive acts and practices, § 46.2-1575.14 Failure to submit DMV taxes and fees.

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Page one – Notice of Hearing
Akbar

March 16, 2026

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Sincerely,

Beverly L. Carroll
Hearing Officer

cc: Operations Manager, Ann Majors
Consumer Analyst, Diane Handy
Field Representative James Blasko

MEGA AUTO OUTLET LLC

3335 RICHMOND HWY, STAFFORD, VA 22554

Bus. Phone:(540) 699-2984

Dealer Email: MEGAAUTOOUTLET@GMAIL.COM

Dealership Email: daiyan.54734@iqva.edu.pk

Audit Sheet Date: 3/12/2026

POD Date: 07/31/2019

Online Access: YES

Certificate#: 52929

Contact Phone: [REDACTED]

POD Vendor: TEC

Online Date: 07/22/2019

Licenses At Certificate Location

License Type	Est. Date	Expiration Date
ID	05/05/2019	05/31/2027
Owner	AKBAR,RUKHSANA,, *	Recertify by: 2/29/2028
Operator	ZULFIQAR, DAIYAN *	Recertify by: 2/29/2028

Salespersons: Active:3 Inactive:4

Lic. #	Last Name	First Name	Middle	Lic. Exp. Date	Stop on Lic.
3191	HERNANDEZ	MIGUEL	SALVADOR	5/31/2027	No
130	KHAN	ASIF	*	5/31/2027	No
6654	ZULFIQAR	DAIYAN	*	5/31/2027	No
8796	AKBAR	FAIZ	MOHAMMAD	5/31/2027	Yes
398	ALIMI	SHABNAM	FAROOQ	5/31/2027	Yes
4241	DASTAGIRZADA	IMAN	NOOR	5/31/2027	Yes
9659	RAUFI	BEHESHTA	*	5/31/2027	Yes

Dealer Plate Insurance

Insurer: century surety company	Policy #: [REDACTED]	Contact #: 434-392-7200
From: 7/16/2024	To: 7/16/2025	Plates Covered: (14)

Dealer Plates - Count 14

Plate#	Issue Date	Expiration Date	Status
APID00000408	5/5/2025	5/31/2027	Active
APID00000449	5/5/2025	5/31/2027	Active
APID00000458	5/5/2025	5/31/2027	Active
APID00000464	5/5/2025	5/31/2027	Active
APID00000704	5/5/2025	5/31/2027	Active
APID00000867	5/5/2025	5/31/2027	Active
APID00051557	5/5/2025	5/31/2027	Active
APID00053330	5/5/2025	5/31/2027	Active
APID00056888	5/5/2025	5/31/2027	Active
APID00058391	5/5/2025	5/31/2027	Active
APID00061228	5/5/2025	5/31/2027	Active
APID00063059	5/5/2025	5/31/2027	Active
APID00063061	5/5/2025	5/31/2027	Active
APID00063060	5/5/2025	5/31/2027	Active

MVDB Exhibit 2

Hours Of Operation

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10:00 AM	10:00 AM	10:00 AM	10:00 AM	10:00 AM	10:00 AM	N/A
8:00 PM	8:00 PM	8:00 PM	8:00 PM	8:00 PM	8:00 PM	N/A

Dealer Info

Retail Unit Sales	Wholesale Unit Sales	Inspection Date	Processing Fee
-------------------	----------------------	-----------------	----------------

MEGA AUTO OUTLET LLC

3335 RICHMOND HWY, STAFFORD, VA 22554

Bus. Phone:(540) 699-2984

Dealer Email: MEGAAUTOOUTLET@GMAIL.COM

Dealership Email: daiyan.54734@iqva.edu.pk

Audit Sheet Date: 3/12/2026

POD Date: 07/31/2019

Online Access: YES

Certificate#: 52929

Contact Phone:(703) 223-3054

POD Vendor: TEC

Online Date: 07/22/2019

342

0

05/30/2025

999.00

52929
MVDB 10 (07/01/2019)



MOTOR VEHICLE DEALER LICENSE APPLICATION FOR INITIAL LICENSE/RENEWAL/CHANGE

PURPOSE Dealers use this form to apply for initial dealer license renewal or change. This form is also used for dealer license renewal. Dealers must review for accuracy and complete all items (front and back) and include email addresses. Dealer changes such as dealership address change/relocation or ownership changes add/delete manufacturer or distributor operator requires supporting documentation before the change is authorized and approved. For additional information visit www.mvdb.virginia.gov.

OFFICE USE ONLY	
CERT. FEE	540
PLATE FEE	744
ISLS FEE	600
FUND FEE	-
TOTAL FEE	2009
CHECK NUMBER	2009
OVERPAY	-
SHORTAGE	-
TECH INITIALS: <i>AK</i>	

*Reserve Plate fee \$120.00
Application fee \$5.00*

FOR LICENSE YEAR ENDING: _____
DEALER CERTIFICATE NUMBER (if currently licensed): **52929**

1 If you are a Motor Vehicle Dealer, please indicate which of the following applies (check only one.) See letter for additional information.

\$350 Fund Fee and \$50,000 Bond
 \$100,000 Bond (submit copy)

*P
05/05/25
DG*

2 TYPE OF MOTOR VEHICLE DEALER LICENSE(S) Check all that apply

FRANCHISED	INDEPENDENT
<input type="checkbox"/> CAR/TRUCK	<input checked="" type="checkbox"/> CAR/TRUCK
<input type="checkbox"/> MOTORCYCLE	<input type="checkbox"/> MOTORCYCLE
<input type="checkbox"/> RECREATIONAL VEHICLE	<input type="checkbox"/> RECREATIONAL VEHICLE
<input type="checkbox"/> TRAILER	<input type="checkbox"/> TRAILER
<input type="checkbox"/> AMBULANCE	<input type="checkbox"/> AMBULANCE
<input type="checkbox"/> FUNERAL VEHICLE	<input type="checkbox"/> FUNERAL VEHICLE
<input type="checkbox"/> FIRE FIGHTING VEHICLE	<input type="checkbox"/> FIRE-FIGHTING VEHICLE

RECEIVED
MAY 05 2025
MVDB

2 TYPE OF APPLICATION

Note: if this is an initial or change in location application an approved Local Zoning Certificate must be submitted with this application. Include any supporting documentation with this application.

INITIAL APPLICATION RENEWAL APPLICATION
 CHANGE (EXPLAIN)

4 NAME OF BUSINESS: **MEGA AUTO OUTLET** TRADING AS NAME: **MEGA AUTO OUTLET**

BUSINESS ADDRESS STREET (P.O. BOX ONLY IS NOT ACCEPTABLE): **3335 RICHMOND HWY** CITY: **STAFFORD** ZIP CODE: **22554**

COUNTY OR CITY: **STAFFORD, VA** JURISDICTION OF BUSINESS: **VA** DEALER-OPERATOR (PERSON OPERATING BUSINESS): **Shabnam Alimi**

DEALER'S SOCIAL SECURITY OR EMPLOYER ID NUMBER: [REDACTED] DEALER'S BUSINESS PHONE: [REDACTED] DEALER-OPERATOR HOME PHONE NUMBER: [REDACTED]

DEALER'S EMAIL ADDRESS: **megaautooutlet@gmail.com** DEALER OPERATOR'S EMAIL ADDRESS: **hakimzada786@gmail.com** PROCESSING FEE AMOUNT: **\$999**

POSTED BUSINESS HOURS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
9 AM	9 AM	9 AM	9 AM	9 AM	9 AM	9 AM
8:30 PM	8 PM	8 PM	8 PM	8 PM	8 PM	8:30 PM

5 TYPE OF OWNERSHIP CHECK ONE: INDIVIDUAL PARTNERSHIP CORPORATION LLC STATE IN WHICH INCORPORATED: **VA**

6 Name, title and residential address of each owner, member, partner and/or officer of this business. Use additional sheet(s) if necessary.

NAME	TITLE	ADDRESS
Rukhsana Akbar	owner	[REDACTED]

52929

7 FRANCHISED DEALERS ONLY Attach a copy of the franchise and service agreement with manufacturer or distributor if this is an initial application. Only list line-makes of vehicles to be sold in this state. DO NOT list models as line-makes. Use additional sheet(s) if necessary and attach

MANUFACTURER	ADDRESS	LINE MAKES

RECEIVED
MAY 05 2025
MVDB

8 FRANCHISED DEALERS ONLY List name and address of individual awarded franchise(s) or sales agreement(s). Use additional sheet(s) if necessary and attach

Name: _____

ADDRESS: _____ CITY: _____ STATE: _____ ZIP CODE: _____

9 READ EACH QUESTION BELOW AND CHECK THE APPROPRIATE RESPONSE

	YES	NO
A Has any owner partner officer or Dealer Operator of business ever been refused a Motor Vehicle Dealer's License or Certificate of Registration or has his/her license or certificate suspended or revoked?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B Has any owner partner officer or Dealer Operator of business ever been convicted of a felony?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C Has any owner partner officer or Dealer Operator of business ever been convicted of any fraudulent or criminal act in connection with the business of selling motor vehicles?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D Has any owner partner officer or Dealer Operator of business ever been convicted of the felony of a vehicle OR receipt or sale of a stolen vehicle?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E Has any owner partner officer or Dealer-Operator of business ever been convicted of odometer tampering or any related violation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F Has any owner partner director officer or Dealer Operator committed any act or omitted any duty with the result being administrative action taken by the Board or DMV?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
G If the answer to any of the above questions is YES please explain on a separate sheet (include names dates court jurisdictions and result of administrative proceedings)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
H Are all salespersons employees of the dealership (issued a W 2) and <u>not</u> independent contractors (issued a 1099)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I Is any owner partner officer or Dealer Operator applying to be or currently licensed as a vehicle manufacturer factory branch distributor distributor branch or subsidiary thereof in the Commonwealth? If YES Indicate Dealer Certificate Number	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PRIVACY STATEMENT

In accordance with Virginia Code §§ 2-2-803 2-2-4807 and 58-1-520 et seq the State Comptroller requires that this information, including your social security number be collected for debt set off collection purposes

10 CERTIFICATION Read and certify by printing and signing below

I certify and affirm that all information presented in this form is true and correct that any documents I have presented to MVDB are genuine and that the information included in all supporting documentation is true and accurate I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation

OWNER PARTNER OFFICER OF THE BUSINESS NAME (print) Shabnam Alim	NAME OF BUSINESS MEGA AUTO OUTLET
OWNER PARTNER OFFICER OF THE BUSINESS SIGNATURE <i>Shabnam Alim</i>	DATE (mm/dd/yyyy) 02-19-25

Mar 12,26

DELICI - Location License Detail Inquiry

05:08 PM

DELICINA DELICIMA

=>

195 CSS-PROD

> Own No: 23702 Nam: AKBAR,RUKHSANA,

> Loc No: 1 Typ: I Suppl: Temp Suppl 12-Month Cnt:
Bus Nam: MEGA AUTO OUTLET LLC
T/A Nam: MEGA AUTO OUTLET LLC

Cert No: 52929 Lic Typ: INDEPENDENT DEALER
Estab: 05/06/2019 Issue: 05/05/2025 Exp: 05/31/2027 Per: 2 YR Agy: B
Fund Cd: F Online Ind: Y MDL Dte: 07/22/2019

Makes: USED

Phone: Email/Web:

Processing Fee: 0.00 Insp: Insp Rslt:

Pod Vendor: TEC Pod dte: 07/31/2019

POD Pre-Assigned: Limit: 50 Balance: 2

Rtl Sales: 342 Other Sales: Max Plt Lmt : 28 Internet Disc:

Prev Cert: New Cert : Mvtrf Slsprsn Ptd:

Other Lic: St: Exp: Out Bus Dte:

Last User: DMVIM002 Pgm: DE0092PA Date/Time: 03/01/2026 01:36 PM

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---

Help CssM DealM Cmnd

OpHrs

Created	ConsumerName	ViolationType	
2/26/2026	Darrel Osong	Repair	The car broke down the same day of purchase
12/11/2025	Tarsha Woods	DMV Reference	The dealer titled in VA but the customer lives in MD so paid taxes in VA and MD.
12/4/2025	Josue Guevara	Cour/Monetary	Did not complete the sale, but the dealer kept the "deposit" monies
12/3/2025	Halley Wanamaker	Repair	Customer had repair issues
11/17/2025	Corayna Mosley	Repair	This is about repair issues, but there is a discrepancy regarding the safety inspection done
10/29/2025	Tyrone Deas	Court/Monetary	Did not refund the deposit after repo the car. The customer may have given them fraudulent
10/24/2025	Viola Shelton	Repair	Customer disputed safety belt and airbag
9/30/2025	Jonny Hartsfield	Repair	Dealer said they would repair and did not
9/12/2025	Afua Acheampong	Repair	The vehicle broke down within a week of the sale
8/15/2025	ta'vyon Cuffee	Repair	Mega said they would repair vehicle and the customer was without the vehicle for over a week
7/21/2025	Pat Kiah	Contractual	Repairs and possible fraudulent financing numbers on the finance contract
6/30/2025	Kenny Bey	Other	Possible repair issues possible contractual
6/18/2025	Sergio Guarado Argueta	Contractual	<i>Contractual + monetary dispute.</i>
QTY 13			Mega seems to consistently state to customers that they will "fix" repair issues with the vehicle, and then not fix the issues. This is a pattern or a business practice. The MVDB considers this



Fw: 969416 Mr. Sergio Guardado Argueta VS Mega Auto Outlet

From Handy, Diane (MVDB) <diane.handy@mvdb.virginia.gov>
on behalf of
dboardreply <dboard@mvdb.virginia.gov>

Date Wed 6/11/2025 9:21 AM

To MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>; [REDACTED]
[REDACTED]

3 attachments (5 MB)

969416 Sergio Guardado Argueta vs Mega Auto Outlet.pdf; Sergio AGC - Google Docs.pdf; 969416 Argueta Sergio Guardado vs Mega Auto Outlet.pdf;

Shabnam Alimi,

The Virginia Attorney General's Office has forwarded a consumer complaint from Sergio E Guardado Argueta against Mega Auto Outlet Inc to the Motor Vehicle Dealer Board.

It appears there are several issues within the complaint, please address the issues and attach your reply to this email by June 13, 2025.

Thanks

Diane Handy

Consumer Assistance Analyst

The Virginia Attorney General's Office has forwarded a consumer com

From: Collazo, Carlos I. <CCollazo@oag.state.va.us>

Sent: Thursday, May 15, 2025 2:05 PM

To: dboardreply <dboard@mvdb.virginia.gov>

Subject: Re: 969416 Mr. Sergio Guardado Argueta VS Mega Auto Outlet

Dear Sir or Madam:

The Virginia Attorney General's Office has received the enclosed complaint. Upon review of the information provided, it appears that your agency may also have jurisdiction over this matter.

The complainant has been advised of this referral and should be contacted directly if more information is needed.

Sincerely,



Carlos I. Collazo | Dispute Resolution Specialist

Office of the Attorney General

202 North 9th Street
Richmond, Virginia 23219

O: (804) 786-1142 | M: | F:

CCollazo@oag.state.va.us

<https://www.oag.state.va.us>

Complaint Information

Name: Mr. Sergio E Guardado Argueta 24-03360
Confirmation Number: 24-03360
FOIA Opt Out: No
Address: [REDACTED]
Apt/Suite: [REDACTED]
City: [REDACTED] **State:** [REDACTED] **ZipCode:** [REDACTED]

RegionCountry:

Contact Information

Preference Order	Description	Contact
1	Mobile	[REDACTED]

Company Information

Name: Mega Auto Outlet
Telephone Number: (540) 318-8447
Fax Number: [REDACTED] **Other Number:** [REDACTED]
Address: 3335 Jefferson Davis Highway
City: Stafford **State:** VA **Zip Code:** 22554
Region: [REDACTED]
Web Site: www.megaautooutlet.com

Complaint Information

Date Submitted: 07/03/2024 22:16:31

Description: August 2023, I decided to buy a car; I sought a friend's recommendation and decided to purchase a vehicle at Mega Auto Outlet in Stafford, VA. I decided on a Ford F150 2016 and agreed to leave a \$1000 cash down payment that would cover for the tags of the vehicle. It was also discussed that the monthly payment of \$819.97 would be a little too high for my budget and agreed on a refinance in three months time. Three months went by and sought the refinance that was previously promised as a result of my struggles of being able to keep up with the \$819.97 monthly payments. I was turned down on 5 different weekends by the dealership. I tried contacting via phone but was also turned down. I was desperate to lower my vehicle payments and decided to return to the dealership this time looking to exchange my vehicle for something more affordable in my expense range as the vehicle had presented many mechanical flaws and was completely out of my resources to fix it as well as the negligence of the dealerships willingness to comply with any kind of estimates or compliance to fix it, I was getting very frustrated and overwhelmed. This time I was welcomed with open arms and mutually decided to exchange the Ford F150 2016 for a RAV4 Hybrid 2017 (VIN: JTMDJREV0HD103592). From that point I was promised that the dealership would deal with the exchange finances and was told I was going to pay \$500 monthly for the vehicle I was now getting (RAV4 Hybrid). The same day I left a down payment of \$1000 once again with the promise of tags but, this time around I was never given tags for this car which to the day have now expired.

Service Type: Motor vehicle

Service Description:	Make/Brand: Ford	Model: F150
Year: 2016	Serial Number/Vin: 1FTEW1EGXGFB22484	Purchase Date: 8/18/2023 12:00:00 AM
New: No		
Signed Contract: Yes	Start Date: 08/18/2023	End Date: 08/18/2023
		Payment Made By: Cash: Yes Check: No Credit: No Debit: Yes Gift Card: No Store Credit: No Non Monetary: No Other: No
Total Amount Paid: \$34,500.00	Total Amount Disputed: \$34,500.00	

Purchased Extended Service Contract: No	Received Estimate: No	Original Estimate Changes Authorized: No	Completed Repairs Differ: No
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Automobile Repair Description:
catalyst sensors, maintance light, anything over 65mph shaking.

Resolution Attempts

Company Contacted: No	Contact Person Name:	Contact Person Telephone Number:
Other Organizations Contacted:		
Has Attorney: No	Attorney Name:	Attorney Telephone Number:
Filed Court Action: No		
Court Action Description:		

Resolution

Description:
Annulment of car payments, or fixing of car.

Attachments

Type	File Name	Download Link
Complaint Description	Sergio AGC - Google Docs.pdf	Download File

User Information

Session Id: [REDACTED]	Source IP: [REDACTED]	Location: View Map [REDACTED]
Bowser: [REDACTED]		

August 2023, I decided to buy a car; I sought a friend's recommendation and decided to purchase a vehicle at Mega Auto Outlet in Stafford, VA. I decided on a Ford F150 2016 and agreed to leave a \$1000 cash down payment that would cover for the tags of the vehicle. It was also discussed that the monthly payment of \$819.97 would be a little too high for my budget and agreed on a refinance in three months time. Three months went by and sought the refinance that was previously promised as a result of my struggles of being able to keep up with the \$819.97 monthly payments. I was turned down on 5 different weekends by the dealership. I tried contacting via phone but was also turned down. I was desperate to lower my vehicle payments and decided to return to the dealership this time looking to exchange my vehicle for something more affordable in my expense range as the vehicle had presented many mechanical flaws and was completely out of my resources to fix it as well as the negligence of the dealerships willingness to comply with any kind of estimates or compliance to fix it, I was getting very frustrated and overwhelmed. This time I was welcomed with open arms and mutually decided to exchange the Ford F150 2016 for a RAV4 Hybrid 2017 (VIN: JTMDJREV0HD103592). From that point I was promised that the dealership would deal with the exchange finances and was told I was going to pay \$500 monthly for the vehicle I was now getting (RAV4 Hybrid). The same day I left a downpayment of \$1000 once again with the promise of tags but, this time around I was never given tags for this car which to the day have now expired. May 16th, 2024, the day of the exchange, I left the Ford F150 at the dealership, removed its tags, canceled the insurance and returned the tags to the DMV that very same day. The night of May 30th, 2024, a guy from the dealership showed up at my door with the keys of the Ford F150 telling me that the car no longer belonged to the dealer and they had nothing to do with the vehicle. The guy told me it was better if I was better off selling the car on carmax since the car was valued at \$40,000. I decided to listen and went to carmax the following day only to find out that the car was not valued at 40k but at \$15,500 and was a salvage vehicle. I realized that I was not in possession of the title and realized I was unable to sell as the car belonged to the bank. The dealership had not worked out the finances for the vehicle exchange but instead took out another loan without my knowledge. The RAV4 had very strong smells of gas inside it and many sensor lights and warnings began to pop up including ones warning me that the vehicle was prone to catch on fire due to overheating, followed by the check engine light, and other vehicular issues. At this point even I felt unsafe to drive the car leaving me carless and in debt for the Ford F150 and another debt that I had no idea I had with the RAV4. One vehicle without tags and another with expired tags. I was shocked to find out the dealer did not let me know prior to the purchase that the title of the RAV4 was also SALVAGE. The dealer did not allow me to read the contract through. It baffles me how we got to this point and trying to contact them is basically impossible. Any help would be appreciated. I have two loaners pressuring with no solution. Please and thank you!



Re: Fw: Request for Consumer Assistance 1161

From MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>

Date Wed 7/2/2025 7:58 PM

To dboardreply <dboard@mvdb.virginia.gov>

Cc [REDACTED]; Blasko, James (MVDB)
<James.Blasko@mvdb.virginia.gov>

Good evening,

Mr. Bey purchased a 2017 Infiniti Qx60 from Mega Auto Outlet on 09/30/24. The vehicle was inspected on 09/03/24, as well as a fresh oil change and new brakes/rotors. At the time of purchase, the vehicle did not have any engine issues. We also detail every vehicle before the delivery to the customer. Mega Auto Outlet apologizes for any inconvenience Mr. Bey has encountered. Unfortunately, this is an as-is sale, however, Mr. Bey has been advised by a representative from our dealership to contact his warranty company, CARS PROTECTION PLUS, to assist with any repairs. Regarding late delivery of the vehicle, we use Central Dispatch to deliver our vehicles. Although we try our best to deliver the vehicle within 48 hours of purchase, sometimes unexpected delays do happen and we thank Mr. Bey for his patience. At this time, we can offer Mr. Bey \$80 compensation to re-detail his vehicle. Please reach out if you have any questions or concerns

Thank you,
Shabnam Alimi

On Fri, Jun 27, 2025 at 10:41 AM dboardreply <dboard@mvdb.virginia.gov> wrote:

Good morning,

The Motor Vehicle Dealer Board has received a complaint agasint your dealership, please review this complaint and reply to this email on or before July 2, 2025.

Thanks,
Shay Betts
Consumer Assistance Analyst

From: [REDACTED]
Sent: Thursday, June 26, 2025 11:57 PM
To: dboardreply <dboard@mvdb.virginia.gov>
Subject: Request for Consumer Assistance 1161

Name

Kenny Bey

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Mega Auto Outlet

DealershipAddress

3335 Richmond Highway, Stafford, Virginia, 22554

Dealership Point of Contact

RUKHSANA AKBAR

Phone/Mobile

+15403188447

Vehicle Identification Number (VIN)

5N1DL0MM1HC551503

Consumer Request (2000 Character Max)

I am writing to express my frustration and anger regarding my recent purchase of a 2017 Infiniti QX60 from your dealership. This transaction has been a disaster from start to finish. The vehicle was delivered three days late at 9:30 PM, with no updates or apologies. When the driver arrived, he rushed me the keys, refused to wait for inspection, and said he had to leave immediately to pick up another car from a different state. This prevented me from inspecting the vehicle properly. The next day, I discovered multiple issues: missing floor mats and owner's manual, ABS and traction control lights coming on intermittently, a clunking noise when driving over bumps, and swipe damage to the rear passenger side that was never disclosed. I contacted Mason, the finance manager, who promised these issues would be addressed. Since then, I've called multiple times, waited on hold for over 10 minutes each time, and never received a single follow-up call, text, or email. To make matters worse, the vehicle was infested with ants, making it both dangerous and humiliating to drive. The most devastating issue was a catastrophic engine failure, making the vehicle unusable. I was never told about any engine problems during the sale. After diagnostic testing, I was forced

to pay \$3,200 out of pocket for a full engine replacement. Additionally, I later discovered a \$1,800 charge for a warranty I never authorized or agreed to purchase, with no documentation provided at delivery. This entire experience reflects gross negligence, misrepresentation, and unacceptable business practices on your part of Mega Auto Mart. I trusted Mega Auto Outlet to provide a safe, reliable, and fairly represented vehicle. Instead, I received one that was late, damaged, infested, unsafe, and financially draining. I was misled, overcharged, and stuck with a dangerous car needing thousands in repairs just to be drivable. Resolution: engine \$3,200, warranty \$1,800, Mats \$265, wheel lock \$80.56. Total: \$5,345.56

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: Windows Chrome

Remote IP: 

© Motor Vehicle Dealer Board.

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MEGA AUTO OUTLET
"Need A Loan, You're Not Alone"
3335 Jefferson Davis Highway
Stafford, Va 22554
(P) 540-318-8447
(F) 540-628-0394



Re: Request for Consumer Assistance 1161

From: [REDACTED]
Date: Mon 6/30/2025 10:54 AM
To: dboardreply <dboard@mvdv.virginia.gov>

Thank you.

On Mon, Jun 30, 2025 at 10:03 AM dboardreply <dboard@mvdv.virginia.gov> wrote:

Good morning,

Your complaint has been sent to the dealer and will remain on records for a minimum of 3-years.

Thanks,
Shay Betts
Consumer Assistance Analyst

From: [REDACTED]
Sent: Sunday, June 29, 2025 7:56 PM
To: dboardreply <dboard@mvdv.virginia.gov>
Subject: Re: Request for Consumer Assistance 1161

Dear Shay Betts,

Thank you for your response and for providing the resources regarding next steps for court proceedings.

While I understand that the Motor Vehicle Dealer Board's jurisdiction does not cover repair, contractual, or monetary disputes, I still respectfully request that Mega Auto Outlet be formally notified of this complaint and that a record of my concerns remain on file with your agency.

Based on my experience with this dealership, including their repeated failure to respond, misleading sales practices, and overall lack of professional conduct, I am concerned that Mega Auto Outlet may be abusing their dealer license. I strongly suggest that the Dealer Board consider reviewing their business practices to ensure they remain in compliance with Virginia dealer regulations and consumer protection standards.

Thank you again for your time and attention to this matter.

Sincerely,

[REDACTED]

On Fri, Jun 27, 2025 at 10:42 AM dboardreply <dboard@mvdv.virginia.gov> wrote:

Good morning,

Your complaint has been forwarded to the dealer for review.

Please note that the information below may be of further assistance.

The Motor Vehicle Dealer Board (Dealer Board) is a regulatory agency responsible for licensing dealers and salespersons to sell vehicles in the state of Virginia. As a licensing agency, repair, contractual disputes and monetary disputes are not within the jurisdiction of the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the Virginia Consumer Protection Act and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<http://www.vsb.org/vlrs/>

By providing the above information, the Dealer Board is not advocating or directing the suit of any specific individual.

Best Regards,

Shay Betts

Consumer Assistance Analyst
Motor Vehicle Dealer Board
Richmond, VA 23220

From: [REDACTED]

Sent: Thursday, June 26, 2025 11:57 PM

To: dboardreply <dboard@mvdb.virginia.gov>

Subject: Request for Consumer Assistance 1161

Name

Majors, Ann (MVDB)

From: Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov>
Sent: Thursday, March 5, 2026 10:32 AM
To: Majors, Ann (MVDB)
Subject: FW: Complaint against Mega Auto Outlet for Deceptive and Unlawful Business Practice
Attachments: 2018 AudiQ5 RepairsNeeded 24-Jul-2025 15-46-48.pdf; 20250724_150406_1.mp4

From: [REDACTED]
Sent: Thursday, July 24, 2025 8:56 PM
To: dboardreply <dboard@mvdb.virginia.gov>
Subject: Re: Complaint against Mega Auto Outlet for Deceptive and Unlawful Business Practice

I took the vehicle to get a third-party inspection done today by a mechanic shop. The inspection revealed several undisclosed issues, including:

- Significant rust on the undercarriage
- Non-functioning windows
- Worn brakes and rotors that needs immediate replacement
- A dirty air filter

The dealership did not disclose any of these problems at the time of sale. Selling a vehicle in this condition, particularly with extensive rust on the undercarriage, without informing the buyer constitutes fraudulent concealment. This type of defect is material to the safety and value of the vehicle, and it should have been disclosed prior to the sale — regardless of the vehicle being sold "as is." I can provide a video recording of the rust

On Wednesday, July 23, 2025 at 12:12:37 PM EDT, Pat Kiah [REDACTED] wrote:

See attached. I was able to archive another ad they had up on their website April, 2025.

On Wednesday, July 23, 2025 at 11:55:36 AM EDT, Pat Kiah [REDACTED] wrote:

Good afternoon - Attached. I have also attached copies of yelp reivews from Mega Auto Outlet. Almost every customer has experienced some type of unethical business practices.

On Wednesday, July 23, 2025 at 11:48:26 AM EDT, dboardreply <dboard@mvdb.virginia.gov> wrote:

Good Morning,

Please attach a copy of your buyer's order to this email.

Thanks
Diane Handy
Consumer Assistance Analyst

From: [REDACTED]
Sent: Monday, July 21, 2025 7:12 PM
To: dboardreply <dboard@mvdv.virginia.gov>
Subject: Complaint against Mega Auto Outlet for Deceptive and Unlawful Business Practice

To: Northern Virginia Dealer Board

Date: July 21, 2025

Dear Sir or Madam,

I am writing to file a formal complaint against Mega Auto Outlet, located at 3335 Richmond Hwy, Stafford VA; for engaging in deceptive and unlawful business practices in violation of the Virginia Consumer Protection Act and Federal Trade Commission (FTC) guidelines.

On July 16, 2025, I visited Mega Auto Outlet in response to a vehicle they advertised on their website for \$12,995. This advertised price was a key factor in my decision to pursue the vehicle and ultimately proceed with the purchase. However, upon reviewing the final documents after the transaction, I discovered that I had been charged \$24,995—nearly double the listed price. At no point during the transaction was this price discrepancy disclosed to me. This constitutes a clear case of bait-and-switch advertising, a practice that is both unethical and illegal under consumer protection laws.

In addition, I do not believe the vehicle passed any safety inspection prior to them selling it to me. None of the windows in the vehicle goes up or down. I informed Miguel, one of the sales manager, who told me to bring the vehicle in on Saturday. When I showed up on Saturday, I was informed that there were no mechanic on duty on Saturdays. I explained my frustration and safety concerns but it was overlooked.

I have attached a screenshot of the online advertisement showing the original \$12,995 price, as well as price the vehicle was sold to me. I spoke with another manager named Alex who confirmed that the price they sold the vehicle to me was for \$12,995 but no where on the contract does it states \$12,995. It shows a completed different price. I also had two witnesses in the meeting who can confirm what Alex told me about the price that they sold the vehicle to me for. So I asked if that was the price it was sold to me, why is it not on any of the contract, he could not give me an answer. I was also told by Miguel, the other manager to lie to the bank and say that I made a deposit of \$5,000. I only made a deposit of \$1,000, I have also attached the screenshot.

I respectfully request that the Northern Virginia Dealer Board investigate this matter and take any necessary enforcement actions to ensure accountability and prevent similar occurrences in the future.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

Fredericksburg, VA

Formal Complaint – Mega Auto Outlet Stafford, VA and Auto Prestige Frederick, VA

To Whom It May Concern,

I am submitting this complaint regarding the ongoing issues with Mega Auto Outlet in Stafford, VA, and Auto Prestige in Frederick, VA, concerning the purchase and repair of my son's vehicle.

On June 10, 2025, my son, [REDACTED], financed a 2018 White BMW 530i through Global Lending at Mega Auto Outlet. The dealership assured us the vehicle would be delivered the next business day. However, the Service Manager, Johnny, informed us that the car overheated and had to be towed to Auto Prestige for repairs.

Since then, we have been given inconsistent and conflicting explanations regarding the problem: initially we were told it was the water pump, then the thermostat, followed by the timing chain and radar. Despite repeated assurances that the repairs would be completed 'the following week,' as of August 15, 2025, Auto Prestige still has possession of the vehicle.

Throughout this process, both dealerships have engaged in unprofessional and unethical conduct, including:

- Repeatedly placing us on hold and leaving us waiting for long periods.
- Hanging up on both myself and my son.
- Laughing in the background during phone calls.
- Failing to provide written documentation of diagnostic findings or repairs performed.
- Providing inconsistent information week after week without resolution.

Due to these ongoing issues, I have filed a police report with the Stafford County Police Department, submitted a claim to the Better Business Bureau, and contacted the Office of the Attorney General of Virginia.

This situation has caused significant hardship, as my son has been without the vehicle he is financing for over two months, with no clear resolution in sight.

I respectfully request that the DMV Dealer Board investigate the practices of Mega Auto Outlet and Auto Prestige regarding this matter.

Complainant Information:

[REDACTED]
Phone: [REDACTED]

Email: [REDACTED]

Thank you for your time and attention to this matter.

Sincerely,

[REDACTED]



FW: Formal Complaint – Mega Auto Outlet Stafford, VA and Auto Prestige Frederick, VA

From dboardreply <dboard@mvdv.virginia.gov>

Date Tue 2/17/2026 3:48 PM

To dboardcomplaints@mvdv.virginia.gov <dboardcomplaints@mvdv.virginia.gov>

📎 1 attachment (4 KB)

DMV_Complaint_Cuffee.pdf;

Best regards,

Michael Thornton (He/Him)

Information Security Officer | AITR

2201 West Broad Street, Suite 104, Richmond, VA 23220

O: 804-998-7786 Ext: 3012

Have a question? You can find most answers on our website! [Motor Vehicle Dealer Board](#)



The information in this email and any attachments may be confidential and privileged. Access to this email by anyone other than the intended addressee is unauthorized. If you are not the intended recipient (or the employee or agent responsible for delivering this information to the intended recipient), please notify the sender by reply email and immediately delete this email and any copies from your computer and/or storage system. The sender does not authorize the use, distribution, disclosure or reproduction of this email (or any part of its contents) by anyone other than the intended recipient(s). Additionally, no representation is made that this email and any attachments are free of viruses. Virus scanning is recommended and is the responsibility of the recipient.

From: [REDACTED]

Sent: Friday, August 15, 2025 10:41 AM

To: dboardreply <dboard@mvdv.virginia.gov>

Subject: Formal Complaint – Mega Auto Outlet Stafford, VA and Auto Prestige Frederick, VA

Dear DMV Dealer Board,

Please find attached a formal complaint regarding the unethical and unprofessional conduct of Mega Auto Outlet (Stafford, VA) and Auto Prestige (Frederick, VA) related to the purchase and repair of my son's vehicle, a 2018 White BMW 530i, financed on June 10, 2025.

Despite repeated assurances that the vehicle would be repaired and returned promptly, it has never been in my son's possession for over two months with no resolution, documentation, or transparency from the dealerships. The attached letter provides full details of the situation, including the steps I have already taken with the Stafford County Police Department, the Better Business Bureau, and the Office of the Attorney General of Virginia.

I respectfully request that the DMV Dealer Board investigate these dealerships' conduct.

Complainant Information:

[Redacted]

Phone: [Redacted]

Email: [Redacted]

Thank you for your time and attention to this matter.

Sincerely,

[Redacted]

[Redacted]

[Redacted]

President



Re: Request for Consumer Assistance 1633

From [REDACTED]
Date Fri 9/12/2025 11:00 AM
To dboardreply <dboard@mvdv.virginia.gov>

The vehicle has been with the Dealer Operator at Mega Auto Outlet LLC since Monday, and I do not know its location.

On Fri, 12 Sep 2025 at 10:31 am, dboardreply <dboard@mvdv.virginia.gov> wrote:

Good Morning,

Your consumer complaint was forwarded to Shabnam Alimi, Dealer Operator for Mega Auto Outlet LLC, for review. It was requested that a reply be received by September 16, 2025.

As a licensing agency repair issues are not within the jurisdiction of the Motor Vehicle Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the **Virginia Consumer Protection Act** and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<https://www.vsb.org/>

By providing the above information the Dealer Board is not advocating or directing the suit of any specific individual.

A dealer has 30 days to provide the title. If you do not receive the title in 30 days respond to this email letting the Dealer Board know.

Your consumer complaint will remain on record to assist in monitoring their activities

Thanks
Diane Handy
Consumer Assistance Analyst

From: [REDACTED]
Sent: Wednesday, September 10, 2025 4:10 PM
To: dboardreply <dboard@mvdv.virginia.gov>
Subject: Request for Consumer Assistance 1633

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Mega Auto Outlet

DealershipAddress

3335 Jefferson Davis Hwy, Stafford, Virginia, 22554

Dealership Point of Contact

Orlando NA

Phone/Mobile

[REDACTED]

Vehicle Identification Number (VIN)

WAULMAF47JA233769

Consumer Request (2000 Character Max)

Timeline of Events

- September 5, 2025 – 6:30 PM

I purchased a 2017 Audi Premium Plus from Mega Auto Outlet. The transaction was finalized, and I drove the vehicle home.

- September 6, 2025 – 3:30 PM

Less than 24 hours after purchase, while driving, the vehicle experienced serious mechanical failure:

- The check engine light came on

- The vehicle began shaking and decelerating
- The vehicle eventually stalled completely and could not be driven further
- September 6, 2025 – Evening

I contacted the dealership immediately. The vehicle was brought back to the dealer's mechanic shop.

- September 8, 2025 – 6:33 PM

I visited Mega Auto Outlet in person to discuss the issue. The dealer informed me that the problem was a Mass Air Flow (MAF) sensor.

- September 9, 2025 – 11:22 AM

I returned to the dealership with my brother to follow up. As of this visit, the vehicle was still in the dealer's possession and not repaired.

Additional Concerns

- I have not received the vehicle title, even though the vehicle was sold to me on September 5, 2025.
- Under Virginia Code § 46.2-617, a dealer must provide the title within 30 days of sale. Until I receive it, the sale is not legally complete.
- The fact that the vehicle broke down within 24 hours of purchase indicates it was not roadworthy at the time of sale.

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: iPhone iPhone

Remote IP: [REDACTED]

© Motor Vehicle Dealer Board.



Re: Breach of Purchase Agreement - 2013 Honda Pilot (Purchase Date: September 7, 2024)

From [REDACTED]
Date Thu 10/16/2025 9:50 AM
To dboardreply <dboard@mvdb.virginia.gov>

Copy that Ma'am,

Thank you for your response.

V/r

[REDACTED]

On Thu, Oct 16, 2025 at 8:48 AM dboardreply <dboard@mvdb.virginia.gov> wrote:
Good Morning,

I have gone through the emails and a reply from the dealer wasn't received.

Thanks
Diane Handy
Consumer Assistance Analyst

From: [REDACTED]
Sent: Friday, October 10, 2025 8:40 AM
To: dboardreply <dboard@mvdb.virginia.gov>
Subject: Re: Breach of Purchase Agreement - 2013 Honda Pilot (Purchase Date: September 7, 2024)

Good morning Ma'am,

Hope all is well. Did the dealership ever respond? If not, I will take it to the next level.

V/r

[REDACTED]

On Tue, Sep 30, 2025 at 3:53 PM dboardreply <dboard@mvdb.virginia.gov> wrote:
Good Afternoon [REDACTED]

Your consumer complaint was forwarded to Shabnam Alimi, Dealer Operator of Mega Auto Outlet LLC, to bring the matter to his attention. It was requested that a reply be received by October 3, 2025.

As a licensing agency, contractual disputes, repair issues and monetary disputes are not within the jurisdiction of the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the Virginia Consumer Protection Act and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<https://www.vsb.org/>

By providing the above information the Dealer Board is not advocating or directing the suit of any specific individual.

The complaint will remain on record against the dealership to assist in monitoring their activities.

Thanks,
Diane Handy
Consumer Assistance Analyst

From [REDACTED]
Sent: Friday, September 5, 2025 3:19 PM
To: dboardreply <dboard@mvdv.virginia.gov>
Subject: Breach of Purchase Agreement - 2013 Honda Pilot (Purchase Date: September 7, 2024)

Good afternoon,

This is an attempt to get reimbursement from Mega Auto Outlet due to breach of contract.

VEHICLE: 2013 Honda Pilot

VIN: 5FN9F4H55DB007607

Below are the details:

I. INTRODUCTION AND PARTIES

I, Mr. Jonny Hartsfield, hereby formally document the material breach of contract by Mega Auto Outlet regarding the purchase of a 2013 Honda Pilot on September 7, 2024, and provide formal notice demanding immediate resolution of outstanding obligations.

II. FACTUAL BACKGROUND

A. Initial Purchase Agreement (September 7, 2024)

On September 7, 2024, my spouse and I purchased a 2013 Honda Pilot from Mega Auto Outlet for \$8,000 cash. Prior to completing the transaction, we identified three specific deficiencies requiring repair as conditions of sale:

1. Complete interior and exterior vehicle detailing
2. Non-functional backup camera requiring repair/replacement
3. Inoperable four-wheel drive system requiring repair

Mr. Frank, representing Mega Auto Outlet, explicitly agreed to remedy these issues as part of the purchase agreement.

B. Immediate Post-Purchase Issues

Within 48 hours of purchase, a significant rattling noise emanated from the engine compartment. When reported to Mr. Frank, he attributed the noise to synthetic oil circulation and advised continued operation of the vehicle.

C. Failed Service Attempt (October 10, 2024)

The vehicle was left with Mega Auto Outlet for ten (10) days during a pre-planned family vacation. Upon retrieval, inspection revealed:

- No vehicle detailing had been performed (interior or exterior)
- Backup camera remained non-functional
- Four-wheel drive system remained inoperable despite indicator light activation
- Engine rattling noise persisted unchanged
- Mr. Frank proposed installing an aftermarket camera system, deviating from the original agreement

D. Military Deployment and Necessary Repairs (November 2024 - January 2025)

Due to military deployment obligations, I was unable to address these issues immediately. Upon return, the engine noise had deteriorated significantly. Professional mechanical inspection by my certified mechanic diagnosed:

- Failed timing belt
- Worn engine bearings
- Imminent risk of catastrophic engine failure if operation continued

To prevent total engine failure, I authorized necessary repairs at my personal expense totaling \$1,400.

E. Reimbursement Representations and Subsequent Breach

Upon presenting repair documentation to Mr. Alex at Mega Auto Outlet, I was explicitly assured of full reimbursement for the \$1,400 repair cost. Mr. Alex:

1. Photocopied the repair invoice
2. Represented that payment would be processed through their finance department

3. Subsequently claimed payment had been mailed to my Michigan address
4. Later stated the check had been returned and would be available for pickup

F. Pattern of Evasion and Non-Communication

Following these representations, Mega Auto Outlet engaged in a pattern of evasive conduct:

- Telephone calls went unanswered
- On April 18, 2024, I was requested to re-submit documentation already provided to Mr. Alex
- Direct visit to the dealership revealed Mr. Alex was unavailable

G. Management Review and Additional Findings

During a subsequent visit, I met with Johnny (Manager), who conducted a comprehensive review of internal systems. This review revealed:

1. **No reimbursement records existed** in their database, contradicting Mr. Alex's previous representations
2. **No documentation of returned checks** existed, contradicting previous claims
3. **Confirmation that the original purchase agreement included provisions** for detailing, backup camera repair, and four-wheel drive system repair

Regarding the four-wheel drive system, professional diagnosis identified a faulty transfer case requiring replacement. Johnny requested a formal repair estimate, which I provided on May 12, 2025, totaling \$2,148.10. Despite multiple follow-up communications on May 7, May 12, and May 19, 2025, no response has been received.

III. LEGAL CLAIMS AND DAMAGES

A. Breach of Contract

Mega Auto Outlet has materially breached the purchase agreement by:

1. Failing to perform agreed-upon detailing services
2. Failing to repair the backup camera system
3. Failing to repair the four-wheel drive system
4. Failing to provide promised reimbursement for necessary engine repairs

B. Quantified Damages

The documented financial damages resulting from Defendant's breach total **\$3,548.10**:

- Engine repairs (timing belt/bearings): \$1,400.00
- Four-wheel drive transfer case repair estimate: \$2,148.10

C. Additional Considerations

The failure to honor contractual obligations with military personnel raises serious concerns regarding business ethics and integrity, particularly given the circumstances of military deployment that delayed my ability to pursue immediate resolution.

IV. DEMAND FOR RESOLUTION

FORMAL DEMAND: Mega Auto Outlet shall remit payment of \$3,548.10 representing full compensation for documented damages resulting from breach of the purchase agreement.

DEADLINE FOR COMPLIANCE: September 7, 2025 (one year anniversary of original purchase date)

V. NOTICE OF INTENT TO PURSUE LEGAL REMEDIES

Should Mega Auto Outlet fail to provide satisfactory resolution by the specified deadline, I will pursue all available legal and regulatory remedies, including but not limited to:

- Filing formal complaints with the State Attorney General's Consumer Protection Division
- Initiating proceedings with the Better Business Bureau
- Reporting to the Federal Trade Commission for automotive sales practice violations
- Seeking assistance through Department of Veterans Affairs military consumer advocacy services
- Engaging legal counsel for civil litigation to recover damages, attorney fees, and costs

This correspondence constitutes formal legal notice of breach of contract and demand for performance. Failure to respond appropriately within the specified timeframe will result in immediate escalation through available legal channels.

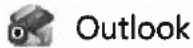
I remain available for good faith negotiations to resolve this matter expeditiously and avoid unnecessary legal proceedings.

Respectfully submitted,

State Command Chief, [REDACTED]

Virgin Island National Guard Joint Force Headquarters

Cell: [REDACTED]



Re: Request for Consumer Assistance 1822

From Handy, Diane (MVDB) <diane.handy@mvdv.virginia.gov>
on behalf of
dboardreply <dboard@mvdv.virginia.gov>

Date Fri 10/24/2025 11:45 AM

To [REDACTED]

Good Morning [REDACTED]

Your consumer complaint was forwarded to Shabnam Alimi, Dealer Operator of Mega Auto Outlet LLC, for his review.

As a licensing agency, repair issues are not within the jurisdiction of the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the [Virginia Consumer Protection Act](#) and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<https://www.vsb.org/>

By providing the above information the Dealer Board is not advocating or directing the suit of any specific individual.

The complaint will remain on record against the dealership to assist in monitoring their activities.

Thanks,
Diane Handy
Consumer Assistance Analyst

From: [REDACTED]
Sent: Monday, October 13, 2025 5:22 PM
To: dboardreply <dboard@mvdv.virginia.gov>
Subject: Request for Consumer Assistance 1822

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Mega Auto OutLet

DealershipAddress

3335 Jefferson Davis Highway,, Stafford, Virginia, 22554

Dealership Point of Contact

Orlando Unknown

Phone/Mobile

[REDACTED]

Vehicle Identification Number (VIN)

3C6TRVDG2KE515526

Consumer Request (2000 Character Max)

A 2019 Ram ProMaster was ship to me without a seatbelt bucket or a working airbag in June. been trying to work with them get the correct part, they have never sent the correct part after i sent the part number and link to Mopar website. They now said "they tried and are done". after waiting 4 months

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: Windows Chrome

Remote IP: [REDACTED]

© Motor Vehicle Dealer Board.



Re: Fw: Request for Consumer Assistance 1898

From MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>

Date Fri 10/31/2025 4:56 PM

To dboardreply <dboard@mvdv.virginia.gov>

Cc [REDACTED]; Blasko, James (MVDB)
<James.Blasko@mvdv.virginia.gov>

Good evening,

Mr. Deas provided Mega Auto Outlet with fraudulent paystubs. We take fraudulent activity very seriously at Mega Auto. Unfortunately, deposits are not refundable. This policy is posted throughout our dealership in large font.

Thank you,

Mega Auto Management

On Wed, Oct 29, 2025 at 10:35 AM dboardreply <dboard@mvdv.virginia.gov> wrote:

Good Morning Shabnam Alimi,

The Motor Vehicle Dealer Board has received the below consumer complaint from Tyrone Deas against Mega Auto Outlet LLC. It appears financing wasn't approved; therefore, your customer is requesting the return of the down payment.

Please review the issues and attach your reply to this email by **November 1, 2025**.

Thanks

Diane Handy

Consumer Assistance Analyst

From: [REDACTED]

Sent: Friday, October 24, 2025 8:53 PM

To: dboardreply <dboard@mvdv.virginia.gov>

Subject: Request for Consumer Assistance 1898

Name

[REDACTED]

Phone/Mobile


Email
**Dealership Name**

Mega Auto Outlet

DealershipAddress

3335 Richmond Hwy, Stafford, Virginia, 22554

Dealership Point of Contact

Alex

Phone/Mobile

+15403188447

Vehicle Identification Number (VIN)

1G1ZD5ST0LF057647

Consumer Request (2000 Character Max)

I purchased this 2020 Malibu (white) Friday 10/17/2025 approved signed documents put down 1200 they told me to tell the bank I put down 5000 to be approved when the bank call me later to interview thats what Alex advised I say so the deal goes through. I gave him 1200 cash I signed all documents to contract agreement he then pri ted me off somw paper tags I put full coverage on the car through progressive insurance he gave me keys told me enjoy and congrats etc they then reach back out saying the deal didnt go thru after I already interviewed with the so called bank they made up on Monday 10/20/2025 everything was good after that I thought then Wednesday they told me they needed more documents etc which they already had and then thursday 10/23 I heard nothing at all more from them no calls no points of contact. Friday morning 10/24 at 1:44am they stole the car from property they didnt call txt say bring anything in and I have all documents txt etc they set it up to get the car back say the deal didnt go thru and keep my 1200 down payment deposit. These guys have to be stopped I have txt message they are really disrespectful they stole my wallet out of the car and blocked me they wont respond about my wallet or deposit they told me they would send a check expect it in 3-7 days and then another guy Miguel told me they aren't into sldoing funny business and then the guy Frank says deposits are non refundable. I call back again to speak to the guy who originally done my deal and they day he no longer

work there. Miguel then text me to tell me come to the dealership at 12:30 pm today Friday 10/24 and they would help me I had to catch a expensive uber 59 dollars from Maryland to Stafford VA the dealership. Not only that once I arrived to the dealership from uber I walk into the dealership and Alex is who I see there working in the same office we did my deal at. They lied said he was fired and didnt work there anymore. These guys had me waste money purchasing auto policy

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: Android Chrome

Remote IP: [REDACTED]

© Motor Vehicle Dealer Board.

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MEGA AUTO OUTLET

"Need A Loan, You're Not Alone"
3335 Jefferson Davis Highway
Stafford, Va 22554
(P) 540-318-8447
(F) 540-628-0394



Re: Dealership complaint

From Handy, Diane (MVDB) <diane.handy@mvdb.virginia.gov>
on behalf of
dboardreply <dboard@mvdb.virginia.gov>

Date Mon 11/17/2025 10:30 AM

To [REDACTED]

1 attachment (74 KB)

Xerox Scan_11172025095906.pdf;

Hello,

The dealer has responded to the your consumer complaint which you will find below and in the attachment.

As a licensing agency, repair issues and monetary disputes are not within the jurisdiction of the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the Virginia Consumer Protection Act and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<https://www.vsb.org/>

By providing the above information the Dealer Board is not advocating or directing the suit of any specific individual.

Your consumer complaint will remain on record against the dealership to assist in monitoring their activities.

Thanks,
Diane Handy

Dealer Response

Good afternoon,
Ms. Mosley purchased this vehicle with no dealer warranty. Ms. Mosley was offered a third-party warranty, in which she declined. It was disclosed to Ms. Mosley that the vehicle did not pass VA

inspection. A third-party warranty was highly encouraged. I provided Ms. Mosley with the rejected inspection report and I have attached a copy to this email.

Thanks,

MEGA AUTO MANAGEMENT

From: Handy, Diane (MVDB) on behalf of dboardreply <dboard@mvdb.virginia.gov>

Sent: Wednesday, October 29, 2025 2:21 PM

To: [REDACTED]

Subject: Re: Dealership complaint

Good Afternoon,

Your complaint was forwarded to Shabnam Alimi, Dealer Operator of Mega Auto Outlet LLC, for review. It was requested that a reply be received by November 1, 2025.

Thanks

Diane Handy

Consumer Assistance Analyst

From: [REDACTED]

Sent: Tuesday, October 28, 2025 11:22 AM

To: dboardreply <dboard@mvdb.virginia.gov>

Subject: Dealership complaint

Hello, my name is [REDACTED] I purchased a 2020 Chevy Traverse From Mega Auto Outlet on 7/30/2025 and when I purchased it I was promised I would have the bumper/ Grill on the car repaired since it was supposed to be done before purchase of the vehicle as well as the inspection done. I came back up there on 8/2/2025 For a check engine light that came on as soon as I left the dealership needing the ESC sensor replaced as well as the grill having previous accident damage that was not disclosed upon signing and inspection and glass repair. The only thing that was able to be done this day 8/2/2025 was the replacement of the ESC sensor and i was told the grill was ordered and would be there mid august since then I have called multiple times and sent text in regards to the bumper / Grill on the vehicle that was supposed to be fixed as well as the windshield and the inspection. I was told on 8/20/2025 By phone to come up there and all 3 issues would be fixed. On 8/25/2025 I returned to the shop with the impression that not only would the grill get fixed but the crack in the windshield as well as the inspection would be done. The bumper again was not here and the crack was not repaired and the inspection Failed which i wasn't told this up front. When I got back into the car because I was told it was ready I realized there was no inspection sticker and a film where it should have been. My fiance who was with me at the time had to go back inside for you all to tell him it failed and there is a part that needed to be ordered so it can be repaired in order to pass inspection and you all would do this when you came to pick up the truck for the repair of the grill/ bumper. So we thought ok fair enough and to let us know once the bumper/ Grill arrived so we could schedule pick up. I do understand sometimes things happen and we have to reschedule but i have been rescheduled now 4 times i've gone to the shop twice and called multiple times to either get the run around or no response. If this was something I had done to the vehicle or a simple wear and tear I would have gladly taken care of it myself but my issue is the vehicle was sold to me on the

promise of not only fixing the bumper but the windshield and the inspection being done. I was also told that since I live close they would all be able to come pick up the vehicle from me and return it when the work is done. But since i've called so many times with no resolution my Fiance decide to call on my behalf on 9/10/2025 to once again get a new date when we came to the shop on 8/25/2025 we were told there was an issue with the bumper and it had to be sent back but the new one would be there on 9/2/2025 and we would schedule a repair on 9/4/2025. This did not happen so when my Fiance called on 9/10/2025 he was told that we now have to wait until the 14th for the bumper to arrive because yet again there was an issue with it for the 2nd time and bring it on the 15th which we had already previously agreed that the vehicle would be picked up. So this is causing an issue because not only do i work a demanding job Meaning i can't continue to move my schedule around for this but i have children and appointments to make so this has caused a huge inconvenience not to mention the plates were delayed and i had to call to make sure that we could get an extension on the temp plates to avoid driving completely illegal. On 9/27/2025 I went to the dealership and was able to finally get the grill fixed but the issue causing inspection to fail was not fixed or the issue I was told by them was causing the inspection to fail. they stated it was a tail light and they would order it and i could come back and have it fixed. When I went back on 10/4/2025 they fixed the tail light. Our agreement was that I would take it to inspection and if it did not pass again I could just call them and they would fix the problem. When I went to get the inspection done on 10/17/2025 inspection again failed and I contacted Cierra from mega auto immediately for her to tell me that now they have to get the inspection approved which was not what i was originally told or promised. On 10/20/2025 I contacted Cierra again for her to tell me they wouldn't be fixing the issue which is rust on the rotors and breaks close to going out. I advised them I would be reaching out to you all to which they said go ahead they won't be fixing anything else. The issue is I purchased the car this way on the promise of everything being fixed which now they are denying the very thing they promised and I need help because breaking is a \$900 job that i shouldn't be responsible for when i just purchased the vehicle. Im asking and begging if i could please get some assistance here because if this cant get rectified i will have to end the contract with the vehicle to try to get a new one. In closing the resolution I'm looking for is to fix the issue that keeps causing it to fail inspection and inspection to be done . Phone number is [REDACTED]



Re: Fw: Request for Consumer Assistance 2081

From MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>

Date Thu 12/4/2025 10:34 AM

To dboardreply <dboard@mvdv.virginia.gov>

Cc [REDACTED]; Blasko, James (MVDB)
<James.Blasko@mvdv.virginia.gov>

Good morning,

Upon review, Ms. Moore does NOT have a warranty. A third-party warranty was offered at time of purchase, however, Ms. Moore declined. Unfortunately, this was an as-is purchase and there is no dealer warranty.

Thank you,

Shabnam Alimi

On Wed, Dec 3, 2025 at 11:31 AM dboardreply <dboard@mvdv.virginia.gov> wrote:

Shabnam Alimi,

The Motor Vehicle Dealer Board has received the below consumer complaint from Halley Wanamaker against Mega Auto Outlet LLC. It appears your customer is having repair issues and is requesting information regarding a 1-year warranty on the motor.

Please review the issues and attach your reply to this email by **December 8, 2025**. Also, attach the information regarding the warranty so I can forward it to your customer.

Thanks

Diane Handy

Consumer Assistance Analyst

From: [REDACTED]

Sent: Monday, November 24, 2025 4:21 PM

To: dboardreply <dboard@mvdv.virginia.gov>

Subject: Request for Consumer Assistance 2081

Name

[REDACTED]

Phone/Mobile

Email**Dealership Name**

Mega Auto Outlet

DealershipAddress

3335 Jefferson Davis Highway, Stafford, Virginia, 22554

Dealership Point of Contact

Sam

Phone/Mobile

+15712856490

Vehicle Identification Number (VIN)

1FMJU2AT6JEA18578

Consumer Request (500 Character Max)

I helped my sister [REDACTED] purchase this vehicle from Mega Auto Outlet. The vehicle was delivered to her. When it got to her it had a motor noise, which is a result of cam phaser failure. The dealership told me specifically prior to purchase that the cam phasers were good in this car, and that it had been inspected by their mechanic. The dealership also put a 1 year warranty on the motor. When we inquire about the warranty, they refuse to answer. They have blocked my phone number.

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: Windows Chrome

Remote IP: [REDACTED]

© Motor Vehicle Dealer Board.

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MEGA AUTO OUTLET

"Need A Loan, You're Not Alone"
3335 Jefferson Davis Highway
Stafford, Va 22554
(P) 540-318-8447
(F) 540-628-0394



Fw: Request for Consumer Assistance 1838

From Handy, Diane (MVDB) <diane.handy@mvdb.virginia.gov>
on behalf of
dboardreply <dboard@mvdb.virginia.gov>

Date Thu 12/4/2025 3:51 PM

To MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>; [REDACTED]
[REDACTED]

Shabnam Alimi,

The Motor Vehicle Dealer Board has received the below consumer complaint from Josue Guevara against Mega Auto Outlet LLC. The complaint is being forwarded to you to bring the matter to your attention.

Please respond to this email by **December 8, 2025**. Your reply will be made of the records and may be forwarded to the customer.

The consumer complaint will remain on record against the dealer to assist in monitoring the activities.

Thanks
Diane Handy
Consumer Assistance Analyst

From: [REDACTED]
Sent: Thursday, October 16, 2025 12:37 PM
To: dboardreply <dboard@mvdb.virginia.gov>
Subject: Request for Consumer Assistance 1838

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Mega Auto Outlet

DealershipAddress

3335 Richmond Hwy, Stafford, Virginia, 22554

Dealership Point of Contact

Miguel

Phone/Mobile**Vehicle Identification Number (VIN)**

WAUF8AFC7HN075686

Consumer Request (2000 Character Max)

I tried to purchase a 2017 Audi A6 from Mega Auto Outlet, when online and filled out a finance application, a few hours later i received a phone call from the sale person(Miguel) telling me that i was approve and to come see the car, I went to see the car, he asked me for \$1500 which I didn't have at the time he told me to send a deposit (\$150) for them to hold the car and when i get the rest of the money to come pick it up. A few days later i called to tell him i have the rest of the money. He said to get insurance which i did because i was 100% approve, I send \$1300 thru cash app when i got there finance manager Alex told me I need it bank statements to get the loan. I told them from them from the beginning that i only use cash app. I did not sign any paperwork and now they refusing to give my money back

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: Windows Chrome



Fw: Request for Consumer Assistance 1984

From Handy, Diane (MVDB) <diane.handy@mvdb.virginia.gov>
on behalf of
dboardreply <dboard@mvdb.virginia.gov>
Date Thu 12/11/2025 9:32 AM
To Enforcement <Enforcement@dmv.virginia.gov>

1 attachment (188 KB)
Xerox Scan_12112025091734.pdf;

To: Enforcement
From: Diane Handy
Motor Vehicle Dealer Board
Subject: Referral of Information

Below is a consumer complaint against Mega Auto Outlet (dealer # 52929). The customer also provided the attached information. It appears the customer resides in Maryland but the dealer titled the vehicle in Virginia.

From: [REDACTED]
Sent: Friday, November 7, 2025 3:10 PM
To: dboardreply <dboard@mvdb.virginia.gov>
Subject: Request for Consumer Assistance 1984

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Mega Auto Outlet

DealershipAddress

3335 Jefferson Davis Highway, Stafford, Virginia, 22554

Dealership Point of Contact

Alex

Phone/Mobile

+15403188447

Vehicle Identification Number (VIN)

2FMPK3G96LBA95077

Consumer Request (2000 Character Max)

I purchased a 2020 Ford Edge on August 28, 2025 from Mega Auto Outlet in Stafford, Va. I am a Maryland resident however, they sent me Virginia tags disregarding my request for Maryland tags. I then notified them of this mistake and they instructed me to get a Maryland inspection and then they would get it retitled in Maryland and pay any fees associated with it since I already paid taxes, tags, inspection, registration and title fees which were included in my loan. I immediately got the inspection, spending even more money, and after giving me the runaround for an additional two weeks, they told me "there's nothing we can do." The MVA in Md told me that I would have to pay an additional \$1470 to get Md tags and they would need the title in which the lien holder is not releasing until the car is paid for. I have since read the reviews of this company and there are numerous complaints about scams and lies from them. I got pulled over on Sunday, November 2 and the police told me to report them to the DMV, also I have about 30 days before my Maryland inspection expires. So basically they have charged me to get my car registered, inspected and tagged but have not provided any of that in the state where I live so I've purchased a vehicle that I can't drive until I get it registered in Maryland. Also I would have to pay the taxes in Maryland but I've also paid taxes in Virginia so I would be paying twice. There have been 54 complaints about the company to the BBB. Many about not receiving proper tags and titles and adding hidden costs to the loan. This is a very frustrating and expensive situation for me and I'm hoping that you can help

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: iPhone iPhone

Remote IP: [REDACTED]

© Motor Vehicle Dealer Board.



Re: Business complaint against dealer

From dboardcomplaints@mvdv.virginia.gov <dboardcomplaints@mvdv.virginia.gov>

Date Thu 2/26/2026 11:37 AM

To dboardreply <dboard@mvdv.virginia.gov>

[REDACTED]

Your complaint was forwarded to Daiyan Zulfiqar, Dealer Operator of Mega Auto Outlet LLC, to bring the matter to their attention.

As a licensing agency, the termination of a contract and repair issues are not within the jurisdiction of the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

If you believe the Virginia safety inspection was performed incorrectly you can report the matter to Virginia state police, 804-674-2000, who oversee safety inspections.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the [Virginia Consumer Protection Act](#) and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<https://www.vsb.org/>

By providing the above information the Dealer Board is not advocating or directing the suit of any specific individual.

The complaint will remain on record against the dealer to assist in monitoring their activities.

Thanks,
Diane Handy
Consumer Assistance Analyst

From: dboardreply <dboard@mvdv.virginia.gov>

Sent: Tuesday, February 17, 2026 3:11 PM

To: dboardcomplaints@mvdv.virginia.gov <dboardcomplaints@mvdv.virginia.gov>

Subject: FW: Business complaint against dealer



Request for Consumer Assistance 2442

From Motor Vehicle Dealer Board <mvdb2201@gmail.com>

Date Fri 1/23/2026 2:11 PM

To dboardreply <dboard@mvdb.virginia.gov>

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Mega Auto Outlet

DealershipAddress

3335 Richmond Highway, Stafford, Virginia, 22554

Dealership Point of Contact

Miguel

Phone/Mobile

+17037851230

Consumer Request (500 Character Max)

To the Virginia Motor Vehicle Dealer Board,

I purchased a 2019 BMW 5 Series on January 10, 2026 from Mega Auto outlet. The vehicle

was delivered on January 12, and within approximately 3 miles of driving, the engine overheated and the vehicle became unsafe. I immediately contacted the dealership, and they instructed me to tow the vehicle back. I returned it within an hour of delivery.

The dealership initially stated that they would repair the vehicle or cancel the sale if they could not.

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: iPhone iPhone

Remote IP: 

© Motor Vehicle Dealer Board.

Created	ConsumerName	ViolationType
2/26/2026		Repair
12/11/2025		DMV Reference
12/4/2025		Cour/Monetary
12/3/2025		Repair
11/17/2025		Repair
10/29/2025		Court/Monetary
10/24/2025		Repair
9/30/2025		Repair
9/12/2025		Repair
8/15/2025		Repair
7/21/2025		Contractual
6/30/2025		Other
6/18/2025		Contractual

QTY 13

1/23/2+B15+ B16:B48		Other
10/31/2024		Court/Monetary
10/1/2024		DMV Reference
9/20/2024		Contractual
8/24/2024		Repair
8/22/2024		Repair
8/21/2025		Repair
5/2/2024		Other
4/24/2024		Inquiry Letter
9/7/2023		Court/Monetary
8/16/2023		Inquiry Letter
6/15/2023		Court/Monetary
5/9/2023		Court/Monetary
4/14/2023		Court/Monetary
4/7/2023		Court/Monetary
4/7/2023		Court/Monetary
11/1/2022		Other

10/20/2022		Court/Monetary
10/19/2022		Court/Monetary
10/17/2022		Contractual
9/16/2022		Contractual
5/5/2022		Other
3/18/2022		30-Day Tag Violation
12/3/2021		30-Day Tag Violation
10/7/2021		Other
10/7/2021		Other
9/14/2021		Other
9/9/2021		30-Day Tag Violation
9/3/2021		Other
8/31/2021		Other
8/10/2021		Other
7/28/2021		Other
7/15/2021		30-Day Tag
4/9/2021		Other
11/24/2020		Inquiry Letter
9/10/2020		Inquiry Letter
8/24/2020		Other
7/7/2020		Repair
6/26/2020		Contractual
6/25/2020		Other
1/23/2020		Contractual

QTY 54



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED

July 13, 2022

Rukhsana Akbar
Mega Auto Outlet, LLC 52929
3335 Jefferson Davis Highway
Stafford, Virginia 22554

You have the right to appeal the decision that follows within 33 days from the date of this letter. If appealing, send your written notification of your intent to appeal to the Motor Vehicle Dealer Board, 2201 West Broad Street, Suite 104, Richmond, Virginia 23220 or email your notification to alice.weedon@mvdv.virginia.gov. If we do not hear from you regarding this matter on or before August 15, 2022, we will take this decision as final and that you have waived your right to appeal.

DECISION

During the July 11, 2022 Motor Vehicle Dealer Board (Board) meeting, the Dealer Practices Committee and the Board had the opportunity to carefully review the findings of fact, the conclusions of law, your son, Faiz Akbar's verbal comments and the hearing officer's report. Based upon the evidence presented to the Committee and the Board, the Board adopted a resolution (see enclosed) to assess a civil penalty of \$31,250.00 against you and Mega Auto Outlet, LLC. The \$31,250.00 civil penalty is due on or before August 15, 2022. In addition, the Board also required that you to have a satisfactory inspection on or before October 11, 2022 and for you to complete the 2-day Dealer-Operator course on or before January 11, 2023. It was also strongly recommended that Faiz Akbar attend and complete the Dealer-Operator course as well. To register for the 2-day Dealer-Operator course please register online at <https://viada.org/pre-license/>.

Rukhsana Akbar
Mega Auto Outlet, LLC 52929

DECISION

July 13, 2022

Page 2

Failure to comply with the stated deadline dates will result in the suspension of all licenses and certificates issued by the Board to you. As a matter of information, if an order of suspension is issued, you must pay a \$50 reinstatement fee before the suspension will be removed. The suspension will remain in effect until all civil penalty is satisfied. You may also consider entering into a payment plan with the Board, which may provide you with some relief.

Issued in the Office of the Motor Vehicle Dealer Board in Richmond, Virginia.

William Childress

William R. Childress
Executive Director

WRC:arw

Enclosures: (Resolution and Historical Facts)

c: Arthur Todras, Hearing Officer
Lisa Mack-Nelson, MVDB Field Representative Supervisor
Janet Garrett, MVDB Field Representative

**Mega Auto Outlet, LLC and Rukhsana Akbar
July 11, 2022**

WHEREAS, the Board has reviewed and considered the facts and evidence and the report of an informal fact finding conference as prepared by the hearing officer concerning Mega Auto Outlet and Rukhsana Akbar for alleged violations of Va. Code sections §46.2-1529, 46.2-1539, 46.2-1542 (A), 46.2-1548, 46.2-1550 (2) and 46.2-1575 (6); and

WHEREAS, based on due consideration, the Board believes that the following actions should be taken against Mega Auto Outlet and Rukhsana Akbar;

1. Assessed a civil penalty of \$31,250.00; and
2. Mega Auto Outlet shall be inspected by a Motor Vehicle Dealer Board field representative by October 11, 2022 and that inspection shall be satisfactory; and
3. Rukhsana Akbar shall successfully complete the dealer-operator course by January 11, 2023; and
4. Strongly recommends that Faiz Akbar attends and completes the dealer-operator course.

NOW THEREFORE, BE IT RESOLVED that the Board mandates that Rukhsana Akbar hereby be assessed a civil penalty of \$31,250.00; and the Mega Auto Outlet dealership shall satisfactorily pass an inspection conducted by a Motor Vehicle Dealer Board field representative on or before October 11, 2022; and Rukhsana Akbar shall successfully complete the dealer-operator course by January 11, 2023; and strongly recommended that Faiz Akbar successfully complete the dealer-operator course.

THEREFORE, BE IT FURTHER RESOLVED by the Board that failure to comply with the Board's mandates by the required dates will result in the suspension of all licenses and certificates issued by the Board until such time the Mega Auto Outlet dealership and Rukhsana Akbar successfully complies with the Board's mandates.

MEGA AUTO OUTLET, LLC #52929

HISTORICAL FACTS LEADING TO THE BOARD'S DECISION

The Motor Vehicle Dealer Board (Board) conducted an informal fact-finding conference on June 7, 2022, pursuant to Va. Code §§ 2.2-4019 and 46.2-1576. You were present and you were not represented by counsel. Lisa Mack-Nelson, MVDB Field Representative Supervisor, and Janet Garrett, MVDB Field Representative, were present as witnesses for the Board. The conference was presided over by Arthur Todras, Hearing Officer. The purpose of the conference was to determine what action, if any; the Board should take for alleged violations of Virginia Code Sections 46.2-1529, 1539, 1542(A), 1548, 1552 (2), 1575 (6).

On June 28, 2022, a copy of the hearing officer's report was emailed to you. It was recommended that you or a representative attend the July 11, 2022 Committee and Full Board meetings. You were also given the opportunity to review the report and file any exceptions or comments to the report for the Board to consider. You did not file exceptions/comments and you did not attend the Committee and Full Board meetings; however your son, Faiz Akbar and Dealer-Operator Jennifer Harold did attend.



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED

November 16, 2022

Ms. Rukhsana Akbar
Mega Auto Outlet, LLC #52929
3335 Patriot Highway
Stafford, Virginia 22554

You have the right to appeal the decision that follows within 33 days from the date of this letter. If appealing, send your written notification of your intent to appeal to the Motor Vehicle Dealer Board, 2201 West Broad Street, Suite 104, Richmond, Virginia 23220 or email your notification to alice.weedon@mvdv.virginia.gov. If we do not hear from you regarding this matter on or before December 19, 2022, we will take this decision as final and that you have waived your right to appeal.

DECISION

During the November 14, 2022 Motor Vehicle Dealer Board (Board) meeting, the Dealer Practices Committee and the Board had the opportunity to carefully review the findings of fact, the conclusions of law, your verbal comments and the hearing officer's report. Based upon the evidence presented to the Committee and the Board, the Board adopted a resolution (see enclosed) to assess a civil penalty of \$28,000.00 against you and Mega Auto Outlet, LLC. The \$28,000.00 civil penalty is due on or before December 19, 2022. In addition, the Board also mandated that Mega Auto Outlet, LLC have a satisfactory inspection on or before February 14, 2022. The Board also mandated that your General Manager, Faiz Akbar, complete the 2-day Dealer-Operator course on or before May 14, 2023. To register for the 2-day Dealer-Operator course please register online at <https://viada.org/pre-license/>.

Ms. Rukhsana Akbar
Mega Auto Outlet LLC #52929

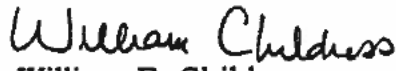
DECISION

November 14, 2022

Page 2

Failure to comply with the stated deadline dates will result in the suspension of all licenses and certificates issued by the Board to you. As a matter of information, if an order of suspension is issued, you must pay a \$50 reinstatement fee before the suspension will be removed. The suspension will remain in effect until the Board's mandates are met. You may also consider requesting a payment plan with the Board, which may provide you with some relief.

Issued in the Office of the Motor Vehicle Dealer Board in Richmond, Virginia.


William R. Childress
Executive Director

WRC:arw

Enclosures: (Resolution and Historical Facts)

c: John G. Weigly, Hearing Officer
Lisa Mack-Nelson, MVDB Field Representative Supervisor
James Blasko, MVDB Field Representative
Janet Garrett, MVDB Field Representative
Shay Betts, MVDB Consumer Complaints/Advertising Analyst
Diane Handy, MVDB Consumer Complaints/Advertising Analyst

**Mega Auto Outlet, LLC and Rukhsana Akbar
November 14, 2022**

WHEREAS, based on the evidence and a report of an informal fact-finding conference as prepared by a hearing officer, the Motor Vehicle Dealer Board assessed a \$31, 250.00 civil penalty against Rukhsana Akbar; required a satisfactory inspection of the Mega Auto Outlet dealership; and required Rukhsana Akbar to successfully complete the two-day dealer operator class; and strongly recommended that Faiz Akbar successfully complete the two-day dealer operator class; and

WHEREAS Rukhsana Akbar appealed the Board's decision and requested a formal hearing that was conducted on August 30, 2022; and

WHEREAS, the Board has reviewed and considered the facts and evidence and the report of a formal hearing as prepared by the hearing officer concerning Mega Auto Outlet and Rukhsana Akbar for alleged violations of Va. Code sections § 46.2-1529, 46.2-1539, 46.2-1542 (A), 46.2-1548, 46.2-1550 (2) and 46.2-1575 (6); and

WHEREAS, based on due consideration, the Board believes that the following actions should be taken against Mega Auto Outlet and Rukhsana Akbar;

1. Assessed a civil penalty of \$28,000.00.
2. Mega Auto Outlet shall be inspected by Motor Vehicle Dealer Board field representative by February 14, 2023, and that inspection shall be satisfactory.
3. Faiz Akbar (General Manager) shall successfully complete the dealer-operator course by May 14, 2023.

NOW THEREFORE, BE IT RESOLVED that the Board mandates that Mega Auto Outlet and Rukhsana Akbar hereby be assessed a civil penalty of \$28,000.00; and the Mega Auto Outlet dealership shall be inspected by Motor Vehicle Dealer Board field representative by February 14, 2023, and that inspection shall be satisfactory; and Faiz Akbar shall successfully complete the dealer-operator course on or before May 14, 2023; and

THEREFORE, BE IT FURTHER RESOLVED by the Board that failure to comply with the Board's mandates by the required dates will result in the suspension of all licenses and certificates issued by the Board until such time the Mega Auto Outlet dealership and Rukhsana Akbar successfully complies with the Board's mandates.

MEGA AUTO OUTLET, LLC #52929

HISTORICAL FACTS LEADING TO THE BOARD'S DECISION

The Motor Vehicle Dealer Board (Board) conducted an informal fact-finding conference on June 7, 2022, pursuant to Va. Code §§ 2.2-4019 and 46.2-1576. You were not present and you were not represented by counsel. However, your son, Mr. Faiz Akbar, General Manager and Jennifer Harold, Dealer-Operator were present on your behalf. Lisa Mack-Nelson, MVDB Field Representative Supervisor, Janet Garrett, MVDB Field Representative, Diane Handy, Consumer Assistance Analyst and Shenae Betts, Consumer Assistance Analyst were present as witnesses for the Board. The conference was presided over by Arthur Todras, Hearing Officer. The purpose of the conference was to determine what action, if any; the Board should take for alleged violations of Virginia Code Sections 46.2-1529, 1539, 1542 (A), 1542 (B), 1548, 1550 (2) and 1576 (6).

On June 28, 2022, a copy of the hearing officer's report was emailed to you. It was recommended that you or a representative attend the July 11, 2022 Committee and Full Board meetings. You were also given the opportunity to review the report and file any exceptions or comments to the report for the Board to consider. You did not file exceptions/comments and you did not attend the meetings; however, your son, Faiz Akbar, General Manager and Dealer-Operator, Jennifer Harold did attend the Committee and Full Board meetings.

On July 18, 2022, an appeal was filed regarding the Decision for a formal hearing.

The Motor Vehicle Dealer Board (Board) conducted a formal hearing on August 30, 2022, pursuant to Va. Code §§ 2.2-4019 and 46.2-1576. You were not present and you were not represented by counsel. However, your son, Faiz Akbar, General Manager and Dealer-Operator, Jennifer Harold did participate. Lisa Mack-Nelson, MVDB Field Representative Supervisor, and Janet Garrett, MVDB Field Representative, Diane Handy, Consumer Assistance Analyst and Shenae Betts, Consumer Assistance Analyst were present as witnesses for the Board. The conference was presided over by John G. Weigly, Hearing Officer. The purpose of the conference was to determine what action, if any; the Board should take for alleged violations of Virginia Code Sections 46.2-1529, 1539, 1542 (A), 1542 (B), 1548, 1550 (2) and 1575 (6).

On November 1, 2022, a copy of the hearing officer's report was emailed to you. It was recommended that you or a representative attend the November 14, 2022 Committee and Full Board meetings. You were also given the opportunity to review the report and file any exceptions or comments to the report for the Board to consider. You did not file exceptions/comments and you did not attend the Committee and Full Board meetings; however, your son, Faiz Akbar, General Manager and Jennifer Harold, Dealer-Operator did attend the Committee and Full Board meetings

52929

MEGA AUTO OUTLET #52929 PAYMENT PLAN

Weedon, Alice (MVDB) <alice.weedon@mvdb.virginia.gov>

Tue 12/13/2022 1:31 PM

To: MEGA AUTO OUTLET LLC (megaautooutlet@gmail.com) <megaautooutlet@gmail.com>

Cc: Childress, William (MVDB) <William.Childress@mvdb.virginia.gov>; Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Garrett, Janet (MVDB) <janet.garrett@mvdb.virginia.gov>

1 attachments (15 KB)

MEGA AUTO OUTLET 52929 PD THEIR 1ST PAYMENT OF \$5000.pdf

December 13, 2022

Mega Auto Outlet #52929

Ms. Rukhsana Akbar, Faiz Akbar and Jennifer Harold,

This is in response to your request of a payment plan that was granted by the Executive Director, William Childress. Attached you will find a receipt for your 1st payment of \$5,000. The payment plan terms are as follows:

- 1st Payment of \$5,000 - PAID on 12/13/22 via CC 12:51 p.m.
- 2nd Payment of \$1,500 - due on or before 01/15/23 - PAID 01/18/23 via check #4113
- 3rd Payment of \$1,500 - due on or before 02/15/23 - PAID 02/10/23 via check #4219
- 4th Payment of \$1,500 - due on or before 03/15/23 - PAID 03/13/23 via check #4339
- 5th Payment of \$1,500 - due on or before 04/15/23 - PAID 04/10/23 via check #4476
- 6th Payment of \$1,500 - due on or before 05/15/23 - PAID 05/17/23 via CC 10:07 am
- 7th Payment of \$1,500 - due on or before 06/15/23 - PAID 06/15/23 via CC 1:32 pm
- 8th Payment of \$1,500 - due on or before 07/15/23 - PAID 07/17/23 via CC 10:14 am
- 9th Payment of \$1,500 - due on or before 08/15/23 - PAID 08/15/23 via CC 1:52 pm
- 10th Payment of \$1,500 - due on or before 09/15/23 - PAID 09/18/23 via check #5186
- 11th Payment of \$1,500 - due on or before 10/15/23 - PAID 10/13/23 via check #5297
- 12th Payment of \$1,500 - due on or before 11/15/23 - PAID 11/15/23 via CC @ 11:59 am
- 13th Payment of \$1,500 - due on or before 12/15/23 - PAID 12/18/23 via check #1003
- 14th Payment of \$1,500 - due on or before 01/15/24 - PAID 01/12/24 via check #5614
- 15th Payment of \$1,500 - due on or before 02/15/24 - PAID 02/15/24 via CC @ 11:21 am
- 16th Payment of \$1,500 - due on or before 03/15/24 - PAID 03/18/24 via CC @ 8:57 am
- 17th Payment of \$500 - due on or before 04/15/24 (FINAL PAYMENT) - PAID 04/16/24 via CC @ 9:43 am

There will be no reminder emails or phone calls. You will be held responsible for making all payments on time. The payments are due on or before the date indicated. Should you miss a payment, then the payment plan becomes null and void and you will be responsible for paying the remaining balance. Also, an Order of Suspension will be issued for failing to make your payment on time and a \$50 reinstatement fee will be assessed and all licenses will remain suspended until the entire balance and reinstatement fee is paid in full.

Please acknowledge receipt of this email and that you agree to the above terms.

Thank you and please stay safe.

Regards,
Alice R. Weedon
Administrative Assistant
to
William R. Childress
Executive Director



(804) 367-1100 ex: 3001#
Hours: M-F 8:30 a.m. to 4:30 p.m.

Mega Auto Outlet 52929 Formal Hearing

From Mack-Nelson, Lisa (MVDB) <lisa.macknelson@mvdb.virginia.gov>

Date Mon 8/29/2022 3:49 PM

To MEGA AUTO OUTLET LLC <MEGAAUTOOUTLET@gmail.com>; Garrett, Janet (MVDB) <janet.garrett@mvdb.virginia.gov>; Weigly, John <wiggles4us@verizon.net>

Cc Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>; Saul, John (MVDB) <John.Saul@mvdb.virginia.gov>; Betts, Shenae (MVDB) <Shenae.Betts@mvdb.virginia.gov>; Handy, Diane (MVDB) <diane.handy@mvdb.virginia.gov>

 3 attachments (5 MB)

Xerox Scan_08292022142555.PDF; MEGA AUTO OUTLET FORMAL 52929.pdf; Mega Auto Hearing Letter copy (1).docx

Good Afternoon All,

Attached are copies of the agency exhibits that will be presented during the Formal Hearing scheduled for Rukhsana Akbar and Mega Auto Outlet LLC.

As a point of clarification the first item is notification from the Rukshana Akbar dealer, authorizing Mr. Faiz Akbar to represent her at **these proceedings**. The letter seeks to include future use however the Board will not accept one blanket letter for any/all future dealer meetings or hearings.

The Motor Vehicle Dealer Board is inviting you to a scheduled Zoom meeting.

Topic: Mega Auto Outlet Formal Hearing

Time: Aug 30, 2022 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us06web.zoom.us/j/88059103835?pwd=UHRKWUU1OVYxWFZsY1QycjhUQkhROT09>

Meeting ID: 880 5910 3835

Passcode: 945441

One tap mobile

+13017158592,,88059103835#,,,,*945441# US (Washington DC)

+13092053325,,88059103835#,,,,*945441# US

Dial by your location

+1 301 715 8592 US (Washington DC)

+1 309 205 3325 US

+1 312 626 6799 US (Chicago)

+1 346 248 7799 US (Houston)

+1 386 347 5053 US

+1 564 217 2000 US

+1 646 558 8656 US (New York)

+1 646 931 3860 US

+1 669 444 9171 US

+1 719 359 4580 US

+1 720 707 2699 US (Denver)

+1 253 215 8782 US (Tacoma)

Meeting ID: 880 5910 3835

Find your local number: <https://us06web.zoom.us/j/kdkGMeclUh>

We will begin promptly at 10:00AM, If you have any questions or concerns, please do not hesitate to contact me.

Any participant seeking assistance with operating the Zoom conferencing app please contact:

John Saul | IT Manager
804-367-1100 Ext. 3012# Work Cell: 804-432-0096
john.saul@mvdv.virginia.gov

--
Best Regards,

Lisa Mack-Nelson

Field Representative Supervisor

Office 804-367-1100 x3005#

Fax 804-367-1053

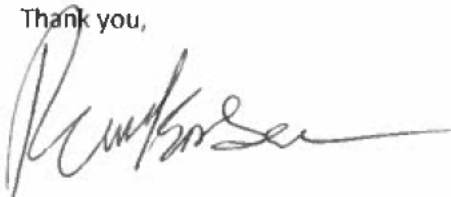
www.mvdv.virginia.gov



**MEGA AUTO OUTLET
3335 Jefferson Davis Highway
Stafford, VA 22554
(540) 318-8447**

I, Rukhsana Akbar, give permission for Faiz Akbar to represent me during the Formal Hearing with the Motor Vehicle Dealer Board on Tuesday, August 30, 2022 at 10:00am. I also give Faiz Akbar permission to represent me during all future meetings/hearings with the MVDB.

Thank you,

A handwritten signature in black ink, appearing to read 'Rukhsana Akbar', written in a cursive style.

Rukhsana Akbar

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
 , STAFFORD VA 22554

Business Phone	Expiration	Inspection Date
(540) 699-2984	05/31/27	02/06/23 10:06 AM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
02/06/23	3	Board Mandated	SORD	ID	999.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	YES	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	695
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	NO	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	YES	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	YES	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	NO	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	YES	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	YES	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	YES	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
atlantic casualty insurance	[REDACTED]	04/26/22 - 04/26/23	YES

Interview

MVDB
 Exhibit 6

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
, STAFFORD VA 22554

Business Phone	Expiration	Inspection Date
(540) 699-2984	05/31/27	02/06/23 10:06 AM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
shabnam alimi	title clerk	James Blasko		U

Regulatory Section

Action To Take

Regulatory Letter

Comments

On 2/6/2023 at 10:06 am, I arrived at Mega Auto Outlet LLC for a Board Mandated inspection.

Questions #1-5 Everything was visibly in compliance. The salesperson list was not up to date but was corrected while I was there.

Question #6- The Processing fee at this dealership is \$695 and is properly displayed.

Question #7 & 10 - A Print On Demand (POD) record was reviewed for this dealership for the dates of

2/1/2022 to 2/1/2023. There were a total of 805 tags printed. The prior inspection was done on December 2nd, 2021.

The tags were sorted as follows:

Original: 650

Reprints: 65

Transport: 56

Extensions: 32

Maintenance: 2

Total: 805

Dealer records provided at time on inspection for the dates from 2/1/2022 to 2/1/2023:

Retail Sales Records:315

Transport Tag Records:56

Of the 805 total tags printed, subtracting the 32 extensions, 2 maintenance, 56 transport, 65 reprints, and 628 original tags accounted for within the 315 retail sales records provided, there are a total of 22 tags unaccounted for. Of the total tags unaccounted for, 22 were originals temporary tags.

Looking at the files with Mrs. Alimi, on 21 occasions a second original temporary tag was printed for deals the dealership made. These tags were produced with different sales dates but sold to the same customer. I talked to Mrs. Alimi about this and she does realize she should have done an extension off the original instead of producing a second original. I also explained in order to extend the tag, the extension must be done prior to the expiration. Most of these second tags were printed after the expiration of the first tag.

In addition to the 21 second temporary tags printed, Mega Auto Outlet printed 1 original temporary tag for the dealership. VA tag 65231U was printed on 3/25/2022 for a 2007 BMW with the customer being Mega Auto Outlet. I asked about this tag and Mrs. Alimi was unsure what happened.

Question # 8,9,14- Reviewing several random dealer jackets, excluding the temporary tag issues, the jackets contained all the other required documents.

Question#11- Dealer plates records are in proper order and written records maintained and were provided.

Question #12- Dealership is an online dealer, plates and decals are stored in a secure location.

Question #13- The Salespersons are employees of the dealership. Payroll stubs were reviewed and verified for licensed salespersons.

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
, STAFFORD VA 22554

<u>Business Phone</u>	<u>Expiration</u>	<u>Inspection Date</u>
(540) 699-2984	05/31/27	02/06/23 10:06 AM

Comments

- Mega Auto Outlet is in Violation of 46.2-1529 for failing to maintain properly completed sales records
- Mega Auto Outlet is in Violation of 46.2-1542/46.2-1550.2/46.2-1559 for failing to have all plate records in proper order. 22 Original Temporary tags were improperly printed.

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
 , STAFFORD VA 22554

Business Phone	Expiration	Inspection Date
(540) 699-2984	05/31/27	02/14/23 9:52 AM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
02/14/23	3	Random Inspection	SORD	ID	999.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	YES	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	695
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	YES	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	YES	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	YES	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	YES	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	YES	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	YES	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	YES	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
atlantic casualty insurance	[REDACTED]	04/26/22 - 04/26/23	YES

Interview

MVDB
 Exhibit

7

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
, STAFFORD VA 22554

Business Phone	Expiration	Inspection Date
(540) 699-2984	05/31/27	02/14/23 9:52 AM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
jennifer harold	operator	James Blasko		S

Regulatory Section

Action To Take

None

Comments

On 2/14/2023 at 9:52 am, I arrived at Mega Auto Outlet LLC to conduct a random inspection.

Questions #1-5 Everything was visibly in compliance and up to date.

Question #6- The Processing fee at this dealership is \$695 and is properly displayed.

Questions #7,8,9,14- All the records checked are in proper order and complete. Five random dealer jackets were pulled since last inspection and reviewed.

Question#10,11- Dealer plates records are in proper order and written records maintained

Question #12- Dealership is an online dealer, plates and decals are stored in a secure location.

Question #13- The Salespersons are employees of the dealership. Payroll stubs were reviewed and verified.

An Audit Report was provided at the beginning of the inspection. The dealership appears to be in compliance. Mrs. Harold has help the dealership set in place best practices for maintaining records.

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
 , STAFFORD VA 22554

Business Phone	Expiration	Inspection Date
(540) 699-2984	05/31/27	03/19/24 10:08 AM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
03/19/24	3	Random Inspection	SORD	ID	999.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	YES	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	999
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	NO	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	YES	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	YES	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	NO	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	YES	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	YES	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	NO	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
atlantic casualty insurance company	[REDACTED]	03/30/23 - 03/30/24	YES

Interview

MVDB
 Exhibit

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
 , STAFFORD VA 22554

Business Phone	Expiration	Inspection Date
(540) 699-2984	05/31/27	03/19/24 10:08 AM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
jennifer harold	operator	James Blasko		U

Regulatory Section

Action To Take

Regulatory Letter

Comments

On 3/19/2024 at 10:08 am, I conducted a random inspection at Mega Auto Outlet LLC. Field Representative Omar Hamidi assisted with the inspection. A POD report was ran for the dealership prior to the inspection. The dealership printed 735 tags between 3/15/2023 and 3/15/2024. The POD report shows 301 vehicles titled and a retail count of 252 units. The 735 tags printed were organized by transaction type. The following is the break down: 29 Transport tags, 102 reprints, 44 extensions, 560 original temporary tags.

The following issued were discovered:

- The list of salespersons was out of date but was corrected by Mrs. Harold and reposted during the inspection.
- The business hours were not properly posted. A temporary fix was made during the inspection and Mr. Akbar said permanent fix would be done soon.
- 2014 Lexs (VIN:JTHBF1D26E5036941) sold at retail on 4/29/2023, had no record of a state inspection being preformed in the file.
- 2013 Audi (VIN:WAUBGAFL6DA164460) sold at retail on 4/3/2023, the vehicle was not inspected by the dealership prior to retail sale. Reassignment to the dealership was done on 3/30/2023 and reassignment to customer was done on 4/3/2023. The state inspection record in the file was dated 3/8/2023 and was done by the prior owner.
- There were 10 original temporary tags issued by the dealership where there were no records maintained for those tags. I pointed these tags out to Mrs. Harold during the inspection. I handed the file over and she was also unable to find any record.
- Mega Auto Outlet is in Violation of 46.2-1529 for failing to have all sales records properly completed.
- Mega Auto Outlet is in Violation of 46.2-1542/46.2-1550.2/46.2-1559 for failing to have ten plate records in proper order.
- Mega Auto Outlet is in Violation of 46.2-1539 for failing to have two vehicles sold at retail with safety inspections and records maintained.
- Notes added to Inspection--
- On 3/25/2024, Mega Auto was able to send copies of four of the missing temporary tags via email.

RETURN RECEIPT REQUESTED
9589 0710 5270 1227 5304 45

May 1, 2024

Rukhsana Akbar
Mega Auto Outlet LLC #52929
3335 Richmond Hwy
Stafford VA 22554

Re: Title 46.2. of the Code of Virginia

Dear Rukhsana Akbar:

Enclosed you will find a Motor Vehicle Dealer Board dealer record of inspection dated March 18, 2024, regarding your dealership's failure to have all dealer records available for inspection during your posted hours of operations, failure to safety inspect all vehicle prior to retail sale and among other failure to comply after receipt of written warning.

§ 46.2-1529. Dealer records.

All dealer records regarding employees; lists of vehicles in inventory for sale, resale, or on consignment; vehicle purchases, sales, trades, and transfers of ownership; collections of taxes; titling, uninsured motor vehicle, and registration fees; odometer disclosure statements; records of permanent dealer registration plates assigned to the dealer and temporary transport plates and temporary certificates of registration; proof of safety inspections performed on vehicles sold at retail; and other records required by the Department or the Board shall be maintained on the premises of the licensed location...

§ 46.2-1539. Inspection of vehicles required; penalty.

No person required to be licensed as a dealer under this chapter shall sell at retail any motor vehicle which is intended by the buyer for use on the public highways, and which is required to comply with the safety inspection requirements provided in Article 21 (§ 46.2-1157 et seq.) of Chapter 10 unless between the time the vehicle comes into the possession of the dealer and the time it is sold at retail it is inspected

Rukhsana Akbar
Mega Auto Outlet LLC #52929
May 1, 2024

Page 2

by an official safety inspection station. In the event the vehicle is found not to be in compliance with all safety inspection requirements, the dealer shall either take steps to bring it into compliance or shall furnish any buyer intending it for use on the public highway a written disclosure, prior to sale, that the vehicle did not pass a safety inspection. Any person found guilty of violating any of the provisions of this section is guilty of a Class 1 misdemeanor.

§ 46.2-1575. Grounds for denying, suspending, or revoking licenses or certificates of dealer registration or qualification. A license or certificate of dealer registration or qualification issued under this subtitle may be denied, suspended, or revoked on any one or more of the following grounds:

2. Failure to comply subsequent to receipt of a written warning from the Department or the Board or any willful failure to comply with any provision of this chapter or any regulation promulgated by the Commissioner or the Board under this chapter;

Virginia Code Section 46.2-1507 gives the Motor Vehicle Dealer Board the authority to assess civil penalties that do not exceed \$1,000.00 **for any single violation** of Chapter 46.2 of the Code of Virginia. It has been determined that you should be offered the option to pay a civil penalty of \$2,500.00. \$1,500.00 (\$250 ea.) for the missing 6 files/records that were not available for inspection, \$500.00 for failing to safety inspect two vehicles sold at retail (\$250 per vehicle) and \$500.00 for failing to comply after receiving a written warning.

This letter also serves as a warning against violating any Motor Vehicle Dealer Licensing Laws, which can be found at <https://mvdb.virginia.gov/codes-and-regulations/> .

If you do not file a written appeal requesting an Informal Fact-Finding Conference or pay the \$2,500.00 civil penalty on or before June 3, 2024, we will consider this decision as final; and that you have waived your right to appeal. Failure to respond by the due date could result in the suspension or revocation of your licenses, and the agency placing the civil penalty into The Virginia Debt Set off Program.

If paying the civil penalty, you may request information regarding a short-term payment plan. Appealing the decision, paying the civil penalty, or entering a short-term payment plan prior to the due date will allow you to continue conducting business as a licensed dealer.

Rukhsana Akbar
Mega Auto Outlet LLC #52929
May 1, 2024

Page 3

Should you choose to appeal this civil penalty please understand that all violations issued against your dealership, including consumer complaints, may be submitted for consideration if an informal fact finding conference is convened.

Direct your questions to the Field Representative Supervisor, Lisa Mack-Nelson at 804 367 1100, ext. 3005# or lisa.macknelson@mvdb.virginia.gov.

Sincerely,

William R. Childress
Executive Director

/lmn
em: Field Representative James Blasko

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
 , STAFFORD VA 22554

Business Phone	Expiration	Inspection Date
(540) 699-2984	05/31/27	05/30/25 12:32 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
05/30/25	3	Random Inspection	SORD	ID	999.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	YES	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	999
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	YES	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	YES	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	YES	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	YES	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	YES	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	YES	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	YES	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
century surety company	[REDACTED]	07/16/24 - 07/16/25	YES

Interview

MVDB
 Exhibit

10

MEGA AUTO OUTLET LLC

Certificate#: 52929

3335 RICHMOND HWY
, STAFFORD VA 22554

Business Phone	Expiration	Inspection Date
(540) 699-2984	05/31/27	05/30/25 12:32 PM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
shabnam alimi	operator	James Blasko		S

Regulatory Section

Action To Take

None

Comments

On 5/30/2025 at 12:21 pm, I conducted an in-person random inspection for Mega Auto Outlet LLC.

Questions #1-5 The dealership postings and dealership sign were properly posted, up to date and in compliance.

Question #6- The Processing fee at this dealership is \$999 and is properly displayed.

Questions #7,8,9,14- All the sales records checked were in proper order and complete. Twenty five random dealer jackets were reviewed.

Question#10,11- Dealer plate records were in proper order and written records are being maintained.

Question #12- Dealership is an online dealer, plates and decals were stored in a secure location.

Question #13- The Salespersons are employees of the dealership and are issued a W2. Payroll stubs were reviewed and verified.

An Audit Report was provided at the beginning of the inspection and reviewed. The dealership appears to be in compliance.

Majors, Ann (MVDB)

From: Majors, Ann (MVDB)
Sent: Thursday, October 16, 2025 3:42 PM
To: MEGA AUTO OUTLET LLC; hakimzada786@gmail.com
Cc: Hill, Latasha (MVDB); Blasko, James (MVDB)
Subject: MVDB - Regulatory Letter - Loss of Dealer-Operator # 52929

Mega Auto Outlet, LLC
3335 Richmond Hwy.
Stafford, VA 22554

Rukhsana Akbar:

This notice is to inform you that as of October 14, 2024, MEGA AUTO OUTLET LLC, # 52929 has been operating without a qualified Dealer Operator. Operating without a qualified Dealer Operator violates § 46.2-1511 of the Virginia Code. The former Dealer-Operator SHABNAM ALIMI, is no longer working at your dealership.

Please assign a qualified Dealer-Operator or have someone become a qualified dealer-operator who you may assign to your dealership **on or before 01/14/2026**.

Outlined below are the necessary steps to establish a qualified Independent Dealer Operator by **1/14/2026**. The individual must:

1. Successfully complete and pass the 2-day Independent Dealer-Operator course offered through the Virginia Independent Automobile Dealers Association. To find a class and register, please use the link shown below. <https://viada.org/pre-license/>
2. Take and PASS the Independent Dealer Operator Test (80 questions) given at any DMV Customer Service Center. Before going to DMV to take the Independent Dealer Operator Test, complete the enclosed MVDB 57, and check the box Dealer Operator Independent (80 questions). Give this completed MVDB 57 to the DMV Customer Service representative. The test fee is \$50.00
3. After successful completion of items 1 and 2 stated above, please complete and sign the enclosed MVDB 10 form in its entirety including all dealer-operator information and mail it before 1/14/2026, to the Motor Vehicle Dealer Board, 2201 W. Broad St. Suite 104 Richmond, VA. 23221 Attn: Ann Majors. You may also opt to send the completed MVDB 10 by secure email to ann.majors@mvdv.virginia.gov.

Should you fail to have a qualified Dealer-Operator in place on or before **1/14/2026**, an Order of Suspension will be issued as outlined in § 46.2-1575 (2)(3). This Order will require you to cease operating as a dealer in Virginia and surrender your dealer certificate, all salesperson licenses, and all dealer plates until your dealership can fully come into compliance.

Ann Majors
Operations Manager
804-337-1100 x 3016#

Majors, Ann (MVDB)

From: MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>
Sent: Tuesday, February 17, 2026 10:30 AM
To: Majors, Ann (MVDB)
Cc: [REDACTED] Hill, Latasha (MVDB); Blasko, James (MVDB)
Subject: Re: MVDB - Regulatory Letter - Loss of Dealer-Operator # 52929
Attachments: operatorforms.pdf

Good morning, I have attached it in PDF form
Thanks

On Tue, Feb 17, 2026 at 7:48 AM Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov> wrote:

Please send those pictures as .pdf attachments. Pictures do not go into our scanning.

Ann Majors

Operations Manager

804-998-7785

From: MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>
Sent: Monday, February 16, 2026 10:33 AM
To: Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov>
Cc: [REDACTED] Hill, Latasha (MVDB) <Latasha.Hill@mvdb.virginia.gov>; Blasko, James (MVDB) <James.Blasko@mvdb.virginia.gov>
Subject: Re: MVDB - Regulatory Letter - Loss of Dealer-Operator # 52929

Good morning,

Just called to pay the fee, however I realized it's Presidents Day. I'll give you a call tomorrow first thing in the morning to make the payment via card.

We appreciate your patience,

Daiyan

On Fri, Feb 13, 2026 at 5:10 PM MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com> wrote:



MOTOR VEHICLE DEALER LICENSE APPLICATION FOR INITIAL LICENSE/RENEWAL/CHANGE

MVDB 10 (07/01/2019)

PURPOSE: Dealers use this form to apply for initial dealer license and to notify MVDB of changes. This form is also used for dealer license renewal. Dealers must review for accuracy and complete all items (front and back) and include email addresses. Dealer changes such as dealership address change/relocation, ownership changes, add/delete manufacturer or distributor-operator requires supporting documentation before the change is authorized and approved. For additional information, visit www.mvdb.virginia.gov.

OFFICE USE ONLY		
CERT. END FEE	PLATE FEE	SIS. FEE
FUND FEE	TOTAL FEE	
CHECK NUMBER	NOTE	
OVI RPAY	SHORTAGE	
TECH INITIALS		

FOR LICENSE YEAR ENDING 2027	DEALER CERTIFICATE NUMBER (if currently licensed) 52929
--	---

1. If you are a Motor Vehicle Dealer, please indicate which of the following applies. (Check only one) See letter for additional information.

\$350 Fund Fee and \$50,000 Bond
 \$100,000 Bond (submit copy)

3. TYPE OF MOTOR VEHICLE DEALER LICENSE(S) Check all that apply

FRANCHISED	INDEPENDENT
<input type="checkbox"/> CAR/TRUCK	<input checked="" type="checkbox"/> CAR/TRUCK
<input type="checkbox"/> MOTORCYCLE	<input type="checkbox"/> MOTORCYCLE
<input type="checkbox"/> RECREATIONAL VEHICLE	<input type="checkbox"/> RECREATIONAL VEHICLE
<input type="checkbox"/> TRAILER	<input type="checkbox"/> TRAILER
<input type="checkbox"/> AMBULANCE	<input type="checkbox"/> AMBULANCE
<input type="checkbox"/> FUNERAL VEHICLE	<input type="checkbox"/> FUNERAL VEHICLE
<input type="checkbox"/> FIRE-FIGHTING VEHICLE	<input type="checkbox"/> FIRE-FIGHTING VEHICLE

RECEIVED
FEB 17 2026
MVDB

2. TYPE OF APPLICATION

Note: if this is an initial or change in location application, an approved Local Zoning Certificate must be submitted with this application. Include any supporting documentation with this application.

INITIAL APPLICATION RENEWAL APPLICATION
 CHANGE (EXPLAIN) **dealer operator**

4. NAME OF BUSINESS **Mega Auto Outlet** TRADING AS NAME

BUSINESS ADDRESS (STREET (P.O. BOX ONLY IS NOT ACCEPTABLE)) CITY ZIP CODE
3335 Richmond Hwy. **Stafford, VA** **22554**

COUNTY OR CITY JURISDICTION OF BUSINESS DEALER-OPERATOR (PERSON OPERATING BUSINESS)
Stafford, VA **DAIYAN ZULFIQAR**

DEALER'S SOCIAL SECURITY OR EMPLOYER ID NUMBER DEALER'S BUSINESS PHONE DEALER-OPERATOR HOME/CELL PHONE NUMBER
 [REDACTED] **540-699-2984** [REDACTED]

DEALER'S EMAIL ADDRESS DEALER-OPERATOR'S EMAIL ADDRESS PROCESSING FEE AMOUNT
megaautooutlet@gmail.com **daiyan.54734@iqra.edu.pk** **\$ 999**

POSTED BUSINESS HOURS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
— AM	10 AM	10 AM	10 AM	10 AM	10 AM	10 AM
— PM	8 PM	8 PM	8 PM	8 PM	8 PM	8 PM

5. TYPE OF OWNERSHIP. CHECK ONE INDIVIDUAL PARTNERSHIP CORPORATION LLC STATE IN WHICH INCORPORATED

6. Name, title and residential address of each owner, member, partner and/or officer of this business. Use additional sheet(s), if necessary.

NAME	TITLE	ADDRESS
Rukhsana Akbar	owner	[REDACTED]

7. FRANCHISED DEALERS ONLY Attach a copy of the Franchise and service agreement with manufacturer or distributor if this is an initial application. Only list line makes of vehicles to be sold in this state. DO NOT list models as line makes. Use additional sheet(s) if necessary, and attach.

MANUFACTURER	ADDRESS	LINE MAKES

8. FRANCHISED DEALERS ONLY List name and address of individual awarded franchise(s) or sales agreement(s). Use additional sheet(s) if necessary, and attach.

NAME: _____

ADDRESS: _____ CITY: _____ STATE: _____ ZIP CODE: _____

RECEIVED
FEB 17 2026

MVDB

9. READ EACH QUESTION BELOW AND CHECK THE APPROPRIATE RESPONSE

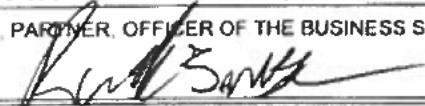
	YES	NO
A. Has any owner, partner, officer or Dealer-Operator of business ever been refused a Motor Vehicle Dealer's License or Certificate of Registration or has his/her license or certificate suspended or revoked?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of a felony?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of any fraudulent or criminal act in connection with the business of selling motor vehicles?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of larceny of a vehicle OR receipt or sale of a stolen vehicle?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has any owner, partner, officer or Dealer-Operator of business ever been convicted of odometer tampering or any related violation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Has any owner, partner, director, officer or Dealer-Operator committed any act or omitted any duty, with the result being administrative action taken by the Board or DMV?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
G. If the answer to any of the above questions is YES, please explain on a separate sheet (include names, dates, court jurisdictions and result of administrative proceedings).		
H. Are all salespersons employees of the dealership (issued a W-2) and not independent contractors (issued a 1099)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I. Is any owner, partner, officer or Dealer-Operator applying to be, required to be, or currently licensed as a vehicle manufacturer, factory branch, distributor, distributor branch, or subsidiary thereof in the Commonwealth? If YES, indicate Dealer Certificate Number.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

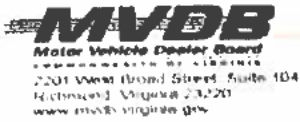
PRIVACY STATEMENT

In accordance with Virginia Code §§ 2.2-803, 2.2-4807 and 58.1-520 et seq, the State Comptroller requires that this information, including your social security number, be collected for debt set off collection purposes.

10. CERTIFICATION. Read and certify by printing and signing below.

I certify and affirm that all information presented in this form is true and correct, that any documents I have presented to MVDB are genuine, and that the information included in all supporting documentation is true and accurate. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.

OWNER, PARTNER, OFFICER OF THE BUSINESS NAME (print) Rukhsana Akbar	NAME OF BUSINESS Mega Auto Outlet
OWNER, PARTNER, OFFICER OF THE BUSINESS SIGNATURE 	DATE (mm/dd/yyyy) 2-13-2026



SALESPERSON LICENSE APPLICATION REQUEST FOR CRIMINAL BACKGROUND CHECK

MVDB 61 (07/01/2020)

MVDB USE ONLY	
Dealer Cert #	_____
License Exp Date	_____
License Fee	_____
Tech Initials	_____

Purpose: Use this form to apply for a salesperson license or criminal background check
Instructions: Complete sections 1, 2 and 3. Request your employing dealership to complete section 4. Mail completed form and supporting documentation to MVDB at the above address

1. APPLICATION TYPE		
<input checked="" type="checkbox"/> Original	<input type="checkbox"/> Renewal	<input type="checkbox"/> Transfer (attach existing license if available)

2. APPLICANT INFORMATION					
FULL LEGAL NAME (last) Zulfiqar		(first) Daiyan	(middle)	RECEIVED FEB 17 2026	
LIST ANY AND ALL NAMES USED (aliases, maiden name, nicknames, etc.)			CURRENT EMAIL ADDRESS MVDB		
RESIDENCE STREET ADDRESS		CITY	STATE	ZIP CODE	
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	
GENDER (check one) <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non-Binary	RACE	WEIGHT	HEIGHT	EYE COLOR	HAIR COLOR
		180 lbs	5 ft 10 in	Bro	Bro
PLACE OF BIRTH (city/county, state, country) Pakistan			BIRTH DATE (mm/dd/yyyy)		DMV CUSTOMER NUMBER / SSN
			[REDACTED]		[REDACTED]
			PRIMARY CONTACT PHONE NUMBER		
			[REDACTED]		

3. APPLICANT CERTIFICATION - CONSENT FOR CRIMINAL HISTORY CHECK	
Virginia Code § 46.2-1575 lists specific circumstances under which a license for a motor vehicle dealer salesperson or dealer-operator license may be denied. Specifically, your application for a license may be denied for having been convicted of any of the following offenses:	
<ul style="list-style-type: none"> • Any criminal offense classified as a felony. • Any criminal act involving the business of selling vehicles. • Any fraudulent act in connection with the business of selling vehicles or any consumer-related fraud. 	<ul style="list-style-type: none"> • Larceny of a vehicle or receipt or sale of a stolen vehicle. • Odometer tampering or any related violation.
Each application will be reviewed carefully and consideration will be given to all relevant information. If you have been convicted of any of the listed offenses, submit with your application, documentation and/or written explanation or statement concerning the convictions.	
Note: You should include attested copies of your convictions and if you have been released from probation/parole, evidence of this fact.	
A Have you ever been refused a motor vehicle dealer's or salesperson's license or had such license suspended or revoked?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
B Have you ever been convicted of a felony?*	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
C Have you ever been convicted of any fraudulent or criminal act involving the business of selling motor vehicles?*	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
D Have you ever been convicted of odometer tampering, larceny of a vehicle or receipt or sale of a stolen vehicle?*	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
* If the answer to questions B, C, or D is YES, attach a copy of conviction record(s), name of probation officer, date(s), and court jurisdiction(s).	
I understand that untruthful or misleading answers are cause for denial of the application. I further understand that it is unlawful to knowingly make a false statement and any violation may be prosecuted to the full extent of the law. I authorize the Motor Vehicle Dealer Board to conduct a criminal history inquiry solely for the purpose of evaluating my application.	
I certify and affirm that all the information presented in this form is true and correct. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.	
APPLICANT NAME (print) Daiyan Zulfiqar	DATE (mm/dd/yyyy) 02/13/26
APPLICANT SIGNATURE <i>Daiyan Zulfiqar</i>	

PRIVACY NOTICE: In accordance with Virginia Code §§ 2.2-803 and 2.2-4800, et al., the State Comptroller requires that this information, including your social security number, be collected for debt set off collection purposes.

4. EMPLOYING DEALER CERTIFICATION			
TRADING AS NAME Mega Auto Outlet		PRIMARY CONTACT PHONE NUMBER (540) 426-6325	DEALER CERT NUMBER 52929
BUSINESS STREET ADDRESS 3335 Richmond Hwy.		CITY Stafford	STATE VA
		ZIP CODE 22554	
Criminal Record Check Vendor (original application) Complete if the dealer performs the criminal history check.		VENDOR NAME Screening one	BACKGROUND CHECK REPORT NUMBER [REDACTED]
I certify that the applicant named herein is employed by the firm as a salesperson or representative and is not an independent contractor. If application is for a salesperson's license, I certify the applicant is not employed by another dealer unless the dealerships are owned by the same person, partnership or corporation. I certify and affirm that all the information presented in this form is true and correct. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.			
OWNER / PARTNER / OFFICER NAME (print) Rukhsana Akbar		OWNER / PARTNER / OFFICER SIGNATURE <i>Rukhsana Akbar</i>	DATE (mm/dd/yyyy) 2-13-26

If you have any general questions regarding this email, please do not hesitate to contact me.

Ann Majors

Operations Manager

804-998-7785



To join the meeting, click on the “Join: the meeting now” link below.

Microsoft Teams meeting

Join:

<https://teams.microsoft.com/meet/27263665684756?p=bH7rWhe2viWZwvDHSK>

Meeting ID: 272 636 656 847 56

Passcode: 7L5Lu7mY

[Need help?](#) | [System reference](#)

Dial in by phone

[+1 434-230-0065,,558877995#](#) United States, South Hill

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Join on a video conferencing device

Tenant key: [commonwealthofvirginia@m.webex.com](#)

Video ID: 115 469 637 6

[More info](#)

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Majors, Ann (MVDB)

From: MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>
Sent: Friday, March 27, 2026 2:29 PM
To: Majors, Ann (MVDB)
Subject: Accepted: IFFC - Mega Auto Outlet LLC vs. MVDB @ Thu Apr 2, 2026 10am - 11am (EDT) (ann.majors@mvdb.virginia.gov)
Attachments: invite.ics

Majors, Ann (MVDB)

From: MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>
Sent: Thursday, March 26, 2026 2:25 PM
To: Majors, Ann (MVDB)
Cc: Carroll, Bev; [REDACTED]
Subject: Re: MVDB Hearing

Ok, thank you.

On Thu, Mar 26, 2026 at 1:24 PM Majors, Ann (MVDB) <ann.majors@mvdb.virginia.gov> wrote:

I will send the documents and the invitation today or tomorrow.

Ann Majors

Operations Manager

804-998-7785

From: MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>
Sent: Thursday, March 26, 2026 12:28 PM
To: Carroll, Bev [REDACTED]
Cc: Majors, Ann (MVDB) <ann.majors@mvdb.virginia.gov>
Subject: Re: MVDB Hearing

Good afternoon,

We are awaiting the documentation for the hearing so that we may prepare witnesses and testimonies. I haven't received the encrypted email with that information yet. Also, the email on file for myself is incorrect. The correct email is [REDACTED] I have CC'd it to this email.

Appreciate it,

Daiyan Z.

On Thu, Mar 19, 2026 at 6:18 PM Beverly Carroll [REDACTED] wrote:

This email is for Ms. Akbar. Since I was never able to get in touch with her, I have scheduled the hearing for April 2, 2026 at 10:00 a.m. I have sent a certified letter to the dealership confirming this. Please submit any additional questions to Ms. Majors.

--

MEGA AUTO OUTLET

"Need A Loan, You're Not Alone"

3335 Jefferson Davis Highway

Stafford, Va 22554

(P) 540-318-8447

(F) 540-628-0394

--

MEGA AUTO OUTLET

"Need A Loan, You're Not Alone"

3335 Jefferson Davis Highway

Stafford, Va 22554

(P) 540-318-8447

(F) 540-628-0394

Majors, Ann (MVDB)

From: MEGA AUTO OUTLET LLC <megaautooutlet@gmail.com>
Sent: Thursday, March 19, 2026 6:19 PM
To: Carroll, Bev
Cc: [REDACTED] Majors, Ann (MVDB)
Subject: Re: MVDB Hearing

Thank you for the update.

On Thu, Mar 19, 2026 at 6:18 PM Beverly Carroll <[REDACTED]> wrote:

This email is for Ms. Akbar. Since I was never able to get in touch with her, I have scheduled the hearing for April 2, 2026 at 10:00 a.m. I have sent a certified letter to the dealership confirming this. Please submit any additional questions to Ms. Majors.

**DEALER
PRACTICES
TAB 5**


AMG Motors, Inc. t/a Lease Return Center #30418 | Asad Najafe - May 11, 2026 Board Meeting Invitation

From Wallace, Tenisha (MVDB) <Tenisha.Wallace@mvdb.virginia.gov>

Date Tue 4/21/2026 7:52 PM

To ryan@leasereturncenterva.com <ryan@leasereturncenterva.com>; anajafe@hotmail.com <anajafe@hotmail.com>

Cc Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov>; Hamidi, Omar (MVDB) <Omar.Hamidi@mvdb.virginia.gov>; Smith, Kelley (MVDB) <Kelley.Smith@mvdb.virginia.gov>

 1 attachment (510 KB)

5-11-26 Board Meeting Invite AMG Motors, Inc. ta Lease Return Center #30418.pdf;

Please be advised that your matter is scheduled for review at the May 11, 2026 Board Meeting.

Attached are the Hearing Officer's Report and related correspondence. Your attendance is not required; however, it is recommended.

We kindly ask that you submit your response **no later than May 1, 2026** to confirm your attendance.

Respectfully submitted,

Tenisha Wallace

Administrative Assistant

2201 West Broad Street, Suite 104, Richmond, VA 23220

804-367-1100 ext. 3001#





COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

April 21, 2026

Via First Class Mail & Email

Asad Najafe
AMG Motors, Inc
t/a Lease Return Center #30418
18313 Jefferson Davis Hwy
Triangle, VA 22172

ryan@leasereturncenterva.com
anajafe@hotmail.com

RE: Informal Fact-Finding Conference – Hearing Officer’s Report
Dealer Practices Committee and Full Board Review

Dear Asad Najafe:

On April 9, 2026, an informal fact-finding conference was electronically conducted with the office of the Motor Vehicle Dealer Board (Board). Please find an attached copy of the Hearing Officer's report.

During the Committee and Full Board meetings, you will have an opportunity to speak to your case. Please be advised that the Hearing Officer’s Report is a recommendation only. The final decision in this matter rests solely with the Board. The Board has the authority to accept, modify, or reject the recommendation, including the authority to eliminate, increase, or decrease any civil penalty assessed and to suspend or revoke any license issued by the Board.

The Hearing Officer’s Report and case file will be presented to the Dealer Practices Committee on:

Date: Monday, May 11, 2026
Time: 9:00 a.m.
Location: Department of Motor Vehicles, Executive Conference Room 702
2300 West Broad Street
Richmond, Virginia 23269

The Dealer Practices Committee will review the report and case file and determine what, if any, recommendations to make to the Full Board. The Full Board will consider the Committee’s recommendations at their meeting immediately following the Committee meetings.

While your attendance is not required, it is strongly recommended that you participate in the meetings. Being present will provide you with the opportunity to respond to any questions from Board members.

2201 West Broad Street • Suite 104 • Richmond, Virginia 23220
Telephone: (804)367-1100 Email: dboard@mvdv.virginia.gov

Board Meeting Invitation
Asad Najafe
AMG Motors, Inc
t/a Lease Return Center #30418
April 21, 2026
Page 2

If you plan to attend the Board meeting, you are required to present a government-issued photo ID (such as a driver's license) to comply with DMV's security requirements. Please arrive before 9:00 a.m. to allow sufficient time to clear security.

If you have any questions, you may contact Tenisha Wallace at the Motor Vehicle Dealer Board office at 804-367-1100 ext. 3001# or tenisha.wallace@mvdb.virginia.gov.

Sincerely,
Motor Vehicle Dealer Board

Enclosures: Hearing Officer's Report

Cc: Ann Majors, MVDB Operations Manager
Omar Hamidi, MVDB Field Representative
Kelley Smith, MVDB Executive Director

COMMONWEALTH of VIRGINIA

MVDB

Dealer Information Sheet

Dealer Certificate Number	30418
Corporate Name	A M G MOTORS INC
Trading As Name	LEASE RETURN CENTER
Owner's Name	NAJAFE,ASAD, (PRESIDENT), *
Dealer-Operator's Name	NAJAFE, ASAD
Dealer-Operator's Class Date	3/31/2026
IDO Recertification Date	3/5/2013
Initial License Date	9/26/2025
License Expiration Date	9/30/2027
Number of Salespersons	7
Number of Dealer Tags	24
Virginia Retail Sales	469
Virginia Wholesale Sales	0
Date of Last Inspection	11/10/2025
Result	S
Number of Consumer Complaints	37
Online Dealer	Yes



COMMONWEALTH of VIRGINIA



Informal Fact-Finding Conference

Hearing Officer: Arthur Todras
Hearing Date: 04/09/2026

Motor Vehicle Dealer Board vs. Asad Najafe, Lease
Return Center, Cert #: 30418

Conference Purpose

The purpose of this Informal Fact-Finding Conference is to determine what action(s), if any, should be taken with Mr. Najafe for violation of Va. Code Sections 46.2-1542, 46.2-1574, 46.2-1575 (2), and 46.2-1575 (6).

The Board's authority to conduct this hearing is found in Va. Code Section 46.2-1576.

Conference Details

VA Code:	Alleged Violation:
§ 46.2-1542	Failure to provide title within 30 days
§ 46.2-1574	Acts of officers, directors, partners, and salespersons
§ 46.2-1575 (2)	Failure to comply subsequent to receipt of a written warning
§ 46.2-1575 (6)	Using deceptive acts and practices

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Attendees

- Ms. Ann Majors, MVDB Operations Manager
- Ms. Diane Handy, MVDB Consumer Assistance Analyst
- Mr. Omar Hamidi, MVDB Field Representative
- Mr. Asad Najafe, Owner of Lease Return Center
- Mr. Ryan Prosser, General Manager of Lease Return Center

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Agency Exhibits

Exhibit #	Exhibit Details:
MVDB 1	<p>Notice of Hearing Letter, dated 03/28/2026</p> <p>MVDB letter, dated 03/20/2026, to Asad Najafe from Ann Majors to convene an Informal Fact-Finding Hearing, assigned to Hearing Officer Arthur Todras, based on alleged violations of § 46.2-1542, § 46.2-1574, § 46.2-1575 (2), and § 46.2-1575 (6)</p> <p>MVDB letter to Arthur Todras, dated 03/20/2026, assigning him as Hearing Officer for Informal Fact-Finding Hearing</p>
MVDB 2	<p>Audit Sheet, dated 03/13/2026</p> <p>MVDB License Renewal Application, dated 09/22/2025</p> <p>DELICI, dated 03/13/2026</p>
MVDB 3	<p>9 consumer complaints, with emails to and from MVDB and Lease Return Center:</p> <ol style="list-style-type: none"> 1. Complaint from ██████████, dated 03/11/2026 2. Complaint from ██████████, dated 03/02/2026 3. Complaint from ██████████, dated 02/17/2026 4. Complaint from ██████████, dated 11/21/2025 5. Complaint from ██████████, dated 10/15/2025 6. Complaint from ██████████, dated 09/20/2025 7. Complaint from ██████████, dated 07/29/2025 8. Complaint from ██████████, dated 07/16/2025 9. Complaint from ██████████, dated 06/20/2025 <p>These complaints are grouped by violation type.</p>
MVDB 4	<p>List of the 9 consumer complaints from 2025-26 and of 27 consumer complaints from 2007 to 2024, totaling 36 complaints altogether.</p>
MVDB 5	<p>MVDB Inspection Report, dated 08/14/2024</p>
MVDB 6	<p>MVDB Inspection Report, dated 09/05/2024</p>
MVDB 7	<p>MVDB Violation Letter, dated 10/03/2024, from William Childress, former MVDB Executive Director, to Asad Najafe</p> <p>Copy of REVDIS – Review Info Inquiry, dated 11/12/2024, with handwritten note of \$250 received on 10/24/2024</p> <p>Email from Lisa Mack-Nelson to Ryan Prosser indicating Executive decision to reduce civil penalty to \$250.</p>

MVDB 8	MVDB Inspection Report, dated 11/12/2025
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Respondent's Exhibits

Exhibit #	Exhibit Details:

Chronology/Findings of Fact

Date:	Exhibit:	Action:
03/28/2026	MVDB 1	MVDB Hearing Officer Arthur Todras sent a Notice of Hearing letter to Asad Najafe to inform him that his informal fact-finding hearing is scheduled for 04/09/2026 at 11:00 a.m. The hearing will consider violations of § 46.2-1542 for failure to provide title within 30 days of sale of § 46.2-1574 for acts of officers, directors, partners, and salespersons, of § 46.2-1575 (2) for failure to comply subsequent to receipt of a written warning, and of § 46.2-1575 (6) for having used deceptive acts or practices. Mr. Todras adds that Mr. Najafe could bring to the hearing witnesses and documentary evidence. A continuance would be granted only by written request and the hearing could occur anyway in Mr. Najafe's absence if he fails to attend.
03/20/2026	MVDB 1	<p>Ann Majors of the MVDB sent a letter to Asad Najafe of Lease Return Center. advising him that his dealership may be in violation of § 46.2-1542, § 46.2-1574, § 46.2-1575 (2), and § 46.2-1575 (6). The letter adds that an informal fact-finding conference will be convened, with Arthur Todras as the hearing officer. Ms. Majors goes on to state that Mr. Todras will contact Mr. Najafe to schedule the hearing, and that the hearing will proceed in his absence if he fails to attend. The focus of the hearing is on the totality of how the dealership operates and not so much on each individual complaint, whose resolution may not be known at this point in time.</p> <p>Ms. Majors stated at this hearing that the Dealer Board, which is made up of dealers, takes consumer complaints filed against a dealership very seriously and that this hearing will consider if the conduct of the dealership rises to the level of civil penalties and/or suspension or revocation of the dealer's license.</p>
09/22/2025	MVDB 2	Mr. Najafe completed his license renewal application for Lease

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03/13/2026		<p>Return Center. He is listed as the owner of the dealership. The operating hours are Monday – Saturday, 09:30 am – 7 pm. Ryan Prosser is listed as the General Manager.</p> <p>The Audit Sheet shows that Mr. Najafe is also the dealer-operator. There are 5 active salespersons and 24 active dealer plates. The Dealer License Detail Inquiry shows 465 retail sales.</p>
06/20/2025– 03/11/2026	MVDB 3	<p>Diane Handy, MVDB Consumer Assistance Analyst, introduced the 9 consumer complaints included in this hearing. They are listed here in straight chronological order:</p>
06/20/2025		<p># 1: ██████████ filed a complaint about a vehicle he purchased which broke down two months later. He was told by a mechanic that the engine failed completely. He believes this was a mechanical defect that existed at the time he purchased the vehicle.</p>
07/16/2025		<p># 2: Ja'il Mabbudochung filed a complaint about a vehicle he purchased with serious steering issues, making it unsafe to drive. Although the dealer took the vehicle back and allegedly repaired the problem, the complainant was not given the written workup and the steering issue returned. He requested a full refund of \$19,500.</p>
07/29/2025		<p># 3: Latoya R. B... filed a complaint about multiple repair issues with the vehicle she purchased, including broken axles and control arms, a bent rear subframe, a damaged catalytic converter, and a bent right rear wheel. The dealer was supposed to reimburse her the payment she made for the pest control but that did not happen, and the dealership did not return her calls.</p>
09/20/2025		<p># 4: ██████████ filed a complaint over a warranty dispute. After the vehicle was stolen and she received a refund from her insurance company, she received a warranty refund of only \$783 from Lease Return Center of the \$1,783 on the warranty. She called the dealer but was told they owe her nothing.</p>
10/15/2025		<p># 5: ██████████ filed a complaint about the Pennsylvania title she had not received for the 2022 Dodge Challenger she purchased. She purchased 2 cars from a different dealership and did not have a problem getting the titles with the address she had on file. She has not gotten a response from Lease Return Rental despite several attempts to contact them.</p>

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11/21/2025		# 6: ██████████ filed a complaint about several repair issues with the vehicle she purchased, including an oil leak and glued on parts to make the vehicle look like a wide body. She brought her vehicle to several body shops and was told it should never have been sold in its current condition. She wants the dealership to buy back the vehicle.
02/17/2026		# 7: ██████████ filed a complaint about a Jaguar he purchased. The temporary tags expired after 30 days and he did not receive the permanent registration, without which the vehicle failed the state inspection.
03/02/2026		# 8: ██████████ filed a complaint that he had not received a Pennsylvania title registration for the vehicle he purchased and had not gotten a response from Lease Return Rental despite contacting them several times. He also requested cancellation of a warranty he purchased within the 30-day cancellation period because no claims were filed against the warranty. The cancellation request was to be submitted through the dealership but the dealership did not provide him with confirmation of the request and cancellation.
03/11/2026		# 9: ██████████ filed a complaint about a vehicle she purchased from Lease Return Center in November 2025. The salesperson stated the vehicle had never been in an accident but when she drove it to her home state of North Carolina, the check engine light went on and she learned the vehicle had sustained prior front-end damage requiring close to \$10,000 in repairs.
08/14/2024	MVDB 5	Mr. Hamidi stated that he conducted a random inspection of Lease Return Center, upon a request from Lisa Mack-Nelson for a review. Mr. Hamidi noticed that the buyer's order, arbitration agreement, test drive agreement, and acknowledgement of prior accidents were all signed by Joe Gonzales, who did not have a salesperson's license at the time of the sale of the vehicle. The name of the dealership's general manager, Ryan Prosser, was printed instead on the buyer's order and Joe Gonzales signed it. Mr. Prosser explained that he was handling the sale but when he got busy with something else, Joe Gonzales finished up the paperwork. Mr. Prosser produced Mr. Gonzales' 05/07/2024 salesperson license application, but it was returned because section 4 was improperly completed. Mr. Prosser showed that section as completed on 05/24/2024 and mailed back to the MVDB but had not heard back since. Mr. Hamidi confirmed that Mr.

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		<p>Gonzales was not involved in other sales transactions. Records show that Mr. Gonzales passed the salesperson's test at DMV on 11/15/2023. Mr. Hamidi advised the dealer not to allow anyone engage in sales activities without a valid salesperson's license. Mr. Hamidi requested a regulatory letter based on the dealership's violation of § 46.2-1537.</p> <p>Ms. Majors noted for the record that [REDACTED] the customer whose complaint prompted the inspection, is referenced in Exhibit 4.</p>
09/05/2024	MVDB 6	<p>Mr. Hamidi conducted a random inspection of Lease Return Center based on a consumer complaint from [REDACTED]. The dealer had failed to provide [REDACTED] with a written disclosure prior to the sale that the vehicle, a 2019 Dodge Charger, did not pass the state safety inspection. Mr. Najafe told Mr., Hamidi that he was not aware of providing a buyer a written disclosure if a vehicle failed state inspection. The records show that the vehicle purchased by [REDACTED] failed state inspection on 07/16/2024 due to emission control (catalytic converter). The dealer mentioned that the on-line advertisement for this vehicle listed the modified catalytic converter. He told Mr. Hamidi that he would contact the customer to resolve the issue or buy back the vehicle.</p>
10/03/2024	MVDB 7	<p>William Childress, former MVDB Executive Director, sent a civil penalty letter to Mr. Najafe referencing the two inspections by Mr. Hamidi. Mr. Childress cited violation of § 46.2-1537 for compensating an unlicensed salesperson and of § 46.2-1539 for failing to disclose that a vehicle did not pass the state safety inspection. Mr. Najafe received a civil penalty of \$250.00 for each of these violations, totaling \$500.00. The letter gave Mr. Najafe until 11/04/2024 to file an appeal requesting an Informal Fact-Finding Conference or to pay the civil penalty, or to risk suspension of revocation of his licenses for failure to do so.</p> <p>On 10/21/2024 Lisa Mack-Nelson sent an email to Ryan Prosser stating the Executive Director reduced the civil penalty to \$250.00, payment for which would be due 11/07/2024. The MVDB received the payment on 10/24/2024.</p>
11/12/2025	MVDB 8	<p>Mr. Hamidi conducted a random inspection of Lease Return Center. The inspection was satisfactory.</p>

Respondent's Position

Mr. Najafe stated the dealership puts in writing the AS IS agreement and other items the customer needs to know about. He added that he always works with customers who inform him


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 MVDB

of problems with a vehicle even though the vehicle is sold AS IS. When he purchases an AS IS vehicle from auction, there is "nothing I can do with the vehicle." A customer buying an AS IS vehicle knows what he/she is buying and they still complain when something goes wrong. As for warranty cancellations, he claims that since Covid banks have made it more difficult for vehicle financing to come through within the 30-day temporary registration period. In a number of instances, the dealership has not received the funds from the vehicle before the temporary registration has expired. Not hearing back from customers whose complaints the dealership addressed makes the dealership look bad. Mr. Prosser mentioned customer satisfaction courses the dealer staff could take to better convey issues to customers. Mr. Najafe read aloud the AS IS agreement with the customers to stress that they are fully aware of the condition of a vehicle at time of purchase. It is cheaper to fix a vehicle involved in a complaint, or take it back and issue a refund, rather than face a court case. Mr. Najafe claims to have resolved every complaint. He believes he should be judged on what happens after the complaint. The customer should come to the dealership first before filing a complaint with the Board.

Mr. Najafe and Mr. Prosser addressed all 9 consumer complaints with varying degrees of detail. Per [REDACTED], they stated that they replaced the exhaust system at no cost. Mr. Prosser stated they failed to state in writing that her vehicle did not have the proper catalytic converters. Per [REDACTED], Mr. Prosser stated the problem was with the rear parking sensors. The customer never brought the vehicle back for repair. Per [REDACTED] complaint about the check engine light, Mr. Prosser stated that the repair shop to which customers bring their vehicles sometimes exaggerates the extent of the damage. (Note by hearing officer: This customer's complaint states that the dealership ignored the customer's demand letter and complaint filed with VA AG.) Per [REDACTED], the dealership issued a \$6,000 check to the customer for the warranty cancellation within the allowed time frame. (Note by hearing officer: The customer's complaint states the dealer did not respond when the customer stated he would file a complaint with DMV.) Per [REDACTED], there was a name change on the license that caused the title delay. Per [REDACTED], Lease Return Center did send the warranty cancellation check the day after the cancellation request but to Capital One, and not to the customer. Per [REDACTED], the dealership took care of the repair and the customer was satisfied. Per [REDACTED], the dealership ordered the steering rack in advance of the customer's arrival to the dealership. They could not reproduce the steering problem, and the shop to which they sent the vehicle could not either. They repaired the vehicle. When the customer complained of persistent steering issues, Lease Return Center bought it back in good faith. Per [REDACTED] it was the customer's first manual transition vehicle and he probably over-revved it. It did not need a new engine.

After Lease Return Center presented their position, Ms. Majors issued some concluding remarks. She stated that the dealer is before the Board because of excessive consumer complaints within a short period of time. Prior to the complaints offered as exhibits in this hearing, the dealership had very few consumer complaints. She understands that as the business grows, there will be some more consumer complaints. Most dealerships have 1-2 consumer complaints a year for a sales volume of 400-1000 vehicles. There are dealerships that sell as many vehicles per year as Lease Return Center but do not have as many consumer complaints. This dealership appears to knowingly harm consumers to have this volume of



complaints. The field representative and MVDB consumer analyst have educated the dealership on the law and how to avoid consumer complaints but the dealership's behavior is not adapting to their procedures to limit the complaint volume. This failing goes to violation of § 46.2-1574 – Acts of Officers. The Board considers as a previous warning and previous knowledge when it emails a consumer complaint to the dealership and requests the dealer to respond: violation of § 46.2-1575 (2). The Board believes many of the complaints stem from deceptive practices—the customer did not fully understand or the dealer knowingly misled the customer: violation of § 46.2-1575 (6). The Board is asking the hearing officer to assess a civil penalty for each of the 9 complaints and each of the code section violations.

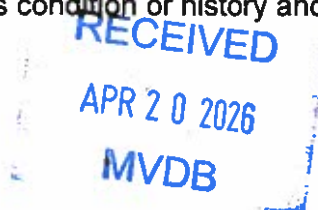
Conclusions of Law

VA Code:	
§ 46.2-1542	<p>Failure to provide certificate of title to purchaser within 30 days.</p> <p>Hearing Officer recommends a civil penalty of \$750.00. Dealership failed to provide several customers with a permanent tag when the 30-day temporary tag for their respective vehicle had expired.</p>
§ 46.2-1574	<p>Acts of officers, directors, partners, and salespersons</p> <p>Hearing Officer recommends a civil penalty of \$500.00 for violations associated with § 46.2-1575 and that could be grounds for a suspension or revocation of the dealer's license.</p>
§ 46.2-1575 (2)	<p>Failure to comply subsequent to receipt of a written warning.</p> <p>Hearing Officer recommends a civil penalty of \$500.00 for non-compliance over the course of several consumer complaints.</p>
§ 46.2-1575 (6)	<p>Using deceptive acts and practices.</p> <p>Hearing Officer recommends a civil penalty of \$500.00 for incomplete communication of information regarding the condition of vehicles it sold.</p>

a

Hearing Officer Narrative

This Informal Fact-Finding Conference addressed 9 consumer complaints against Lease Return Center over the course of 9 months, from June of 2025 through March of 2026. The dealership failed to provide titles in a timely fashion to 3 customers although it claims that extenuating circumstances, such as slow response from lending institutions, contributed to the delays. Lease Return Center used the same rationale to explain the customer complaints involving refunds for warranty cancellations. Mr. Najafe attempted to tie the repair-related customer complaints to customers' misunderstanding of the AS IS agreement, which is designed to protect the dealer—except when there is fraud or intentional misrepresentation of a vehicle's condition or history and there is



active concealment of defects. Although Lease Return Center may purchase a vehicle at auction in an AS IS agreement, should not the dealership exercise the responsibility to diagnose for any defect and, if not fix it, at least pass that information to the customer? It is not clear, from the exhibits presented and the dealer's testimony that this responsibility was satisfactorily exercised. This forces the dealer to play a defensive, reactive role vis a vis the customer. Mr. Prosser's idea of having the sales force take customer satisfaction courses is a small step in the right direction but this hearing officer would suggest that more needs to be done to pre-empt customer complaints. The fact remains is that from 2007-2024, the dealership received 27 consumer complaints—an average of 1.6 complaints per year. From 2024-2026, the dealership has received 9 consumer complaints—an increase to the average to 4.5 per year.

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Informal Fact-Finding Conference Recommendations

Date: 04/20/2026

Hearing Officer: Arthur Todras

MVDB vs. Asad Najafe and Lease Return Center

Found in Violation: Yes

Hearing Officer Recommendation:	Statement of Explanation:
<input type="checkbox"/> No Further Action	
<input type="checkbox"/> Warning	
<input checked="" type="checkbox"/> Civil Penalty	§ 46.2-1542: \$750.00 (3 incidents x \$250.00) § 46.2-1574: \$500.00 § 46.2-1575 (2): \$500.00 § 46.2-1575 (6): \$500.00
<input type="checkbox"/> Revocation	
<input type="checkbox"/> Suspension	
<input type="checkbox"/> Satisfactory Inspection Required	Satisfactory inspection of dealer records with dealer present and proper use of POD system.
<input checked="" type="checkbox"/> Dealer-Operator Class Required	Dealer/Operator to attend class to ensure understanding of proper procedures.
<input type="checkbox"/> Salesperson License Approved	
<input type="checkbox"/> Salesperson License Denied	
<input type="checkbox"/> Other	

Digitally signed by Arthur Todras
 Date: 2026.04.20 13:34:43
 -----04'00'

Arthur Todras
 Hearing Officer

04/20/2026
Date

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PURCHASE DETAILS

Product	Qty	Unit Price	Price
First-Class Mail® Letter	1		\$0.76
Triangle, VA 22172			
Weight: 0 lb 0 60 oz			
Estimated Delivery Date			\$5.30
due 03/31/2026			
Certified Mail®			
Tracking #:	9589 0710 5270 0731 1546 73		\$4.40
Return Receipt			
Tracking #:	9590 9402 8424 3156 8730 79		\$10.48

Total

Grand Total: \$10.48

Debit Card Remit
Card Name: VISA
Account #: XXXXXXXXXXXX8847
Approval #: 130183
Transaction #: 940

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0145 11



Postage and Fees \$10.48

Sent to ASAD WATKINS, LIASE RETURN CENTER
1813 JEFFERSON DAVIS HIGHWAY
TRIANGLE, VIRGINIA 22172

PS Form 3800, January 2025 PEI 7525-01-000-9027 See Reverse for Instructions

9589 0710 5270 0731 1546 73



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

March 20, 2026

Mr. Art Todras, Hearing Officer
todrasfamily@comcast.net

Re: Motor Vehicle Dealer Board v. Lease Return Center # 30418 & Asad Najafe

Dear Mr. Todras:

Please find enclosed copies of the agency documents involving Mr. Asad Najafe, owner of Lease return Center # 30418. Please convene an informal fact finding conference. The facts of this case show that Mr. Asad Najafe violated Va. Code:

§ 46.2-1542	Failure to provide title within 30 days.
§ 46.2-1574	Acts of officers, directors, partners, and salespersons.
§ 46.2-1575 (2)	Failure to comply with previous warnings.
§ 46.2-1575 (6)	Having used deceptive acts or practices.

The Board's authority to convene the conference may be found in Va. Code § 46.2-1576.

In scheduling the hearing, please contact Diane Handy at 804-367-1100 x 3015, or diane.handy@mvdv.virginia.gov and Ann Majors at (804) 998-7785 or ann.majors@mvdv.virginia.gov and Omar Hamidi, at 804-539-5219, or omar.hamidi@mvdv.virginia.gov to present the case for the Board.

Please send the notice of hearing to:

Mr. Asad Najafe
A M G Motors, Inc
t/a Lease Return Center
18313 Jefferson Davis Hwy
Triangle, Virginia 22172

MVDB
Exhibit

1

March 20, 2026

Pg. 2

Mr. Art Todras, Hearing Officer

todrasfamily@comcast.net

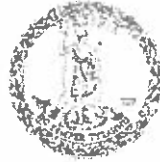
Please provide a copy of the hearing notice for my files.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Ann Majors', is written over a horizontal blue line.

Ann Majors
Operations Manager

Enclosures



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED
7019 2280 0001 5932 8661

March 20, 2026

Asad Najafe
A M G Motors Inc
Lease Return Center # 30418
18313 Jefferson Davis Hwy
Triangle, Virginia 22172

Re: Title 46.2. of the Code of Virginia

Dear Mr. Asad Najafe:

The purpose of this letter is to advise you that the Motor Vehicle Dealer Board (MVDB) has determined that, based on review of your dealer file, including but not limited to our review of your consumer complaints, that your dealership may be in violation of Virginia Motor Vehicle Dealer Licensing Laws listed below:

§ 46.2-1542	Failure to provide title within 30 days
§ 46.2-1574	Acts of Officers, responsible
§ 46.2-1575.2	Previous warnings
§ 46.2-1575.6	Deceptive Acts and Practices

These laws can be found at www.mvdb.virginia.gov, click on the Resources link, and then click on the Licensing Codes and Regulations link, found under licensing function.

Virginia Code Section 46.2-1507 states that any person violating any provision of the Motor Vehicle Dealer Licensing Laws may be assessed a civil penalty by the Board. No such penalty shall exceed \$1,000 for any single violation.

March 20, 2026
Asad Najafe
A M G Motors Inc
Lease Return Center # 30418
Page Two

It has been determined that an informal fact-finding conference should be convened. The purpose of the conference will be to determine what action, if any, the Board may take concerning possible violations of Virginia's Motor Vehicle Dealer Licensing Laws.

The Board's hearing officer will be contacting you soon to schedule a date and time for the conference. As a matter of information, you have the right to waive the informal conference and request a formal conference.

If you have any questions, please feel free to contact me.

Sincerely,



Ann Majors
Operations Manager

/am

em: Executive Director, Kelley Smith, J.D.
Consumer Analyst, Diane Handy
Field Representative, Omar Hamidi
Field Representative Supervisor, Lisa Mack-Nelson
Lease Return Center # 30418 ANAJAFE@HOTMAIL.COM



COMMONWEALTH of VIRGINIA
Motor Vehicle Dealer Board

NOTICE OF HEARING

March 28, 2026

CERTIFIED RETURN RECEIPT

9589 0710 5270 0731 1546 73

Mr. Asad Najafe
A M G Motors, Inc.
t/a Lease Return Center
18313 Jefferson Davis Highway
Triangle, Virginia 22172

Dear Mr. Najafe:

PLEASE TAKE NOTICE that on Thursday, April 9 at 11:00 a.m. I will convene an Informal Fact-Finding Conference to address the allegation of the Board that you are in violation of VA Code Sections 46.2-1542, 46.2-1574, 46.2-1575 (2) and 46.2-1575 (6). This conference will be conducted by Zoom call. You will receive, in advance of the conference, all pertinent information, along with instructions on connecting to the call.

VA Code Section 46.2-1542 states, in part:

B. A temporary certificate of registration issued by a dealer to a purchaser pursuant to this section shall expire when the certificate of title to the vehicle is issued by the Department in the name of the purchaser or vehicle ownership is transferred in accordance with § 46.2-603.1 and the permanent license plates have been affixed to the vehicle, but in no event shall any temporary certificate of registration issued under this section be effective for more than 30 days from the date of its issuance. In the event that the dealer fails to produce the old certificate of title or certificate of origin to the vehicle, fails to transfer vehicle ownership in accordance with § 46.2-603.1, or fails to apply for a replacement certificate of title pursuant to § 46.2-632, thereby preventing delivery to the Department or purchaser before the expiration of the temporary certificate of registration, the purchaser's temporary rights may terminate and the purchaser shall have the right to return the vehicle to the dealer and obtain a full refund of all payments made toward the purchase of the vehicle, provided the purchaser provides notice to the dealer of a 28 decision to return the vehicle before issuance of a title for the vehicle by the Department, less any damage to the vehicle incurred while ownership was vested in the purchaser, and less a reasonable amount for use not to exceed one-half the amount allowed per

2201 West Broad Street • Suite 104 • Richmond, Virginia 23230
Telephone: (804)367-1100 Email: dboard@mvdv.virginia.gov

mile by the Internal Revenue Service, as provided by regulation, revenue procedure, or revenue ruling promulgated pursuant to § 162 of the Internal Revenue Code, for use of a personal vehicle for business purposes.

VA Code Section 46.2-1574 states:

Acts of officers, directors, partners, and salespersons. If a licensee or registrant is a partnership or corporation, it shall be sufficient cause for the denial, suspension, or revocation of a license or certificate of dealer registration that any officer, director, or trustee of the partnership or corporation, or any member in the case of a partnership or the dealer operator, has committed any act or omitted any duty which would be cause for refusing, suspending, or revoking a license or certificate of dealer registration issued to him as an individual under this chapter. Each licensee or registrant shall be responsible for the acts of any of his salespersons while acting as his agent, if the licensee approved of those acts or had knowledge of those acts or other similar acts and after such knowledge retained the benefit, proceeds, profits, or advantages accruing from those acts or otherwise ratified those acts.

VA Code Sections 46.2-1575 (2) and (6) state:

A license or certificate of dealer registration or qualification issued under this subtitle may be denied, suspended, or revoked on any one or more of the following grounds:

- 2. Failure to comply subsequent to receipt of a written warning from the Department or the Board or any willful failure to comply with any provision of this chapter or any regulation promulgated by the Commissioner or the Board under this chapter;*
- 6. Having used deceptive acts or practices.*

The Board's authority to convene these proceedings may be found in VA Code Section 46.2-1576.

You may bring with you to the conference any witnesses with relevant testimony and any relevant documentary evidence. By written request prior to the proceedings, you may request any documentary evidence that will be presented by the Board. Written requests may be made by contacting MVDB Operations Manager Ann Majors (804) 367-1100. Fees may be charged if you request that documentary evidence be sent to you in advance of the hearing. You may also arrange to view the evidence in our office at no charge. Ms. Majors will be present to give evidence for the Board.

PLEASE TAKE NOTICE ALSO that continuance will be granted ONLY UPON WRITTEN NOTICE received by the Board BEFORE the date of the conference and ONLY FOR GOOD CAUSE SHOWN. If the continuance is not granted and you do not appear, THE HEARING MAY GO FORWARD IN YOUR ABSENCE AND A RECOMMENDATION MADE TO THE BOARD.

Sincerely,



Arthur Todras
MVDB Hearing Officer

cc: Ann Majors, MVDB Operations Manager
Diane Handy, MVDB Consumer Assistance Analyst
Omar Hamidi, MVDB Field Representative

LEASE RETURN CENTER

18313 JEFFERSON DAVIS HWY, TRIANGLE, VA 22172

Bus. Phone:(703) 441-2600

Dealer Email: ryan@leaseturncenterva.com

Dealership Email: anajafe@hotmail.com

Audit Sheet Date: 3/13/2026

POD Date: 03/02/2026

Online Access: YES

Certificate#: 30418

Contact Phone:(703) 785-2428

POD Vendor: MVS

Online Date: 01/23/2015

APID00064498	9/26/2025	9/30/2027	Active
APID00064497	9/26/2025	9/30/2027	Active
APID00064496	9/26/2025	9/30/2027	Active
APID00064495	9/26/2025	9/30/2027	Active

Hours Of Operation

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9:30 AM	9:30 AM	9:30 AM	9:30 AM	9:30 AM	9:00 AM	N/A
7:00 PM	7:00 PM	7:00 PM	7:00 PM	7:00 PM	7:00 PM	N/A

Dealer Info

Retail Unit Sales	Wholesale Unit Sales	Inspection Date	Processing Fee
465	0	11/12/2025	1495.00



MOTOR VEHICLE DEALER LICENSE APPLICATION FOR INITIAL LICENSE/RENEWAL/CHANGE

30418

Motor Vehicle Dealer Board
COMMONWEALTH OF VIRGINIA
2201 W 18th St, S : 104
Richmond, VA 23220
www.mvdb.virginia.gov

PURPOSE Dealers use this form to apply for initial Dealer License and to notify MVDB of changes. This form is also used for dealer license renewal. Dealers must review for accuracy and complete all items (front and back) and include email addresses. Dealer changes such as dealership address change/relocation, ownership changes, add/delete manufacturer or distributor-operator requires supporting documentation before the change is authorized and approved. For additional information visit www.mvdb.gov

OFFICE USE ONLY		
CERT. FEE	PLATE FEE	SLS FEE
570	1064	300
FUND FEE	TOTAL FEE	
	2604.00	
CHECK NUMBER	NOTE	
11064	2604.00	
OVERPAY	SHORTAGE	
TECH INITIALS		
103		

FOR LICENSE YEAR ENDING 09/30/2027	DEALER CERTIFICATE NUMBER (if currently licensed) 30418
--	---

1 If you are a Motor Vehicle Dealer please indicate which of the following applies (check only one). See letter for additional information.

\$350 Fund Fee and \$50 000 Bond
 \$100 000 Bond (submit copy)

NO BOND REQUIRED
CERT 14765-1-I-0-30418
ENDORSEMENTS ID
USED

103
9/2/20

2 TYPE OF APPLICATION
Note: If this is an initial or change in location application, an approved Local Zoning Certificate must be submitted with this application. Include any supporting documentation with this application.

INITIAL APPLICATION
 RENEWAL APPLICATION
 CHANGE (EXPLAIN)

3 TYPE OF MOTOR VEHICLE DEALER LICENSE(S) Check all that apply

FRANCHISED	INDEPENDENT
<input checked="" type="checkbox"/> CAR/TRUCK	<input type="checkbox"/> CAR/TRUCK
<input type="checkbox"/> MOTORCYCLE	<input type="checkbox"/> MOTORCYCLE
<input type="checkbox"/> RECREATIONAL VEHICLE	<input type="checkbox"/> RECREATIONAL VEHICLE
<input type="checkbox"/> TRAILER	<input type="checkbox"/> TRAILER
<input type="checkbox"/> AMBULANCE	<input type="checkbox"/> AMBULANCE
<input type="checkbox"/> FUNERAL VEHICLE	<input type="checkbox"/> FUNERAL VEHICLE
<input type="checkbox"/> FIRE FIGHTING VEHICLE	<input type="checkbox"/> FIRE FIGHTING VEHICLE

4 NAME OF BUSINESS A M G MOTORS INC	TRADING AS NAME LEASE RETURN CENTER
--	--

BUSINESS ADDRESS - STREET (P.O. BOX ONLY IS NOT ACCEPTABLE) 18313 JEFFERSON DAVIS HWY	CITY TRIANGLE VA 22172	ZIP CODE
--	---	-----------------

<input type="checkbox"/> COUNTY OR <input type="checkbox"/> CITY JURISDICTION OF BUSINESS	DEALER-OPERATOR (PERSON OPERATING BUSINESS) ASAD NAJAFE
---	--

DEALER'S SOCIAL SECURITY OR EMPLOYER ID NUMBER	DEALER'S BUSINESS PHONE (703) 441-2600	DEALER/OPERATOR HOME/CELL PHONE NUMBER (703) 765-2428
---	---	--

DEALER'S EMAIL ADDRESS anajafe@leaseturncenter.va.com	DEALER-OPERATOR'S EMAIL ADDRESS anajafe@hotmail.com	PROCESSING FEE AMOUNT 995 on 9/26
--	--	--

POSTED BUSINESS HOURS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Closed AM	9:30 AM	9:30 AM	9:30 AM	9:30 AM	9:30 AM	9:30 AM
PM	7:00 PM	7 PM	7 PM	7 PM	7 PM	7 PM

5 TYPE OF OWNERSHIP CHECK ONE INDIVIDUAL PARTNERSHIP CORPORATION LLC

6 Name, title and residential address of each owner, member, partner and/or officer of this business. Use additional sheet(s) if necessary.

NAME	TITLE	ADDRESS
Ayan Prosser	GM	13603 Perimeter Dr Fred 22407
Haiz Sadat	Title Clerk	100 Chadwick Dr Stafford VA 22556

RECEIVED

SEP 26 2025

MVDB

7 FRANCHISED DEALERS ONLY Attach a copy of the Franchise and service agreement with manufacturer or distributor if this is an initial application
 Only list line-makes of vehicles to be sold in this state DO NOT list models as line-makes Use additional sheet(s) if necessary and attach

MANUFACTURER	ADDRESS	LINE MAKES

8 FRANCHISED DEALERS ONLY List name and address of individual awarded franchise(s) or sales agreement(s) Use additional sheet(s) if necessary and attach

NAME _____

ADDRESS _____ CITY _____ STATE _____ ZIP CODE _____

9 READ EACH QUESTION BELOW AND CHECK THE APPROPRIATE RESPONSE

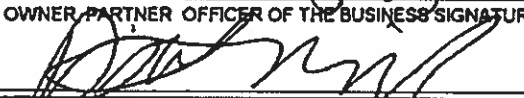
	YES	NO
A. Has any owner partner officer or Dealer-Operator of business ever been refused a Motor Vehicle Dealer's License or Certificate of Registration or had his/her license or certificate suspended or revoked?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Has any owner partner officer or Dealer Operator of business ever been convicted of a felony?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C. Has any owner partner officer or Dealer Operator of business ever been convicted of any fraudulent or criminal act in connection with the business of selling motor vehicles?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
D. Has any owner partner officer or Dealer Operator of business ever been convicted of larceny of a vehicle OR receipt or sale of a stolen vehicle?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
E. Has any owner partner officer or Dealer Operator of business ever been convicted of odometer tampering or any related violation?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
F. Has any owner partner officer or Dealer Operator committed any act or omitted any duty with the result being administrative action taken by the Board or DMV?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
G. If the answer to any of the above questions is YES please explain on a separate sheet (include names dates court jurisdictions and result of administrative proceedings)		
H. Are all salespersons employees of the dealership (issued a W 2) and <u>not</u> independent contractors (issued a 1099)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I. Is any owner partner officer or Dealer-Operator applying to be required to be or currently licensed as a vehicle manufacturer factory branch distributor distributor branch or subsidiary thereof in the Commonwealth? If YES indicate Dealer Certificate Number _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PRIVACY STATEMENT

In accordance with Virginia Code §§ 2-2-803 2-2-4807 and 58-1-520 et seq the State Comptroller requires that this information including your social security number be collected for debt set off collection purposes

10 CERTIFICATION Read and certify by printing and signing below

I certify and affirm that all information presented in this form is true and correct that any documents I have presented to MVDB are genuine and that the information included in all supporting documentation is true and accurate I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation

OWNER PARTNER OFFICER OF THE BUSINESS NAME (print) Asad Najary	NAME OF BUSINESS Lease Return Center
OWNER PARTNER OFFICER OF THE BUSINESS SIGNATURE 	DATE (mm/dd/yyyy) 09/22/25



30418
MVDB 61 (07/07/2020)

**SALESPERSON LICENSE APPLICATION
REQUEST FOR
CRIMINAL BACKGROUND CHECK**

MVDB USE ONLY	
Dealer Cert #	<u>30418</u>
License Exp Date	<u>09/30/2027</u>
License Fee	<u>100</u>
Tech Initials	<u>EB</u>

Purpose Use this form to apply for a salesperson license or criminal background check

Instructions Complete sections 1 2 and 3 Request your employing dealership to complete section 4 Mail completed form and supporting documentation to MVDB at the above address

1 APPLICATION TYPE		
<input type="checkbox"/> Original	<input checked="" type="checkbox"/> Renewal	<input type="checkbox"/> Transfer (attach existing license if available)

2 APPLICANT INFORMATION								
FULL LEGAL NAME (last) NAJAFE		(first) ASAD	(middle)	(suffix)	LIST ANY AND ALL NAMES USED (aliases maiden name nicknames etc)			CURRENT EMAIL ADDRESS
RESIDENCE STREET ADDRESS 3397 LABOURN DRIVE		CITY WOODBRIDGE		STATE VA	ZIP CODE 22193-1052			
GENDER (check one) <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non Binary	RACE	WEIGHT 175 lbs	HEIGHT 5 ft 11 in	EYE COLOR BR	HAIR COLOR BK	SSN T [REDACTED]	SLS NO 7465	7465
PLACE OF BIRTH (city/county state country)			BIRTH DATE (mm/dd/yyyy) [REDACTED]/1977		PRIMARY CONTACT PHONE NUMBER			

3 APPLICANT CERTIFICATION CONSENT FOR CRIMINAL HISTORY CHECK	
Virginia Code § 46.2-1575 lists specific circumstances under which a license for a motor vehicle dealer salesperson or dealer operator license may be denied. Specifically your application for a license may be denied for having been convicted of any of the following offenses:	
Any criminal offense classified as a felony	Larceny of a vehicle or receipt or sale of a stolen vehicle
Any criminal act involving the business of selling vehicles	Odometer tampering or any related violation
Any fraudulent act in connection with the business of selling vehicles or any consumer related fraud	
Each application will be reviewed carefully and consideration will be given to all relevant information. If you have been convicted of any of the listed offenses, submit with your application documentation and/or written explanation or statement concerning the convictions.	
Note: You should include attested copies of your convictions and if you have been released from probation/parole, evidence of this fact.	
A Have you ever been refused a motor vehicle dealer's or salesperson's license or had such license suspended or revoked?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
B Have you ever been convicted of a felony?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
C Have you ever been convicted of any fraudulent or criminal act involving the business of selling motor vehicles?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
D Have you ever been convicted of odometer tampering, larceny of a vehicle or receipt or sale of a stolen vehicle?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
If the answer to questions B, C, or D is YES, attach a copy of conviction record(s), name of probation officer, date(s), and court jurisdiction(s).	
I understand that untruthful or misleading answers are cause for denial of the application. I further understand that it is unlawful to knowingly make a false statement and any violation may be prosecuted to the full extent of the law. I authorize the Motor Vehicle Dealer Board to conduct a criminal history inquiry solely for the purpose of evaluating my application.	
I certify and affirm that all information presented in this form is true and correct. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.	
APPLICANT NAME (print)	DATE (mm/dd/yyyy)
APPLICANT SIGNATURE	

PRIVACY NOTICE In accordance with Virginia Code §§ 2-2-803 and 2-2-4800 et al, the State Comptroller requires that this information, including your social security number, be collected for debt set off collection purposes.

4 EMPLOYING DEALER CERTIFICATION			
TRADING AS NAME LEASE RETURN CENTER	PRIMARY CONTACT PHONE NUMBER ()	DEALER CERT NUMBER 30418	
BUSINESS STREET ADDRESS 18313 JEFFERSON DAVIS HWY	CITY TRIANGLE	STATE VA	ZIP CODE 22172
Criminal Record Check Vendor (original application) Complete if the dealer performs the criminal history check	VENDOR NAME	BACKGROUND CHECK REPORT NUMBER	
I certify that the applicant named herein is employed by the firm as a salesperson or representative and is not an independent contractor. If application is for a salesperson's license, I certify that applicant is not employed by another dealer unless the dealerships are owned by the same person, partnership, or corporation. I certify and affirm that all the information presented in this form is true and correct. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.			
OWNER/PARTNER/OFFICER NAME (print)	OWNER/PARTNER/OFFICER SIGNATURE	DATE (mm/dd/yyyy) 9/25/25	

DELICINA DELICIMA

=> _____ 195 CSS-PROD

> Own No: 14765 Nam: NAJAFE,ASAD, (PRESIDENT)

> Loc No: 1 Typ: I Suppl: Temp Suppl 12-Month Cnt:

Bus Nam: A M G MOTORS INC

T/A Nam: LEASE RETURN CENTER

Cert No: 30418 Lic Typ: INDEPENDENT DEALER

Estab: 09/20/2005 Issue: 09/26/2025 Exp: 09/30/2027 Per: 2 YR Agy: B

Fund Cd: F Online Ind: Y MDL Dte: 01/23/2015

Makes: USED

Phone: (000)000-0000 Email/Web: 00000000000

Processing Fee: 0.00 Insp: 02/12/2010 Insp Rslt: SATISFACTORY

Pod Vendor: MVS Pod dte: 03/02/2026

POD Pre-Assigned: Limit: 50 Balance: 0

~~Rtl Sales: 465 Other Sales: _____ Max Plt Lmt : 36 Internet Disc: _____~~

Prev Cert: New Cert : Mvtrf Slsprsn Ptd:

Other Lic: St: Exp: Out Bus Dte:

Last User: 30418 Pgm: TTPROTNA Date/Time: 03/02/2026 10:04 PM

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---

Help Csm DealM Cmnd OpHrs

Created	ConsumerName	ViolationType
✓ 3/11/2026		Repair
✓ 3/2/2026		Court/monetary
✓ 2/17/2026		DMV reference
✓ 11/21/2025		court/monetary
✓ 10/15/2025		DMV reference
✓ 9/20/2025		Warranty refund - court/monetary
✓ 7/29/2025		Repair
✓ 7/16/2025		Repair
✓ 6/20/2025		Repair - court
Qty 9		



Request for Consumer Assistance 2825

From Motor Vehicle Dealer Board <mvdb2201@gmail.com>

Date Wed 3/11/2026 2:50 PM

To dboardcomplaints@mvdb.virginia.gov <dboardcomplaints@mvdb.virginia.gov>

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

LEASE RETURN CENTER

DealershipAddress

18313 JEFFERSON DAVIS HWY, TRIANGLE, Virginia, 22172

Dealership Point of Contact

ANTHONY HUYNH

Phone/Mobile

+12028197776

Vehicle Identification Number (VIN)

2C3CDXHG6NH133381

Consumer Request (500 Character Max)

I PURCHASED A VEHICLE FROM LEASE RETURN CENTER IN TRIANGLE VA NOV 2025 AFTER THE SALESPERSON CONFIRMED VIA TEXT THT THE VHICLE HAD NEVER BEEN IN AN ACCIDENT AND WAS ADVERTISED AS CARFAX CERTIFIED WITH NO ACCIDENTS. AFTER PURCHASE A REPUTABLE DODGE DEALERSHIP IN MY TOWN OF NORTH CAROLINA INSPECTED THE VEHICLE DUE TO THE CHECK ENGINE LIGHT AND FOUND PRIOR FRONT-END DAMAGE REQUIRING CLOSE TO \$10,000 IN REPAIRS. THE DEALERSHIP HAS IGNORED OUR DEMAND LETTER AND OUR COMPLAINT FILED WITH THE VA AG

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: Windows Chrome

Remote IP: 

© Motor Vehicle Dealer Board.



Outlook

Re: Formal Complaint – Lease Return Center – Registration and Warranty Cancellation Concerns

From [REDACTED]

Date Fri 3/13/2026 11:44 AM

To dboardcomplaints@mvdv.virginia.gov <dboardcomplaints@mvdv.virginia.gov>

Cc amgmotors@comcast.net <amgmotors@comcast.net>; ryan.amg@comcast.net <ryan.amg@comcast.net>

2 attachments (775 KB)

GAP Cancellation Request.pdf; GAP ADDENDUM 00091197.pdf

To Whom It May Concern,

I am following up with the complaint I submitted in the email below. The emails of the dealership Lease Return Center were also copied.

Update to the tag: I received a new template tag from Lease Return Center and was told the PA tag will be sent to me in the week of 3/16.

Additional complaint: GAP Addendum Cancellation In addition

I purchased a GAP Addendum (GAP Contract No. GAP00091197) amount \$1,200 as part of the transaction. Integrity Warranty LLC has confirmed that: The GAP policy is still in "pending" status. No funds have been exchanged between the warranty administrator and the dealership. I attached their confirmation email and the GAP Addendum. I requested cancellation within 30 days of purchase and am eligible for a full refund. Despite this, the dealership has not confirmed processing of the GAP cancellation.

I respectfully request review of this matter to ensure compliance with Virginia dealer obligations regarding the cancellation of the GAP addendum.

Thank you for your time and assistance.

Sincerely,

[REDACTED]
[REDACTED] Doylestown, PA 18902
Phone [REDACTED]
Email: [REDACTED]

On Mon, Mar 2, 2026 at 11:24 AM Paul Gao <paulcbd@gmail.com> wrote:

To Whom It May Concern,

I am submitting this formal complaint regarding Lease Return Center (18313 Jefferson Davis Highway, Triangle, VA 22172) concerning two matters related to my recent vehicle purchase.

Vehicle Information:
2018 Tesla Model X
VIN: 5YJXCBE25JF111951
Purchase Date: February 4, 2026

The sales contract is attached. The contract was provided to me in this condition. It was printed misaligned and portions of the text are cut off. This was not caused by my scanning or reproduction of the document.

1. Registration / Title Transfer Concern

The vehicle was delivered to me in Pennsylvania with a Virginia temporary tag expiring March 6, 2026. The picture of the temporary tag is attached.

As of today, I have not signed any Pennsylvania title or registration documents and have not received written confirmation that a Pennsylvania title transfer or registration application has been submitted.

I have requested confirmation from the dealership multiple times but have not received documentation confirming submission. The dealership has been non-responsive to my emails, SMSs or phone calls.

Given the approaching expiration of the temporary tag, I am concerned about timely compliance with title transfer and registration obligations.

2. Warranty Cancellation Concern

At the time of purchase, I purchased a Preferred Warranties Inc. (PWI) Vehicle Service Contract (Contract No. Q[REDACTED]52) in the amount of \$4,800, included in my financing.

The contract provides a 30-day cancellation period with full refund if no claims have been filed.

On February 20, 2026, I formally requested cancellation within the contractual 30-day period. No claims have been filed.

PWI has indicated that cancellation was submitted within a 30 day window but it must be submitted through the dealership. The cancellation request email is attached. However, the dealership has not confirmed submission of the cancellation despite my written requests.

The cancellation request email with PWI is attached.

I am concerned that lack of response may interfere with my contractual cancellation rights.

I notified the dealership several days ago that I would file a complaint with the DMV if they failed to respond. As there has been no response or action taken, I am compelled to submit this complaint.

I respectfully request review of this matter to ensure compliance with Virginia dealer obligations regarding:

Timely title transfer and registration processing
Proper handling of optional service contract cancellations

Thank you for your time and assistance.

Sincerely,

[Redacted]

[Redacted] Doylestown, PA 18902

Phone [Redacted]

Email: [Redacted]



Re: Fw: Request for Consumer Assistance 2615

From Ryan Prosser <ryan@leasereturncenterva.com>

Date Wed 3/11/2026 2:31 PM

To dboardreply <dboard@mvdb.virginia.gov>

Cc anajafe@hotmail.com <anajafe@hotmail.com>; Hamidi, Omar (MVDB) <Omar.Hamidi@mvdb.virginia.gov>

Hello .

The vehicle was purchased from our dealership as-is, on 12/16, customer reached out with a concern. We attempted to assist, we communicated with them on multiple occasions that they need to bring the vehicle to our location if they want our help. We communicated that if no effort is given to help us help them we will title only this vehicle, which we did on 1/15.

Should any additional information be needed please let me know.

Thank you.

Ryan

On Tue, Mar 10, 2026 at 4:50 PM dboardreply <dboard@mvdb.virginia.gov> wrote:

Good afternoon,

Your complaint has been sent to the dealer for review, I have asked that the dealer respond to this complaint on or before March 15, 2026.

Thanks,

Shay Betts

Consumer Assistance Analyst

From: Motor Vehicle Dealer Board <mvdb2201@gmail.com>

Sent: Tuesday, February 17, 2026 12:49 PM

To: dboardreply <dboard@mvdb.virginia.gov>

Subject: Request for Consumer Assistance 2615

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Lease return center

DealershipAddress

18313 jefferson Davis hwy, Triangle, Virginia, 22172

Dealership Point of Contact

David

Phone/Mobile

+17034412600

Vehicle Identification Number (VIN)

SADCK2BV6HA056451

Consumer Request (500 Character Max)

I purchased a Jaguar vehicle from lease return center on 12/26/2025. I expected the title to be registered in my name withing 30 days, but it has not been. My temporary tags are already expired. and the vehicle didn't past the state inspection. I want my car issued to be resolved.

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: iPhone iPhone

Remote IP: [REDACTED]

© Motor Vehicle Dealer Board.

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Lease Return Center

DealershipAddress

18313 Jefferson Davis Hwy, Triangle, Virginia, 22172

Dealership Point of Contact

Asad and Ryan I don't know

Phone/Mobile

+17034412600

Vehicle Identification Number (VIN)

2C3CDXGJ8KH698885

Consumer Request (2000 Character Max)

I made a previous complaint regarding this dealership and this car so you can refer back to those issues. There are now and have been additional issues mainly with the fender flairs and horrid paint job. There is also an oil leak that was never noted to us. No where in the info we received from the dealership does it state that this car was a not a true widebody. There are after market parts literally glued onto the car to make it a wide body. At first we noticed that the job was not done correctly but its now a HUGE mess as the glue is cracking on every flair. We have taken this car into over 5 body shops to discuss fixing these severe issues and have been turned away by all of them. The last one that we spoke to today has experience with dealer boards and he said immediately this car should have never been sold in the condition that it was in and that looking at the write up online (that we had screenshots

30418

of) that this was a fraudulent sale. It should have been noted the issues with the flaws and on the ad it stated it was a "super clean car inside and out". The angles they took the pictures at and the editing that was done to not show the flaws is against the law. They also knew they were responsible to fix a rim that was broken when they took the car back to VA to fix it originally when they had first sold it to us without it passing VA safety inspection. Instead of spending the money to match the rims they took off the nice painted rims and replaced them with scratched up old rims from a different car. We have pics to show this! Every body shop that we have taken this car to says they aren't able to fix these issues with the flairs and even if they could it would be up to \$35,000 to fix. Thats more than we paid for the car! At this point we just want the dealership to buy this car back and we will walk away. If they won't, I will be getting a lawyer involved to handle this shady business that they are running. Buy the car back or we go to court.

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: Apple Chrome

Remote IP: [REDACTED]

© Motor Vehicle Dealer Board.



Fw: Request for Consumer Assistance 1847

From Betts, Shenae (MVDB) <Shenae.Betts@mvdb.virginia.gov>
on behalf of
dboardreply <dboard@mvdb.virginia.gov>

Date Tue 10/21/2025 3:15 PM

To ASAD@LEASERRETURNCENTERVA.COM <asad@leaserreturncenterva.com>; anajafe@hotmail.com
<anajafe@hotmail.com>

Cc Hamidi, Omar (MVDB) <Omar.Hamidi@mvdb.virginia.gov>

Good afternoon,

The Motor Vehicle Dealer Board has received a complaint against your dealership, please review this complaint and reply to this email in regard to a resolution by October 24, 2025,.

Thanks,

Shay Betts

Consumer Assistance Analyst

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>

Sent: Friday, October 17, 2025 4:45 PM

To: dboardreply <dboard@mvdb.virginia.gov>

Subject: Request for Consumer Assistance 1847

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Lease Return Center

DealershipAddress

18313 Jefferson Davis Hwy, Triangle, Virginia, 22172

Dealership Point of Contact

Asad and Ryan I don't know

Phone/Mobile

+17034412600

Vehicle Identification Number (VIN)

2C3CDXGJ8KH698885

Consumer Request (2000 Character Max)

I made a previous complaint regarding this dealership and this car so you can refer back to those issues. There are now and have been additional issues mainly with the fender flairs and horrid paint job. There is also an oil leak that was never noted to us. No where in the info we received from the dealership does it state that this car was a not a true widebody. There are after market parts literally glued onto the car to make it a wide body. At first we noticed that the job was not done correctly but its now a HUGE mess as the glue is cracking on every flair. We have taken this car into over 5 body shops to discuss fixing these severe issues and have been turned away by all of them. The last one that we spoke to today has experience with dealer boards and he said immediately this car should have never been sold in the condition that it was in and that looking at the write up online (that we had screenshots of) that this was a fraudulent sale. It should have been noted the issues with the flaws and on the ad it stated it was a "super clean car inside and out". The angles they took the pictures at and the editing that was done to not show the flaws is against the law. They also knew they were responsible to fix a rim that was broken when they took the car back to VA to fix it originally when they had first sold it to us without it passing VA safety inspection. Instead of spending the money to match the rims they took off the nice painted rims and replaced them with scratched up old rims from a different car. We have pics to show this! Every body shop that we have taken this car to says they aren't able to fix these issues with the flairs and even if they could it would be up to \$35,000 to fix. Thats more than we paid for the car! At this point we just want the dealership to buy this car back and we will walk away. If they won't, I will be getting a lawyer involved to handle this shady business that they are running. Buy the car back or we go to court.

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

User Agent: Apple Chrome

Remote IP: 

© Motor Vehicle Dealer Board.



Re: Request for Consumer Assistance 1847

From Betts, Shenae (MVDB) <Shenae.Betts@mvdb.virginia.gov>
on behalf of
dboardreply <dboard@mvdb.virginia.gov>
Date Wed 11/5/2025 10:48 AM
To [REDACTED]@gmail.com>

Good morning,

We sent you information that would be of further assistance to you with this complaint. I will submit that information again below.

The Motor Vehicle Dealer Board (Dealer Board) is a regulatory agency responsible for licensing dealers and salespersons to sell vehicles in the state of Virginia. As a licensing agency, repair, contractual disputes and monetary disputes are not within the jurisdiction of the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the Virginia Consumer Protection Act and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<http://www.vsb.org/vlrs/>

By providing the above information, the Dealer Board is not advocating or directing the suit of any specific individual.

Best Regards,

Shay Betts

Consumer Assistance Analyst

2201 West Broad Street #104

Motor Vehicle Dealer Board

Richmond, VA 23220

From: [REDACTED]@gmail.com>

Sent: Tuesday, November 4, 2025 4:19 PM

To: dboardreply <dboard@mvdb.virginia.gov>

Subject: Re: Request for Consumer Assistance 1847

Hello, who is handling this matter? I need to know how to move forward. I will not be in contact with the dealership myself as they are unresponsive.

Please advise

[REDACTED]
[REDACTED]

Sent from my iPhone

On Oct 21, 2025, at 1:17 PM, dboardreply <dboard@mvdb.virginia.gov> wrote:

Good Afternoon,

Your complaint has been sent to the dealer for review.

Please note:

The Motor Vehicle Dealer Board (Dealer Board) is a regulatory agency responsible for licensing dealers and salespersons to sell vehicles in the state of Virginia. As a licensing agency, repair, contractual disputes and monetary disputes are not within the jurisdiction of

the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the Virginia Consumer Protection Act and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<http://www.vsb.org/vlrs/>

By providing the above information, the Dealer Board is not advocating or directing the suit of any specific individual.

Best Regards,

Shay Betts

Consumer Assistance Analyst

2201 West Broad Street #104

Motor Vehicle Dealer Board

From: [REDACTED]@gmail.com>

Sent: Friday, October 17, 2025 4:45 PM

To: dboardreply <dboard@mvdv.virginia.gov>

Subject: Request for Consumer Assistance 1847

Complaint Information

Name: [REDACTED] **Confirmation Number:** 24-05170 **FOIA Opt Out:** No
Address: [REDACTED] Bridgeville, PA, USA **Apt/Suite:**
City: Bridgeville **State:** PA **ZipCode:** 15017
Region/Country: United States

Contact Information

Preference Order	Description	Contact
1	Mobile	[REDACTED]

Company Information

Name:
VA Lease Return Center
Telephone Number: (855) 524-0589 **Fax Number:** **Other Number:**
Address: 18313 Jefferson Davis Highway **Suite:**
City: Triangle **State:** VA **Zip Code:** 22172
Region:
Web Site: leaseturncenterva.com

Complaint Information

Date Submitted: 10/08/2024 11:20:07

Description: I purchased a 2022 Dodge Challenger from this auto dealership, I have yet to receive my registration from them. I signed a power of attorney in their office on June 29, 2024 to get the registration transferred to PA in my name, they indicated they had issues with Penn Dot transferring to me as my address changed from what was on my license. Oddly enough I bought two cars during this time period, from a different dealership and they had no problems transferring the registration to me? Pennsylvania does not require a new license only a change of address reflecting on their site. I sent this repeatedly to the dealership. My address was and is up to date with Penn Dot/State of Pennsylvania DMV. They then indicated they were going to bring the process in house. I had to get another power of attorney notarized and sent in, which I completed, as you can see from the email communication, I attached. They have not stopped responding to me. I have now been pulled over twice as not only I don't have a registration in Pennsylvania, but the temporary registration expired, and I can't get the vehicle inspected without a proper registration.

Service Type: Motor vehicle

Service Description: 2022 Dodge Challenger	Make/Brand: Dodge	Model: Challenger
Year: 2022	Serial Number/Vin: 2C3CDZFJ6NH219025	Purchase Date: 6/29/2024 12:00:00 AM
New: No		
Signed Contract: Yes	Start Date: 06/29/2024	End Date: 06/29/2024
		Payment Made By: Cash: No Check: No Credit: No Debit: No Gift Card: No Store Credit: No Non Monetary: No Other: Yes
Total Amount Paid: \$29,609.00	Total Amount Disputed: \$0.00	

Purchased Extended Service Contract: Yes	Received Estimate: No	Original Estimate Changes Authorized: No	Completed Repairs Differ: No
--	---------------------------------	--	--

Automobile Repair Description:
I never received my registration, they have given me the run around, I signed a notarized power of attorney, still not PA registration

Resolution Attempts

Company Contacted: Yes	Contact Person Name: Jason Cook	Contact Person Telephone Number:
Other Organizations Contacted:		
Has Attorney: No	Attorney Name:	Attorney Telephone Number:
Filed Court Action: No		
Court Action Description:		

Resolution

Description:
I would like my PA registration, immediately

Attachments

Type	File Name	Download Link
Contract or Lease	IMG_8507.jpg	Download File
Contract or Lease	IMG_8508.jpg	Download File
Contract or Lease	IMG_8509.jpg	Download File
Complaint Description	Gmail - Official Driver History.pdf	Download File
Complaint Description	driving history.pdf	Download File
Complaint Description	Gmail - Dodge Challenger my verification of my adress via penn dot= also need extension of temp registration.pdf	Download File
Complaint Description	Gmail - FORM.pdf	Download File
Complaint Description	Document (349) (1).pdf	Download File

User Information

Session Id: 8b094336-cf4c-4b2b-a74c-c8c49c537feb	Source IP: 71.112.166.162	Location: View Map Latitude: 40.3205146789551 Longitude: -80.1374893188477
Browser: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/129.0.0.0 Safari/537.36 Edg/129.0.0.0		



Re: 976252 [REDACTED] vs Lease Return Center

From Ziglar, Aaron M. <AZiglar@oag.state.va.us>

Date Mon 1/12/2026 2:11 PM

To dboardreply <dboard@mvdb.virginia.gov>

📎 9 attachments (13 MB)

Gmail - FORM.pdf; Online complaint-[REDACTED].pdf; Document (349) (1).pdf; driving history.pdf; Gmail - Dodge Challenger my verification of my adress via penn dot=- also need extension of temp registration.pdf; Gmail - Official Driver History.pdf; IMG_8508.jpg; IMG_8507.jpg; IMG_8509.jpg;

Dear Sir or Madam:

The Virginia Attorney General's Office has received the attached complaint. Upon review of the information provided, it appears that your agency may have proper jurisdiction over this matter. Accordingly, I respectfully submit it for your evaluation and action.

The complainant has been advised of this referral and should be contacted directly if more information is needed. If you have any additional information or need further assistance, my contact information is listed below.

Sincerely,



Aaron M. Ziglar | Dispute Resolution Specialist

Office of the Attorney General

202 North 9th Street

Richmond, Virginia 23219

O: (804) 786-1244 | M: | F:

AZiglar@oag.state.va.us

<https://www.oag.state.va.us>



Fw: Compliant - lease return center VA

From Betts, Shenae (MVDB) <Shenae.Betts@mvdb.virginia.gov>

on behalf of

dboardreply <dboard@mvdb.virginia.gov>

Date Mon 9/22/2025 8:29 AM

To ASAD@LEASERRETURNCENTERVA.COM <asad@leaserreturncenterva.com>; Ryan Prosser <ryan@leaserreturncenterva.com>

Good morning,

The Motor Vehicle Dealer Board has received a complaint against your dealership, please respond to this email in regards to a resolution on or before September 25, 2025.

Thanks,

Shay Betts

Consumer Assistance Analyst

From: [REDACTED]@icloud.com>

Sent: Saturday, September 20, 2025 1:28 PM

To: dboardreply <dboard@mvdb.virginia.gov>

Subject: Compliant - lease return center VA

Hi I bought a car 6/27/2025 from Return lease center of VA - Q50 2018 sport last 4 of vin 3315. My car was stolen from me the first/ second week I bought it and was found stripped & totaled police reported - GEICO paid me in full for the vehicle they paid it off the 21,717.01 what was financed through Capital one bank, with all this being said I also had a warranty through integrity through lease return center of VA of 1783.00, I called the bank to get my warranty refund they stated the dealer LEase return center only sent 783.00 of sept 2025. I'm still missing 1,000.00 . I called lease return center they told me we owe you nothing and I have to stop calling them. I have proof i paid 1783.00 for the warranty of the car they only paid me 783.00 through capital one bank - I have called lease return center in VA everyday of Sept 2025 all to say they will not pay me , we don't owe you. I have receipts the warranty refund is for 1783.00 I only received 783.00 missing 1,000.00. Capital one bank said they are waiting for the check from lease return center so they can pay me My car was totaled the first 30 days of me buying my car, integrity warranty said I'm entitled to a full refund of 1783.00 - I just want my \$1,000.00 so I can go on with my life Is their anyway you can help me

304/18



Re: Compliant - lease return center VA

From Betts, Shenae (MVDB) <Shenae.Betts@mvdb.virginia.gov>

on behalf of

dboardreply <dboard@mvdb.virginia.gov>

Date Mon 9/22/2025 8:29 AM

To [REDACTED]@icloud.com>

Good morning,

Your complaint has been sent to the dealer for review, I have asked that the dealer respond to this complaint on or before September 25, 2025.

The Motor Vehicle Dealer Board (Dealer Board) is a regulatory agency responsible for licensing dealers and salespersons to sell vehicles in the state of Virginia. As a licensing agency, repair, contractual disputes and monetary disputes are not within the jurisdiction of the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the Virginia Consumer Protection Act and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<http://www.vsb.org/vlrs/>

By providing the above information, the Dealer Board is not advocating or directing the suit of any specific individual.

Best Regards,

Shay Betts

Consumer Assistance Analyst

2201 West Broad Street #104

Motor Vehicle Dealer Board

Richmond, VA 23220

 Outlook

Re: Fw: Compliant - lease return center VA

From Ryan Prosser <ryan@leasereturncenterva.com>

Date Thu 9/25/2025 11:32 AM

To dboardreply <dboard@mvdb.virginia.gov>; Hamidi, Omar (MVDB) <Omar.Hamidi@mvdb.virginia.gov>; asad Najafe <anajafe@hotmail.com>

Cc ASAD@LEASERETURNCENTERVA.COM <asad@leasereturncenterva.com>

Hello,

In response to the complaint . Purchaser is correct, She was entitled to the full refund of 1783.00.This was never a question. The 783.00 payment was actually made by the warranty company. Once we receive notice that the payment was made, the difference is then submitted by us. i think quite possibly she misunderstood what was said to her. What was said was that we are not able to issue this directly to her, it must be issued to the lender. The lender would then handle disbursement of funds to her if she is owed money after the account with them is satisfied entirley. The balance has already been sent to capital one, her account will update accordingly once capital one applies this to the account, in some cases this can take upto 60days from the time the customers places the cancellation with the warranty company.

Thanks you!

Ryan Prosser

Lease Return Center / 703 441 2600

On Mon, Sep 22, 2025 at 8:29 AM dboardreply <dboard@mvdb.virginia.gov> wrote:

>

> Good morning,

>

> The Motor Vehicle Dealer Board has received a complaint against your dealership, please respond to this email in regards to a resolution on or before September 25, 2025.

>

>

> Thanks,

> Shay Betts

> Consumer Assistance Analyst

>

>

> From: [REDACTED]@icloud.com>

> Sent: Saturday, September 20, 2025 1:28 PM
> To: dboardreply <dboard@mvdb.virginia.gov>
> Subject: Compliant - lease return center VA
>

> Hi I bought a car 6/27/2025 from Return lease center of VA - Q50 2018 sport last 4 of vin 3315. My car was stolen from me the first/ second week I bought it and was found stripped & totaled police reported - GEICO paid me in full for the vehicle they paid it off the 21,717.01 what was financed through Capital one bank, with all this being said I also had a warranty through integrity through lease return center of VA of 1783.00, I called the bank to get my warranty refund they stated the dealer LEase return center only sent 783.00 of sept 2025. I'm still missing 1,000.00 . I called lease return center they told me we owe you nothing and I have to stop calling them. I have proof i paid 1783.00 for the warranty of the car they only paid me 783.00 through capital one bank - I have called lease return center in VA everyday of Sept 2025 all to say they will not pay me , we don't owe you. I have receipts the warranty refund is for 1783.00 I only received 783.00 missing 1,000.00. Capital one bank said they are waiting for the check from lease return center so they can pay me My car was totaled the first 30 days of me buying my car, integrity warranty said I'm entitled to a full refund of 1783.00 - I just want my \$1,000.00 so I can go on with my life Is their anyway you can help me



FW: Complaint

From dboardreply <dboard@mvdv.virginia.gov>
 Date Tue 2/17/2026 3:50 PM
 To dboardcomplaints@mvdv.virginia.gov <dboardcomplaints@mvdv.virginia.gov>

Best regards,

Michael Thornton (He/Him)
 Information Security Officer | AITR
 2201 West Broad Street, Suite 104, Richmond, VA 23220
 O: 804-998-7786 Ext: 3012
 Have a question? You can find most answers on our website! [Motor Vehicle Dealer Board](#)



The information in this email and any attachments may be confidential and privileged. Access to this email by anyone other than the intended addressee is unauthorized. If you are not the intended recipient (or the employee or agent responsible for delivering this information to the intended recipient), please notify the sender by reply email and immediately delete this email and any copies from your computer and/or storage system. The sender does not authorize the use, distribution, disclosure or reproduction of this email (or any part of its contents) by anyone other than the intended recipient(s). Additionally, no representation is made that this email and any attachments are free of viruses. Virus scanning is recommended and is the responsibility of the recipient.

From: [REDACTED]@icloud.com>
 Sent: Tuesday, July 29, 2025 12:35 PM
 To: dboardreply <dboard@mvdv.virginia.gov>
 Subject: Complaint

Hello,

I purchased a car on June 5 and since then I have had numerous issues with the dealer. Below are dates and issues that have occurred and I still do not have the car in my possession but am still continuing to pay on it.

- June 5- purchased car
- June 7- pest control (did not drive again until June 12 and did not drive prior to pest control)
- June 12- took to get exhaust work where shop noticed 2 messed up axles
- June 17- went to NTB where diagnostic showed 2 busted axles and control arms
- June 18- dropped car off to get work done but wanted to go through warranty company
- July 5- NTB was backed up and had done nothing with the car since drop off so we picked the car up
- July 7- took it to Kingstowne motorcar (which is through warranty)
- July 8- got diagnostic of a whole list of problems (picture listed and was told by service at Kingstowne that the car should have never passed inspection)
- July 8- took the car back to lease return center where vehicle was purchased to try and return vehicle and was advised they would take a look at list of problems and try to get fixed (which could possibly take close to a month) also was told we would get reimbursed for having to pay for pest control
- July 25- called lease return center to get update on car and was told it was picked up today to go to collision center and will "probably" receive a call back with update
- July 29- called multiple times to reach sale rep that sold me the car. Could not reach called back asking for manager multiple times but manger kept saying he was busy. Also have not received check for reimbursement.

I am tired of going back in forth to even get an update if the car will be fixed or if we need to return it

2 of 2

COOLING SYSTEM PRESSURE TEST TO CONFIRM LEAKS. PRESSURE TEST MAY LEAK TO WORSEN IF REPAIRS PERFORMED, POSSIBLE HOSE AND RADIATOR ISSUE *** RADIATOR SUPPORT IS BENT ****
 **** FRONT LOWER BALL JOINT AND FRONT SWAY BAR LINK BOOTS ARE BLOWN***
 **** REAR SUBFRAME IS BENT ***
 **** REAR ALL LOWER CONTROL ARMS ARE BENT (FORWARD AND REARWARD ARMS) ***
 **** RIGHT REAR WHEEL IS TOWED IN AND IS ALMOST HITTING REAR SWAY BAR ***
 *** BOTH REAR AXLES ARE BLOWN AND FENDER WELLS ARE COVERED IN AXLE GREASE ***

1.000	0.00	0.00	0.0
1.000	0.00	0.00	0.0
1.000	0.00	0.00	0.0
1.000	0.00	0.00	0.0
1.000	0.00	0.00	0.0
1.000	0.00	0.00	0.0

[Text entered here will appear in estimate footers.]

ESTIMATE ONLY - NOT PAID

Estimate



Kingstowne Service Center
 10439 Nokesville Rd.
 Manassas VA 20110
 (B)(571) 379-7330

Created: 7/7/2025 4:38 PM

Technici

Customer Information
[REDACTED] (M) [REDACTED] Warrenton VA 20187

Vehicle Information
2020 DODGE CHARGER Scat Pack V8 6.4L E: 6.4L V8 16- T: 8 Spd Automatic 8HP70 VIN: 2C3CDXGJ8LH107147 License: VA Color: MAROON Mileage (mi): 0 / 0

Operation/Part	Description	Quantity	Part	Labor	Othe
	*** LF CATALYTIC CONVERTER HAS BEEN HIT. EXHAUST HAS REAR MUFFLER DELETE, FLAP ACTUATORS HAVE BEEN RE-WIRED WITH TWIST AND TAPE REPAIR, RIGHT ACTUATOR IS HELD ON WITH COAT HANGER ***	1.000	0.00	0.00	0.0
	Comments Subtotal:		0.00	0.00	0.0

Date

ESTIMATE ONLY - NOT PAID

Estimate



Kingstowne Service Center

10439 Nokesville Rd.
 Manassas VA 20110
 (B)(571) 379-7330

Created: 7/7/2025 4:38 PM

Technici

Customer Information	
[REDACTED]	(M) [REDACTED]
Warrenton VA 20187	

Vehicle Information	
2020 DODGE CHARGER Scat Pack V8 6.4L	
E: 6.4L V8 16-	T: 8 Spd Automatic 8HP70
VIN: 2C3CDXGJ8LH107147	
License: VA Color: MAROON	
Mileage (mi): 0 / 0	

Operation/Part	Description	Quantity	Part	Labor	Othe
	****NTB RECOMMENDED FRONT AXLES AND CONTROL ARMS. CUSTOMER STATES THERE IS A COOLANT LEAK, TPMS LIGHT IS ON ***	1.000	0.00	0.00	0.00
	**** EXTENDED WARRANTY ****	1.000	0.00	0.00	0.00
	PERFORM MULTI POINT INSPECTION	0.200	0.00	0.00	0.00
	Diagnostics / Drivability Subtotal:		0.00	0.00	0.00
	**** CUSTOMER REQUEST ESTIMATE FOR REPLACING HEADLIGHTS WITH CUSTOMER SUPPLIED HEADLIGHTS ****	1.000	0.00	0.00	0.00
	*** FRONT LOWER SUBFRAME IS BENT ***	1.000	0.00	0.00	0.00
	*** RADIATOR SUPPORT IS BENT AND LOWER HOSE IS COVERED IN DRY COOLANT. RECOMMEND TO PERFORM COOLING SYSTEM PRESSURE TEST TO CONFIRM LEAKS. PRESSURE TEST MAY CAUSE LEAK TO WORSEN IF REPAIRS ARE NOT PERFORMED, POSSIBLE LOWER HOSE AND RADIATOR ISSUE ***	1.000	0.00	0.00	0.00
	*** RADIATOR SUPPORT IS BENT ****	1.000	0.00	0.00	0.00
	**** FRONT LOWER BALL JOINT AND FRONT SWAY BAR LINK BOOTS ARE BLOWN***	1.000	0.00	0.00	0.00
	**** REAR SUBFRAME IS BENT ***	1.000	0.00	0.00	0.00
	*** REAR ALL LOWER CONTROL ARMS ARE BENT (FORWARD AND REARWARD ARMS) ***	1.000	0.00	0.00	0.00
	**** RIGHT REAR WHEEL IS TOWED IN AND IS ALMOST HITTING REAR SWAY BAR ***	1.000	0.00	0.00	0.00
	*** BOTH REAR AXLES ARE BLOWN AND FENDER WELLS ARE COVERED IN AXLE	1.000	0.00	0.00	0.00

GREASE ***

[Text entered here will appear in estimate footers.]

ESTIMATE ONLY - NOT PAID

Estimate



Kingstowne Service Center

10439 Nokesville Rd.
Manassas VA 20110
(B)(571) 379-7330

Created: 7/7/2025 4:38 PM

Technici

Customer Information	
[REDACTED]	[REDACTED]
[REDACTED]	(M) [REDACTED]
Warrenton VA 20187	

Vehicle Information
2020 DODGE CHARGER Scat Pack V8 6.4L
E: 6.4L V8 16- T: 8 Spd Automatic 8HP70
VIN: 2C3CDXGJ8LH107147
License: VA Color: MAROON
Mileage (mi): 0 / 0

- Latayshia Rowe



FW: Formal Complaint – Unsafe Vehicle Sold & Possible Misrepresentation by Lease Return Center (VIN: JTJYWRBZ6F200534)

From dboardreply <dboard@mvdv.virginia.gov>

Date Tue 2/17/2026 3:52 PM

To dboardcomplaints@mvdv.virginia.gov <dboardcomplaints@mvdv.virginia.gov>

📎 2 attachments (2 MB)

██████████ inspection report.pdf; ██████████.pdf;

Best regards,

Michael Thornton (He/Him)

Information Security Officer | AITR

2201 West Broad Street, Suite 104, Richmond, VA 23220

O: 804-998-7786 Ext: 3012

Have a question? You can find most answers on our website! [Motor Vehicle Dealer Board](#)



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From: Jai Mahadeshwar <jaimahadeshwar@yahoo.co.uk>

Sent: Wednesday, July 16, 2025 9:37 AM

To: dboardreply <dboard@mvdv.virginia.gov>

Cc: Deepa Mahadeshwar <deepamahadeshwar@yahoo.com>

Subject: Formal Complaint – Unsafe Vehicle Sold & Possible Misrepresentation by Lease Return Center (VIN: JTJYWRBZ6F200534)

Dear Motor Vehicle Dealer Board,

I am submitting a formal complaint regarding a vehicle I purchased from Lease Return Center in Triangle, Virginia, which I believe was sold in unsafe condition and may involve misrepresentation and improper inspection practices.

Dealer Information:

- Business Name: Lease Return Center
- Location: Triangle, VA
- Date of Purchase: April 2025
- VIN: JTJYWRBZ6F200534

- Purchase Price: \$19,500
- Type of Sale: “As-is” contract

Nature of Complaint:

The day after I purchased the vehicle, I experienced serious steering issues. The vehicle was unsafe to drive, and I nearly lost control and struck the center divider. This indicates the defect existed at the time of sale.

I contacted the dealer immediately. Although they initially pointed to the “as-is” clause, they agreed to take the car back and “repair” the steering issue. I waited over 8 hours for the repair to be completed. However, I was never given any official documentation, and I am not a mechanic — so I have no way of verifying what was actually done. The steering issue has since returned and worsened.

Since then, I have made multiple attempts to contact the dealership, requesting a copy of the repair report and expressing ongoing safety concerns. I have also formally requested a full refund due to the unsafe condition of the vehicle, but have received no response at all from the dealer.

I obtained a copy of the Virginia Safety Inspection report, issued in February 2025, which shows “Steering and Suspension” marked OK. Given that the issue appeared immediately after purchase, I believe either:

- The defect existed during inspection and was missed or falsely certified, or
- The condition deteriorated before the sale, and the dealer failed to disclose or re-inspect the vehicle.

I contacted the Virginia State Police Safety Division, and while they acknowledged the concern, they explained they could not act because the vehicle had been “altered” after inspection. For clarity, the only “alteration” was the repair performed by the dealership itself, not by me.

Furthermore, if the dealership now requests that I return the vehicle for further evaluation or repair, I cannot comply — because the vehicle is currently not safe to drive long distances, especially for a 5-hour trip back to the dealer. Transporting it would require towing or a pickup, which I should not be responsible for given the unsafe condition and lack of dealer cooperation.

This raises serious concerns about the dealer’s transparency, conduct, and responsibility in the sale of a potentially unsafe vehicle. Additionally, I have found numerous public complaints about Lease Return Center involving similar issues — unsafe vehicles, failed inspections, and poor or no post-sale support.

- Yelp Reviews: <https://www.yelp.com/biz/lease-return-center-triangle>
- BBB F Rating and unresolved complaints:
<https://www.bbb.org/us/va/triangle/profile/used-car-dealers/lease-return-center-0241-236019647>

This appears to reflect a pattern of misconduct that may put more consumers at risk.

Requested Actions:

- Investigate whether the vehicle was misrepresented or sold unsafely
- Review whether the dealer is in compliance with Virginia sales and inspection laws
- Support my request for a full refund of \$19,500, given that the vehicle was sold in unsafe condition, improperly or questionably inspected, and the dealer has failed to provide documentation, resolve the issue, or even respond
- Provide guidance on the next steps for recovering my funds or escalating this matter further

Attachments:

- Virginia Safety Inspection Report (Feb 2025)
- Purchase Agreement
- Timeline of events and attempts to contact the dealership (deepa will send these in reply to this email)

Please confirm receipt of this complaint and advise if additional documentation is needed

Thanks for your time and help

Mr [REDACTED] and Mrs [REDACTED]

Sent from my iPhone



FW: Formal Complaint – Unsafe Vehicle Sold & Possible Misrepresentation by Lease Return Center (VIN: JTJYWRBZ6F200534)

From dboardreply <dboard@mvdv.virginia.gov>

Date Tue 2/17/2026 3:52 PM

To dboardcomplaints@mvdv.virginia.gov <dboardcomplaints@mvdv.virginia.gov>

Best regards,

Michael Thornton (He/Him)

Information Security Officer | AITR

2201 West Broad Street, Suite 104, Richmond, VA 23220

O: 804-998-7786 Ext: 3012

Have a question? You can find most answers on our website! [Motor Vehicle Dealer Board](#)



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From: [REDACTED]@yahoo.com>

Sent: Wednesday, July 16, 2025 1:04 PM

Cc: [REDACTED]@yahoo.co.uk>; dboardreply <dboard@mvdv.virginia.gov>

Subject: Re: Formal Complaint – Unsafe Vehicle Sold & Possible Misrepresentation by Lease Return Center (VIN: JTJYWRBZ6F200534)

Here is more evidence of communication with Lease centre

Regards

Begin forwarded message:

On Wednesday, July 16, 2025, 1:00 PM, [REDACTED]
<[REDACTED]@yahoo.com> wrote:

Morning,

The vehicle, just few mins ago, I did a gentle very slow U turn to the left on a quiet residential street and the what your machenic "supposedly fixed" is fully back!! A move louder grind.

Still awaiting a response and safety report and mechanics work.

Sent from Yahoo Mail for iPhone

On Tuesday, July 15, 2025, 6:15 PM, [REDACTED]
<[REDACTED]@yahoo.com> wrote:

The steering is now drifting and almost had two accidents!!!

I have not had the safety inspection nor the report from you mechanic!

This vehicle is feeling no longer safe and there is no way this car will pass safety testing in North Carolina.

We will bow be involving virginia state police Safety Division Inspection Division.

Regards
[REDACTED]

On Tuesday, July 15, 2025, 6:08 PM, Manuel Monrroy
<manuel@leasereturncenterva.com> wrote:

hey i see you calling im with a customer now give me a few

----- Forwarded message -----

From: [REDACTED]
<[REDACTED]@yahoo.com>
Date: Mon, Jul 14, 2025 at 12:48 PM
Subject: Re: Lexus nx300h black- repairs shall we take to our mechanic if you can't do
To: Manuel Monrroy <manuel@leasereturncenterva.com>
Cc: Ryan Prosser <ryan@leasereturncenterva.com>

Hi Manuel,

Hope your well.

I waited for your call last week. You said 20mins.

Appreciate your busy.

Please can I get an update on repairing my vehicle. Crazy that the car is worse from collecting it after spent the day in the hands of your manic.

Please note that I am travelling to Florida for my daughter to undergo surgery 29th July 2025. Safety is paramount!!

- 1) please confirm repair date.
- 2) please immediately provide the mechanic report for the work carried out on the car.
- 3) feb 2025 safety report is missing from my file.

Kind regards

[REDACTED]

Sent from Yahoo Mail for iPhone

On Monday, July 7, 2025, 5:10 PM, [REDACTED]
<[REDACTED]@yahoo.com> wrote:

Then you can transfer the cost he charges for fix

Sent from Yahoo Mail for iPhone

On Monday, July 7, 2025, 5:05 PM, [REDACTED]
[REDACTED]
<[REDACTED]@yahoo.com> wrote:

Hi

When can I get a response for when we can do the repairs.

Thanks

Sent from Yahoo Mail for iPhone

On Monday, July 7, 2025, 11:35 AM, [REDACTED]
[REDACTED]
<[REDACTED]@yahoo.com>
wrote:

Hi morning

Can I get an update on my car repairs which day it will be so I can plan accordingly.

We are away to see family in Florida 30th July. I don't want to drive the car feeling worried.

Also thank you I received the documents.

Wait to hear from you.

Sent from Yahoo Mail for iPhone

Begin forwarded message:

On Saturday, July 5, 2025,

9:39 AM, [REDACTED]

[REDACTED]

<[REDACTED]@yaho

o.com> wrote:

Manuel

Thanks for helping me earlier on Thursday.

Please can you inform Ryan the steering is almost back to what it originally was.

Your suggestion to bring the car back up is the right one.

Please can I leave this with you. Speak to your mechanics. We don't want to be hanging around till 8.30pm.

We don't want anything serious to happen whilst we are driving with family in car

Kind regards

[REDACTED]



Re: Request for Consumer Assistance 1132

From Handy, Diane (MVDB) <diane.handy@mvdb.virginia.gov>

on behalf of

dboardreply <dboard@mvdb.virginia.gov>

Date Fri 6/20/2025 8:31 AM

To [REDACTED]@gmail.com <[REDACTED]@gmail.com>

Good Morning,

Your consumer complaint was forwarded to Asad Najafe, owner of Lease Return Center, for review. It was requested that a reply be received by June 24, 2025.

As a licensing agency, repair issues are not within the jurisdiction of the Dealer Board. Therefore, it appears it may be necessary for you to pursue the issue through court for a resolution.

Below is a link for information that provides step-by-step instructions on the process necessary for individuals to follow when pursuing an issue through court. Also, you will find information regarding the Virginia Consumer Protection Act and the Virginia Lawyer Referral Services.

<http://www.courts.state.va.us/courts/gd/gdinfo.pdf>

<http://law.lis.virginia.gov/vacodepopularnames/virginia-consumer-protection-act/>

<https://www.vsb.org/>

By providing the above information the Dealer Board is not advocating or directing the suit of any specific individual.

Your complaint will remain on record against the dealership to assist in monitoring their activities.

Thanks,

Diane Handy

Consumer Assistance Analyst

From: [REDACTED]@gmail.com <[REDACTED]@gmail.com>

Sent: Thursday, June 19, 2025 11:23 PM

To: dboardreply <dboard@mvdb.virginia.gov>

Subject: Request for Consumer Assistance 1132

Name

[REDACTED]

Phone/Mobile

[REDACTED]

Email

[REDACTED]

Dealership Name

Lease Return Center

DealershipAddress

18313 Jefferson Davis Hwy, Triangle, Virginia, 22172

Dealership Point of Contact

Manuel

Phone/Mobile

+17034412600

Vehicle Identification Number (VIN)

JF1VA1A68J9805629

Consumer Request (2000 Character Max)

I purchased a used vehicle from [Dealership Name] on April 2, 2025 (VIN: JF1VA1A68J9805629). On June 5, 2025, just two months later, the vehicle suddenly broke down and became undrivable. I had to have it towed to a certified mechanic. Today, June 20, 2025, I was informed by the mechanic that the engine has completely failed and needs to be replaced, with an estimated cost between \$12,000 and \$15,000.

I believe this is a serious mechanical defect that likely existed at or before the time of sale. While the vehicle may have been sold "as-is," this level of failure so soon after purchase raises concerns about the dealership's inspection and disclosure practices.

I have notified the dealership in writing and am now requesting assistance from the Motor Vehicle Dealer Board in resolving this issue and holding the dealership accountable.

Accepts MVDB cannot provide legal advice

Accepted

Accepts Collection and Disclosure Policy

Accepted

Accepts Information May be Shared

Accepted

This form submitted at: <https://mvdb.virginia.gov/consumer-request-for-assistance/>

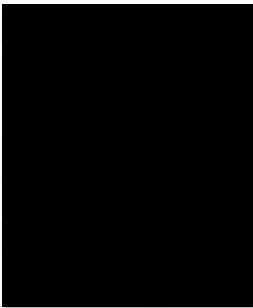
User Agent: Windows Chrome

Remote IP: [REDACTED]

© Motor Vehicle Dealer Board.

Created	ConsumerName	ViolationType
3/11/2026		Repair
3/2/2026		Court/monetary
2/17/2026		DMV reference
11/21/2025		court/monetary
10/15/2025		DMV reference
9/20/2025		Warranty refund - court/monetary
7/29/2025		Repair
7/16/2025		Repair
6/20/2025		Repair - court
Qty 9		
12/7/2024		court/monetary dispute
11/8/2024		DMV reference
7/10/2024		Court/monetary
4/24/2024		Court/monetary
11/20/2023		30 day tag violation
3/22/2022		30 day tag vilation
2/17/2022		Repair
8/4/2021		Inquiry Letter
4/20/2020		30 day tag violation
2/12/2020		Other
2/8/2017		Contractural
10/25/2016		30 day tag violation
10/19/2016		Court/monetary
12/15/2014		Court Monetary
6/3/2014		Court/Monetary
11/14/2013		Court /monetary
9/26/2012		Warranty
12/27/2011		Repar
5/27/2011		Repair
12/15/2010		Court/Monetary
1/20/2010		Court/Monetary

12/30/2009



Court/monetary

12/3/2007

Repair

10/15/2007

Other

9/24/2007

30 day tag violation

1/31/2007

Court/Monetary

1/31/2007

30 day tag violation

Qty 27

TOTAL 36

LEASE RETURN CENTER

Certificate#: 30418

18313 JEFFERSON DAVIS HWY
 , TRIANGLE VA 22172

Business Phone	Expiration	Inspection Date
(703) 441-2600	09/30/27	08/14/24 12:48 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
08/14/24	4	Random Inspection	PIAM	ID	1495.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	YES	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	995
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	NO	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	YES	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	YES	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	YES	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	YES	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	NO	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	YES	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
donegal mutual insurance company	1000122385	10/04/23 - 10/04/24	YES

Interview

MVDB
 Exhibit

5

LEASE RETURN CENTER

Certificate#: 30418

18313 JEFFERSON DAVIS HWY
, TRIANGLE VA 22172

Business Phone	Expiration	Inspection Date
(703) 441-2600	09/30/27	08/14/24 12:48 PM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
ryan prosser	general manager	Omar Hamidi		U

Regulatory Section

Action To Take

Regulatory Letter

Comments

Request review for regulatory action for violation of 46.2-1537

Field rep received a work order from the MVDB main office regarding a complaint by [REDACTED] stating that her buyer's order was signed by Joe Gonzales, who was an unlicensed salesperson when she purchased a 2019 Toyota Highlander (VIN # ending with 27033) from Lease Return Center on 06/11/2024.

After reviewing the sales folder for [REDACTED] field rep noticed that the buyer's order, arbitration agreement, test drive agreement and the acknowledgment of prior accidents were all signed by Mr. Joe (Joseph) Gonzales as the dealer's representative, who did not have a salesperson's license at the time of [REDACTED] retail sale (pictures taken).

The buyer's order had the printed name of the general manager Ryan Prosser as the salesperson but was signed by Joe Gonzales.

Mr. Prosser stated that he was handling [REDACTED] deal but when he got busy with something else, Joe Gonzales finished up the paperwork.

Mr. Prosser presented Joe Gonzales' MVDB-61 dated 05/07/2024, which was stamped by the MVDB main office on 05/14/2024 and returned back to the dealership because section 4 was not properly completed.

Mr. Prosser showed the highlighted section 4 being completed, dated 05/24/2024 and mailed back to the MVDB main office and mentioned that he has not heard anything back yet.

Field rep reviewed more sales folders to determine if Mr. Joe Gonzales was involved in more sales transactions but all the reviewed sales folders had mostly Ryan Prosser's signature and the other licensed salespersons' signatures.

Horizons shows that Mr. Joseph Gonzales had passed the salesperson's test at the DMV on 11/15/2023.

Dealer was advised not to let anyone engage in sales activities without having a valid salesperson's license.

LEASE RETURN CENTER

Certificate#: 30418

18313 JEFFERSON DAVIS HWY
 , TRIANGLE VA 22172

Business Phone	Expiration	Inspection Date
(703) 441-2600	09/30/27	09/05/24 13:07 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
09/05/24	4	Random Inspection	PIAM	ID	1495.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
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14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	NO	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
donegal mutual insurance company	1000122385	10/04/23 - 10/04/24	YES

MVDB
 Exhibit

6

Interview

LEASE RETURN CENTER

Certificate#: 30418

18313 JEFFERSON DAVIS HWY
, TRIANGLE VA 22172

Business Phone	Expiration	Inspection Date
(703) 441-2600	09/30/27	09/05/24 13:07 PM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
asad najafe	owner/operator	Omar Hamidi		U

Regulatory Section

Action To Take

Regulatory Letter

Comments

Request review for a CP (per Lisa Mack-Nelson) for violation of 46.2-1529 & 46.2-1539

Field rep received a forwarded complaint by the consumer [REDACTED]

Dealer failed to furnish the buyer intending to use the purchased vehicle on the public highway a written disclosure prior to retail sale that the following vehicle did not pass the state safety inspection:

- 2019 Dodge Charger / VIN # ending with 98885 / sold on: 07/20/2024 / buyer: [REDACTED]

The owner/operator Mr. Najafe stated that he was not aware of providing the buyer a written disclosure if a vehicle did not pass the state safety inspection.

According to the maintained record of the dealership this vehicle had failed the state safety inspection on 07/16/2024 due to the emission control (catalytic converter).

Dealer mentioned that in their online advertisement this modified catalytic converter was listed.

Dealer told field rep that he will contact the consumer to resolve this issue or potentially buy back the vehicle.

30418



COMMONWEALTH of VIRGINIA

Motor Vehicle Dealer Board

RETURN RECEIPT REQUESTED
9589 0710 5270 1227 5307 35

October 3, 2024

Asad Najafe
Lease Return Center #30418
18313 Jefferson Davis HWY
Triangle VA 22172

Re: Title 46.2. Of the Code of Virginia

Dear Asad Najafe.:

Enclosed you will find a Motor Vehicle Dealer Board (MVDB) dealer record of inspections dated August 14, 2024 and September 5, 2024, regarding alleged sales activity from your dealership by an individual identified as Joe Gonzales before being duly licensed as a salesperson and among other violations the failure provide a written disclosure indicating a vehicle did not pass state safety inspection to a retail buyer.

Virginia Code Section 46.2-1537 states that, "It shall be unlawful for any motor vehicle dealer or salesperson licensed under this chapter, directly or indirectly, to solicit the sale of a motor vehicle through a peculiarly interested person, or to pay, or cause to be paid, any commission or compensation in any form whatsoever to any person in connection with the sale of a motor vehicle, unless the person is duly licensed as a salesperson employed by the dealer."

§ 46.2-1539. Inspection of vehicles required; penalty.

No person required to be licensed as a dealer under this chapter shall sell at retail any motor vehicle which is intended by the buyer for use on the public highways, and which is required to comply with the safety inspection requirements provided in Article 21 (§ 46.2-1157 et seq.) of Chapter 10 unless between the time the vehicle comes into the possession of the dealer and the time it is sold at retail it is inspected

MVDB
Exhibit

7

Asad Najafe
Lease Return Center #30418
October 3, 2024
Page Two

by an official safety inspection station. In the event the vehicle is found not to be in compliance with all safety inspection requirements, the dealer shall either take steps to bring it into compliance or shall furnish any buyer intending it for use on the public highway a written disclosure, prior to sale, that the vehicle did not pass a safety inspection. Any person found guilty of violating any of the provisions of this section is guilty of a Class 1 misdemeanor.

Virginia Code Section 46.2-1507 gives the Motor Vehicle Dealer Board the authority to assess civil penalties that do not exceed \$1,000.00 for any single violation of Chapter 46.2 of the Code of Virginia; each unlicensed salesperson constitutes a separate violation.

Based on the information provided it has been determined that you should be offered the option to pay a civil penalty of \$500.00. \$250.00 for compensating an unlicensed salesperson and \$250.00 for failing to disclose a vehicle did not pass state safety inspection. This letter also serves as a written warning concerning the prohibition against or violating any of the Dealer Licensing Laws located at <https://mvdb.virginia.gov/codes-and-regulations>

If you do not file a written appeal requesting an Informal Fact-Finding Conference or pay the \$500.00 civil penalty on or before October November 4, 2024, we will consider this decision as final; and that you have waived your right to appeal. Failure to respond by the due date could result in the suspension or revocation of your licenses, and the agency placing the civil penalty into The Virginia Debt Set off Program.

Should you choose to appeal this civil penalty please understand that all violations issued against your dealership, including consumer complaints, may be submitted for consideration if an informal fact-finding conference is convened.

Direct your questions to the Field Representative Supervisor, Lisa Mack-Nelson at 804 367 1100, ext. 3005# or lisa.macknelson@mvdb.virginia.gov .

Sincerely,



William R. Childress
Executive Director

/Amn em: Field Representative Omar Hamidi

Nov. 12, 24
REVDISMA

REVDIS - REV-INFO INQUIRY D->

6:21 PM
30418 2104317001

->

Settlement#:	2104317001	Key Value:		Last Update	
Teller#:	MVBALM	RevTrnTyp:	509	MISREVPA	
Log#:	00003		BD NON-CSS REVE	MVBALM	
Cust Sess#:		Over/Short:		11/12/24	
Sess Cust#:		Fee Except:		18:21:15	
Amt Due:	250.00	Status:		Cts Info:	
Cash:					
Check:	250.00	Revenue Desc (1)	Code	Type	Amount
Charge:		DEALER BD FINES/PENA	0471-08110	MR	250.00

Customer#:
 Processed: 11/12/24
 Cost: 210
 Prod: 210
 NO LVR
 NO DEALER
 NO DISCOUNT

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
 HELP MAIN HQWK CMD CSESS BACK UP DOWN LEFT RIGHT CORR

pd. cp. #250
 Rec'd 10/24/24
 Complied
 updated Horizon

RECEIVED
 NOV 12 2024
 MVDB

LEASE RETURN CENTER

Certificate#: 30418

18313 JEFFERSON DAVIS HWY
 , TRIANGLE VA 22172

Business Phone	Expiration	Inspection Date
(703) 441-2600	09/30/27	11/12/25 12:20 PM

Dealership Info

Inspection Date	District	Inspection Type	Jurisdiction	License type	Processing Fee
11/12/25	4	Random Inspection	PIAM	ID	1495.00

Questions - Any question answered no must be explained.

#	Question	Answer	Amount
1	46.2-1534 Does the dealership sign contain the trade name in letters no less than 6 inches in height?	YES	
2	46.2-1533 Are Business Hours posted and maintained in compliance with the statute?	YES	
3	46.2-1510 Is the sales, service, and office space at least 250 sq. ft. devoted exclusively to the dealerships, is the dealership properly equipped, and has the dealership designated space for the display of at least 10 vehicles?	YES	
4	46.2-1515 Is the dealer certificate properly displayed in a conspicuous place?	YES	
5	46.2-1518 Is the list of salesperson(s) current and conspicuously displayed?	YES	
6	46.2-1530 Is the processing fee sign conspicuously displayed in a public sales area?	YES	995
7	46.2-1529 Are all employee and sales records, vehicle inventory records and titles, etc. properly completed and maintained for 5 years (or by computer with proper approval)?	YES	
8	46.2-1530 46.2-1529 Are copies (front and back) of titles maintained for completed sales?	YES	
9	46.2-1532 Are odometer records maintained in original or duplicated form for 5 years?	YES	
10	46.2-1542/46.2-1550.2/46.2-1559 Are all Plate records in proper order?	YES	
11	46.2-1548 46.2-1550 Are plates used as authorized and are written records maintained?	YES	
12	If online Dealer, are plates and decals kept in a secure location?	YES	
13	46.2-1537 Are all salespersons licensed and employees of the dealership (issued a W-2) and not independent contractors(issued a 1099)?	YES	
14	46.2-1539 Are all vehicles sold at retail safety inspected and records maintained?	YES	
15	Was a copy of the Audit Report provided to the Dealer representative?	YES	

Insurance

Insurer	Policy No.	Policy Dates	Plates Insured
donegal mutual insurance company	1000122385	10/04/25 - 10/04/26	YES

Interview

MVDB
 Exhibit

LEASE RETURN CENTER

Certificate#: 30418

18313 JEFFERSON DAVIS HWY
, TRIANGLE VA 22172

Business Phone	Expiration	Inspection Date
(703) 441-2600	09/30/27	11/12/25 12:20 PM

Interview

Interviewed	Position	Field Rep	Rep Phone#	Inspection Result
asad najafe	president	Omar Hamidi		S

Regulatory Section

Action To Take

None

Comments

Dealer was advised to submit the MVDB-41 to the main office for Eric Caldwell, Christopher Fleming and Ahmad Sarwari.

Copy of the audit sheet provided to Asad Najafe.

Majors, Ann (MVDB)

From: Majors, Ann (MVDB)
Sent: Friday, March 20, 2026 5:26 PM
To: Todras, Art
Cc: Handy, Diane (MVDB); Hamidi, Omar (MVDB)
Subject: Request for HO for IFFC Lease Return Center # 30418



Ann.Majors@mvdb.virginia.gov is using Virtru to send and receive encrypted email.

UNENCRYPTED INTRODUCTION

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Majors, Ann (MVDB)

From: Majors, Ann (MVDB)
Sent: Friday, March 20, 2026 5:36 PM
To: anajafe@leasereturncenterva.com
Cc: Smith, Kelley (MVDB); Mack-Nelson, Lisa (MVDB); Hamidi, Omar (MVDB); Handy, Diane (MVDB)
Subject: MVDB - Notice of Upcoming Informal Fact Finding Conference for Lease Return Center # 30418, Najafe
Attachments: MVDB_Notice toLease_30418_Najafe_Cons_Majors.pdf

Mr. Asad Najafe

Please see the attached letter that has been mailed to you certified mail. After reading the letter, if you have any procedural questions, please do not hesitate to contact me.

Ann Majors
Operations Manager
804-998-7785



Majors, Ann (MVDB)

From: ARTHUR TODRAS <todrasfamily@comcast.net>
Sent: Saturday, March 28, 2026 11:39 AM
To: Majors, Ann (MVDB); Handy, Diane (MVDB); Hamidi, Omar (MVDB)
Subject: IFFC for Asad Najafe, Lease Return Center
Attachments: NOH Asad Najafe Lease Return Center.pdf

Good Morning,

Please see the attached Notice of Hearing. The IFFC is scheduled on Thursday, April 9 at 11:00 am.

Mr. Najafe requested that when he is emailed the exhibits and the Zoom link, his general manager, Ryan Prosser, be copied: cc Ryan@Leasereturncenterva.com. Mr. Najafe's email is anajafe@leasereturncenterva.com.

Art

Majors, Ann (MVDB)

From: Majors, Ann (MVDB)
Sent: Friday, March 27, 2026 5:11 PM
To: ARTHUR TODRAS
Subject: RE: IFFC for Asad Najafe, Lease Return Center

If he doesn't call by EOB Monday – schedule the conference.

Ann Majors
Operations Manager
804-998-7785

From: ARTHUR TODRAS <todrasfamily@comcast.net>
Sent: Friday, March 27, 2026 3:48 PM
To: Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov>
Subject: RE: IFFC for Asad Najafe, Lease Return Center

Ann,

Here is where I stand so far with Asad Najafe. I called his dealership several times yesterday before I got Ryan Prosser, the general manager, on the line. Ryan assured me that Najafe would call me back within 24 hours. That was about 27 hours ago. At 1:40 this afternoon I called again and got an employee, who told me that Najafe was with a customer and would call me back when he was finished with the customer. I asked to have a message relayed to Najafe--that if he did not call me back by COB Monday, I would schedule the hearing anyway. So now I am still waiting for him to call back.

Incidentally, it is impossible to leave a voice mail at the dealership. Each department I try to connect to, whether it be Sales or Finance or Title and Registration, does not have voice mail set up. This could have a bearing on the case given the lack of responsiveness I observed in some of the consumer complaints.

Have a nice weekend.

Art

On 03/25/2026 11:16 AM EDT Majors, Ann (MVDB) <ann.majors@mvdb.virginia.gov> wrote:

Thank you!!

Ann Majors
Operations Manager
804-998-7785

From: ARTHUR TODRAS <todrasfamily@comcast.net>
Sent: Wednesday, March 25, 2026 11:16 AM
To: Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov>
Subject: RE: IFFC for Asad Najafe, Lease Return Center

I will try to schedule it the second or third week in April so I can return my report when you need it, Ann.

Art

On 03/25/2026 10:35 AM EDT Majors, Ann (MVDB)
<ann.majors@mvdb.virginia.gov> wrote:

Art – if possible, I need this hearing done and returned to me by April 24th.

Ann Majors

Operations Manager

804-998-7785

From: ARTHUR TODRAS <todrasfamily@comcast.net>
Sent: Wednesday, March 25, 2026 9:09 AM
To: Hamidi, Omar (MVDB) <Omar.Hamidi@mvdb.virginia.gov>; Handy, Diane (MVDB)
<diane.handy@mvdb.virginia.gov>
Cc: Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov>
Subject: Re: IFFC for Asad Najafe, Lease Return Center

Diane,

Please provide me with your Avoid dates in April.

Art Todras
MVDB Hearing Officer

On 03/23/2026 10:55 AM EDT Hamidi, Omar (MVDB)
<omar.hamidi@mvdb.virginia.gov> wrote:

Good morning,

I don't have any avoid dates in April.

Thank you!

Regards,

Omar Hamidi

Sent from my Verizon, Samsung Galaxy smartphone
[Get Outlook for Android](#)

From: ARTHUR TODRAS <todrasfamily@comcast.net>
Sent: Monday, March 23, 2026 10:34:48 AM
To: Handy, Diane (MVDB) <diane.handy@mvdb.virginia.gov>; Hamidi, Omar (MVDB) <omar.hamidi@mvdb.virginia.gov>
Cc: Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov>
Subject: IFFC for Asad Najafe, Lease Return Center

Good Morning, Diane and Omar,

Please email me your Avoid dates in April so I can proceed to schedule the IFFC for Asad Najafe. Ann has already given me her Avoid dates.

Thank you.

Art Todras
MVDB Hearing Officer

Majors, Ann (MVDB)

From: Ryan Prosser <ryan@leasereturncenterva.com>
Sent: Thursday, April 9, 2026 11:00 AM
To: Majors, Ann (MVDB)
Cc: Handy, Diane (MVDB); Hamidi, Omar (MVDB); Todras, Art; anajafe@leasereturncenterva.com
Subject: Re: Lease Return Ctr IFFC # 30418

We are logged in and waiting for the meeting to start.

Ryan
Lease Return Center

On Thu, Apr 9, 2026 at 7:19 AM Majors, Ann (MVDB) <Ann.Majors@mvdb.virginia.gov> wrote:

When: Thursday, April 9, 2026 11:00 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: Microsoft Teams Meeting

Note: The GMT offset above does not reflect daylight saving time adjustments.

~~*~*~*~*~*~*~*~*

Hello everyone:

The MVDB is inviting you to a scheduled TEAMS meeting. **Note: Asad Najafe** – I sent a separate email with all the documents we will be discussing.

Topic: Asad Najafe, Lease Return Center #30418, Consumer Informal Fact-Finding Conference

TIME: 11:00 a.m. Thursday, April 9, 2026

We will begin promptly at 11:00 AM. If you choose not to attend, please be aware this IFFC may go forward in your absence.

Be prepared to have your camera ON during the conference.

If you have any general questions regarding this email, please do not hesitate to contact me.



LICENSING COMMITTEE



MOTOR VEHICLE DEALER BOARD



DMV Headquarters
2300 W. Broad St. Rm 702
Richmond VA 23220

TENTATIVE AGENDA
Monday, May 11, 2026 – 9:10 a.m. or
Immediately following the Dealer Practices Committee

LICENSING COMMITTEE

This is a regular meeting of the Committee. Business will be conducted according to items listed on the agenda.

I. Call to Order

II. Approval of Agenda

- a. Licensing Committee Meeting Tentative Agenda, May 11, 2026

III. Approval of Minutes

- a. Licensing Committee Meeting Draft Minutes, March 9, 2025

IV. Public Comment Period*

V. Old Business

- a. Old Business from the Floor

VI. New Business

- a. New Business from the Floor

VII. Reminders

- a. Next Committee meeting is July 13, 2026

VIII. Adjourn

* Public comments are limited to those topics that are listed on this Agenda and for which the opportunity for public comment on the issue being addressed has not been previously afforded to the public in another forum such as a public hearing. The individual offering public comment shall limit their remarks to not more than five minutes.

Minutes of Meeting **Dealer Licensing Committee**

The Dealer Practices Committee meeting was called to order by Chair Tim Pohanka at 9:41 a.m. on Monday, March 9, 2026. This meeting was conducted at the Department of Motor Vehicles, 2300 W. Broad Street, Executive Conference Room 702, Richmond, Virginia.

The following Committee members were present:

M'Lissa Dunn
Carl Hart
Chip Lindsay
Edward Maulbeck
Dick Myers
Tim Pohanka
Don Sullivan
Andrew Wiley

The following Board members were absent:

Tom Bates
Lynn Martin
Kevin Reynolds
Jeff Ryer

Other Board Members present:

Gail Davis
Joe Gopaul
Gerald F. Lackey, PhD.

The following MVDB staff present for all or part of the meeting:

Micah Bailey
Latasha Hill
Lisa Mack-Nelson
Ann Majors
Kelley Smith
Michael Thornton
Tenisha Wallace

The following other individuals were present for all or part of the meeting:

Barbara Arkwright - DMV
Diane Adams-Strickland - DMV
Melanie Lester - DMV
Alacia Moore - DMV
Anne Gambardella - VADA
Mimi Perka - VADA
Alvin Melendez - VIADA

Tommie Melendez - VIADA
Chiquita Danielle Tillar – Respondent
Pat McNichol – Attorney, Kelly Guzzo PLC
John Summer - JTZ

Alexander Page represented the Attorney General’s office.

The November 10, 2025 meeting minutes were approved.

PUBLIC COMMENT – No public comment.

OLD BUSINESS – No old business.

OLD BUSINESS FROM THE FLOOR – No old business from the floor.

NEW BUSINESS –

Review and Action: Informal Fact-Finding Conferences:

PH Rides, LLC and Antinia Joiner #57506. On February 19, 2026, an informal fact-finding conference was conducted to address the alleged violations of VA Code Sections 46.2-1529, 46.2-1529.1, 46.2-1537, 46.2-1539, 46.2-1550.2, 46.2-1559 and 46.2-1575(6). Based on the information provided at the conference, the Hearing Officer recommended the assessment of a \$423,250 civil penalty; a satisfactory inspection of dealer records, conducted with the dealer present, including proper use of the PoD system; successful completion of the two-day Dealer-Operator course; and suspension until such time as the Dealer-Operator course is successfully completed.

Andrew Wiley moved to revise the Hearing Officer’s recommendation with a \$423,250 civil penalty within 30 days and a revocation of the license.

M’lissa Dunn seconded. The motion carried.

Roy Wayne Basham, Jr. #51439. On November 18, 2025, an informal fact-finding conference was conducted to address the alleged violations of VA Code Sections 46.2-1550, 46.2-1575(6), (9), (13) and (15). Based on the information provided at the conference, the Hearing Officer recommended assessing a civil penalty of \$3,000 and a revocation of the license.

Andrew Wiley moved to accept the hearing officer’s recommendation of assessing a \$3,000 civil penalty and a revocation of the license.

M’Lissa Dunn seconded. The motion carried.

Andrey A. Kozlov #58471. On February 24, 2026, an informal fact-finding conference was conducted to address the alleged violations of VA Code Sections 46.2-

1539, 46.2-1547, 46.2-1574, 46.2-1575(2), (6) and (9). Based on the information provided at the conference, the Hearing Officer recommended assessing a \$10,500 civil penalty; successful completion of the Dealer-Operator course to ensure understanding of proper procedures; suspension until the Dealer-Operator course is successfully completed; and a post-inspection follow-up after a successful course completion.

M'Lissa Dunn moved to revise the Hearing Officer's recommendation with a \$10,500 civil penalty within 30 days and a revocation of the license.

Andrew Wiley seconded. The motion carried.

Chiquita Danielle Tillar #34539. On February 18, 2026, an informal fact-finding conference was conducted to address the alleged violations of VA Code Sections 46.2-1575(13). Based on the information provided at the conference, the Hearing Officer recommended that the application for licensure be denied.

Chiquita Danielle Tillar was present and spoke on her own behalf.

Andrew Wiley moved to continue the matter until the May 11, 2026 meeting to allow for testimony from the employer/owner of City to City Auto Sales.

M'Lissa Dunn seconded the motion. Ed Maulbeck voted nay. The motion carried.

NEW BUSINESS FROM THE FLOOR – Committee members raised the topic of case assignments. The Executive Director advised that this matter would be addressed in the Executive Director's report during the full Board meeting.

NEXT MEETING - Committee Chair Pohanka announced the next meeting is scheduled for May 11, 2026.

The Dealer Practices Committee meeting adjourned at 10:16 a.m.



ADVERTISING COMMITTEE



MOTOR VEHICLE DEALER BOARD



DMV Headquarters
2300 W. Broad St. Rm 702
Richmond VA 23220

TENTATIVE AGENDA
Monday, May 11, 2026 – 9:20 a.m. or
Immediately following the Dealer Licensing Committee

ADVERTISING COMMITTEE

This is a regular meeting of the Committee. Business will be conducted according to items listed on the agenda.

I. Call to Order

II. Approval of Agenda

- a. Advertising Committee Meeting Tentative Agenda, May 11, 2026

III. Approval of Minutes

- a. Dealer Licensing Committee Meeting Draft Minutes, March 9, 2025

IV. Public Comment Period*

V. Old Business

- a. New Advertising Sub-Committee Member
- b. Old Business from the Floor

VI. New Business

- a. New Business from the Floor

VII. Reminders

- a. Next Committee meeting is July 13, 2026

VIII. Adjourn

* Public comments are limited to those topics that are listed on this Agenda and for which the opportunity for public comment on the issue being addressed has not been previously afforded to the public in another forum such as a public hearing. The individual offering public comment shall limit their remarks to not more than five minutes.

DRAFT

Minutes of Meeting **Advertising Committee**

The Advertising Committee meeting was called to order by Chair Tim Pohanka at 10:17 a.m. on Monday, March 9, 2026. This meeting was conducted at the Department of Motor Vehicles, 2300 W. Broad Street, Executive Conference Room 702, Richmond, Virginia.

The following Committee members were present:

Gail Davis
M'Lissa Dunn
Joe Gopaul
Chip Lindsay
Edward Maulbeck
Tim Pohanka
Don Sullivan
Andrew Wiley

The following Committee members were absent:

Tom Barton
Tom Bates
Kevin Reynolds
Jeff Ryer

Other Board Members present:

Carl Hart
Gerald F. Lackey, PhD.
Dick Myers

The following MVDB staff present for all or part of the meeting:

Micah Bailey
Latasha Hill
Lisa Mack-Nelson
Ann Majors
Kelley Smith
Michael Thornton
Tenisha Wallace

The following other individuals were present for all or part of the meeting:

Barbara Arkwright - DMV
Diane Adams-Strickland - DMV
Melanie Lester - DMV
Alacia Moore - DMV
Anne Gambardella - VADA
Mimi Perka - VADA
Alvin Melendez - VIADA
Tommie Melendez - VIADA

Chiquita Danielle Tillar – Respondent
Pat McNichol – Attorney, Kelly Guzzo PLC
John Summer - JTZ

Alexander Page represented the Attorney General’s office.

The November 10, 2025 meeting minutes were approved.

PUBLIC COMMENT – No public comment.

OLD BUSINESS – No old business.

OLD BUSINESS FROM THE FLOOR – No old business from the floor.

NEW BUSINESS –

New Advertising Sub-Committee Member:

M'Lissa Dunn volunteered to be a new member of the Advertising Sub-Committee.

A meeting of the Advertising Sub-Committee will be held on May 11, 2026, following the full Board meeting, to discuss advertising violation software and other related matters.

NEW BUSINESS FROM THE FLOOR – Members discussed issuing a request for bids for advertising violation software. Staff advised that additional information would be obtained and presented to the Board at a future meeting.

NEXT MEETING - Committee Chair Pohanka announced the next meeting is scheduled for May 11, 2026.

The Dealer Practices Committee meeting adjourned at 10:21 a.m.



TRANSACTION RECOVERY FUND COMMITTEE



MOTOR VEHICLE DEALER BOARD



DMV Headquarters
2300 W. Broad St. Rm 702
Richmond VA 23220

TENTATIVE AGENDA
Monday, May 11, 2026 – 9:30 a.m. or
Immediately following the Advertising Committee

TRANSACTION RECOVERY FUND COMMITTEE

This is a regular meeting of the Committee. Business will be conducted according to items listed on the agenda.

I. Call to Order

II. Approval of Agenda

- a. Transaction Recovery Fund Committee Meeting Tentative Agenda, May 11, 2026

III. Approval of Minutes

- a. Transaction Recovery Fund Committee Meeting Draft Minutes, March 9, 2025

IV. Public Comment Period*

V. Old Business

- a. Old Business from the floor

VI. New Business

- a. New Business from the floor

VII. Reminders

- a. Next Committee Meeting is July 13, 2026

VIII. Adjourn

* Public comments are limited to those topics that are listed on this Agenda and for which the opportunity for public comment on the issue being addressed has not been previously afforded to the public in another forum such as a public hearing. The individual offering public comment shall limit their remarks to not more than five minutes.

Minutes of Meeting **Transaction Recovery Fund Committee**

The Transaction Recovery Fund Committee meeting was called to order by Chair Andrew Wiley at 10:23 a.m. on Monday, March 9, 2026. This meeting was conducted at the Department of Motor Vehicles, 2300 W. Broad Street, Executive Conference Room 702, Richmond, Virginia.

The following Committee members were present:

M'Lissa Dunn
Joe Gopaul
Chip Lindsay
Edward Maulbeck
Dick Myers
Tim Pohanka
Don Sullivan
Andrew Wiley

The following Committee members were absent:

Tom Barton
Tom Bates
Lynn Martin
Kevin Reynolds
Jeff Ryer

Other Board Members present:

Gail Davis
Carl Hart
Gerald F. Lackey, PhD.
Tim Pohanka

The following MVDB staff present for all or part of the meeting:

Micah Bailey
Latasha Hill
Lisa Mack-Nelson
Ann Majors
Kelley Smith
Michael Thornton
Tenisha Wallace

The following other individuals were present for all or part of the meeting:

Barbara Arkwright - DMV
Diane Adams-Strickland - DMV
Melanie Lester - DMV
Alacia Moore - DMV
Anne Gambardella - VADA
Mimi Perka - VADA

Alvin Melendez – VIADA
Tommie Melendez - VIADA
Chiquita Danielle Tillar – Respondent
Pat McNichol – Attorney, Kelly Guzzo PLC
John Summer - JTZ

Alexander Page represented the Attorney General’s office.

The November 10, 2025 meeting minutes were approved.

PUBLIC COMMENT – No public comment.

OLD BUSINESS – No old business.

OLD BUSINESS FROM THE FLOOR – No old business from the floor.

NEW BUSINESS –

Review and Action: Informal Fact-Finding Conferences:

Jaime McAllister v. Autoline of VA, Inc. and Caspian Auto House, Inc. On December 22, 2025, a conference was held to consider an award of compensation arising from a default judgment from the Motor Vehicle Transaction Recovery Fund. Based on the information provided at the conference, the Hearing Officer recommends that the claim meets the Fund requirements and a payment of \$21,965.45 should be considered.

Pat McNichol, Attorney at Kelly Guzzo PLC was in attendance to speak on behalf of Jamie McAllister.

M’lissa Dunn moved to accept the Hearing Officer’s recommendation.

Dick Myers seconded. The motion carries.

Tim Pohanka motioned that the Committee Meeting be recessed, and immediately reconvene in closed meeting for the purpose of consultation with legal counsel regarding specific legal matter requiring the provision of legal advice regarding Virginia Code §§ 46.2-1527 (3),(4) and (5) as permitted by § 2.2-3711(A) 8 of the Code of Virginia.

Additionally, Mr. Pohanka motions that the following non-members attend the closed meeting because their presence in the closed meeting is deemed necessary and will reasonably aid in the consideration of the topic: Ms. Davis, Mr. Hart, Commissioner Lackey, Ms. Smith, Ms. Wallace, Ms. Majors, Ms. Hill, Ms. Mack-Nelson, Mr. Thornton, Mr. Bailey, Mr. Page.

This motion is made with respect to the matters identified as agenda item Roman Numeral VI.a.1 (6.a.1) – Review and Action: Informal Fact-Finding Conference: Jaime McAllister v. Autoline of VA, Inc. and Caspian Auto House, Inc.

Ed Maulbeck seconded the motion. The motion carried.

Mr. Pohanka read the certification of Closed Meeting:

WHEREAS, the Transaction Recovery Fund Committee of the Motor Vehicle Dealer Board has convened a closed meeting on this date pursuant to an affirmative recorded vote in accordance with the provisions of the Virginia Freedom of Information Act; and

WHEREAS, § 2.2-3712 of the Code of Virginia requires a certification by this Board that such closed meeting was conducted in conformity with Virginia law;

NOW, THEREFORE, BE IT RESOLVED that the Transaction Recovery Fund Committee of the Motor Vehicle Dealer Board hereby certifies that, to the best of each member's knowledge, (i) only public business matters lawfully exempted from open meeting requirements by Virginia law were discussed in the closed meeting to which this certification resolution applies and (ii) only such public business matters as were identified in the motion convening the closed meeting were heard, discussed or considered by the Board.

Roll Call Vote:

AYES: M'Lissa Dunn, Joe Gopaul, Chip Lindsay, Edward Maulbeck, Dick Myers, Tim Pohanka, Don Sullivan, Andrew Wiley

NAYS: 0

NEW BUSINESS FROM THE FLOOR – No new business from the floor.

NEXT MEETING - Committee Chair Andrew Wiley announced the next meeting is scheduled for May 11, 2026.

The Dealer Practices Committee meeting adjourned at 11:25 a.m.



FULL BOARD



MOTOR VEHICLE DEALER BOARD



DMV Headquarters
2300 W. Broad St. Rm 702
Richmond VA 23220

TENTATIVE AGENDA
Monday, May 11, 2026 – 10:00 a.m. or 15 minutes
Immediately following the Transaction Recovery Fund Committee

MOTOR VEHICLE DEALER BOARD

This is a regular meeting of the Board. Business will be conducted according to items listed on the agenda.

I. Call to Order

II. Approval of Agenda

- a. Motor Vehicle Dealer Board Meeting Tentative Agenda, May 11, 2026

III. Approval of Minutes

- a. Motor Vehicle Dealer Board Meeting Draft Minutes, March 9, 2025

IV. Public Comment Period*

V. Committee Reports

- a. Dealer Practices Committee

- 1. Review and Action: Informal Fact-Finding Conference:

- i. Autosource LLC and Dwain G. Tolliver - #35047 Tab 1
- ii. Expert Auto Outlet LLC and Celia Canas - #51078 Tab 2
- iii. First Class Auto Sales LLC and Joseph Joe - #43315 Tab 3
- iv. Mega Auto Outlet LLC and Rukhsana Akbar - #52929 Tab 4
- v. AMG Motors, Inc. t/a Lease Return Center and Asad Najafe - #30418 Tab 5

- b. Licensing Committee

- c. Advertising Committee

- d. Transaction Recovery Fund Committee

VI. Old Business

- a. Old Business from the floor

VII. New Business

- a. Association Updates – VIADA/VADA
- b. Resolutions – Maher, Ryer, Bates
- c. New Business from the floor

VIII. Executive Director Report

IX. Reminders

- a. Next Board Meeting is July 13, 2026
- b. Complete Conflict of Interest Form

X. Adjourn

* Public comments are limited to those topics that are listed on this Agenda and for which the opportunity for public comment on the issue being addressed has not been previously afforded to the public in another forum such as a public hearing. The individual offering public comment shall limit their remarks to not more than five minutes.

Minutes of Meeting **Motor Vehicle Dealer Board**

The Motor Vehicle Dealer Board meeting was called to order by Chair Gerald F. Lackey at 11:41 a.m. on Monday, March 9, 2026. This meeting was conducted at the Department of Motor Vehicles, 2300 W. Broad Street, Executive Conference Room 702, Richmond, Virginia.

The following Board members were present:

Gail Davis
M'Lissa Dunn
Joe Gopaul
Carl Hart
Gerald F. Lackey, PhD.
Chip Lindsay
Ed Maulbeck
Dick Myers
Tim Pohanka
Don Sullivan
Andrew Wiley

The following Committee members were absent:

Tom Barton
Tom Bates
Lynn Martin
Kevin Reynolds
Jeff Ryer

The following MVDB staff present for all or part of the meeting:

Micah Bailey
Latasha Hill
Lisa Mack-Nelson
Ann Majors
Kelley Smith
Michael Thornton
Tenisha Wallace

The following other individuals were present for all or part of the meeting:

Barbara Arkwright - DMV
Diane Adams-Strickland - DMV
Anne Gambardella - VADA
Mimi Perka - VADA
Alvin Melendez - VIADA
Tommie Melendez - VIADA
Chiquita Danielle Tillar - Respondent
Omar White - Owner, City to City Auto Sales
Pat McNichol - Attorney, Kelly Guzzo PLC
John Summer - JTZ

Alexander Page represented the Attorney General's office.

The November 10, 2025 meeting minutes were approved.

PUBLIC COMMENT – No public comment.

STATUTORY COMMITTEE REPORTS

Dealer Practices Committee

Committee Chair Andrew Wiley summarized discussions held and actions taken during the Committee Meeting.

Review and Action: Informal Fact-Finding Conferences:

Chris Automotive LLC and Christopher Todd Shifflett #52682. The Committee Chair Andrew Wiley, motioned to assess a \$750.00 civil penalty within 30 days and a satisfactory follow-up inspection within 45 days.

Tim Pohanka seconded the motion. The motion carried.

Flywheels LLC and David P. Harlow #48614. The Committee Chair Andrew Wiley, motioned to assess a \$1,250 civil penalty within 30 days, a satisfactory inspection of dealer records with the dealer present within 60 days, and a successful completion of the 2-day Dealer-Operator course within 60 days.

M'Lissa Dunn seconded the motion. The motion carried.

EZ Rides 4 U, LLC and Holly Daniel #56994. The Committee Chair Andrew Wiley, motioned to assess a civil penalty of \$407,000 within 30 days and a revocation of the license.

Dick Myers seconded the motion. The motion carried.

Licensing Committee

Committee Chair Tim Pohanka summarized discussions held and actions taken during the Committee Meeting.

Review and Action: Informal Fact-Finding Conferences:

PH Rides, LLC and Antinia Joiner #57506. The Committee Chair Tim Pohanka, motioned to assess a \$423,250 civil penalty within 30 days and a revocation of the license.

M'Lissa Dunn seconded the motion. The motion carried.

Roy Wayne Basham, Jr. #51439. The Committee Chair Tim Pohanka, motioned to assess a \$3,000 civil penalty within 30 days and a revocation of the license.

Don Sullivan seconded the motion. The motion carried.

Andrey A. Kozlov #58471. The Committee Chair Tim Pohanka, motioned to assess a \$10,500 civil penalty within 30 days and a revocation of the license.

Gail Davis seconded the motion. The motion carried.

Chiquita Danielle Tillar #34539. Omar White, owner of City to City Auto Sales was present and spoke on behalf of their employee, Chiquita Danielle Tillar.

Don Sullivan moved to amend the Committee's recommendation and grant the salesperson license.

Tim Pohanka seconded the motion. The motion carried.

The Board discussed the reporting of convictions and whether a policy or statutory change may be warranted.

Advertising Committee

Committee Chair Tim Pohanka summarized discussions held and actions taken during the Committee Meeting.

Pohanka reported that M'Lissa Dunn was appointed as a new member of the Advertising Sub-Committee.

A Sub-Committee meeting is scheduled for May 11, 2026 following the full Board meeting.

The Committee also advised that information regarding advertising review companies will be gathered.

Transaction Recovery Fund Committee

Committee Chair Andrew Wiley summarized discussions held and actions taken during the Committee Meeting.

Review and Action: Informal Fact-Finding Conferences:

Jaime McAllister v. Autoline of VA, Inc. and Caspian Auto House, Inc. Pat McNichol, Attorney at Kelly Guzzo PLC was in attendance to speak on behalf of Jamie McAllister.

The Committee Chair Andrew Wiley, motioned to approve the Hearing Officer's decision to pay claim of \$21,965.45.

M'Lissa Dunn seconded the motion. The motion carried.

The Board discussed seeking an opinion from the Office of the Attorney General regarding the interpretation of VA Code §46.2-1527.4.

OLD BUSINESS:

Review and Action: Formal Hearing Reconsideration

Pamela McZeal v. John D. Wilson. Andrew Wiley moved to deny the petition for reconsideration and to affirm the Board's November 12, 2025 decision not to pay the claim.

Ed Maulbeck seconded the motion. The motion carried.

OLD BUSINESS FROM THE FLOOR – No old business from the floor.

EXECUTIVE DIRECTOR'S REPORT –

1. The Executive Director discussed the statutory requirements regarding electronic meetings and recommended that the Board cease recording and posting meeting recordings on YouTube or the website, noting that the official record of meetings is the meeting minutes. VIADA and VADA concurred with this recommendation.

A motion was made

Andrew Wiley moved to discontinue recording and posting the Motor Vehicle Dealer Board meetings.

Don Sullivan seconded the motion. The motion carried unanimously.

2. The Board discussed assigning cases to committees based on the substance of each case, rather than the recommended outcome.
3. The Executive Director informed the Board of changes to the voicemail tree and email system.
4. The Executive Director advised the Board of a new capability to terminate salesperson licenses online.
5. The Executive Director sought input from the Board regarding the continuation of Dealer Talk versus the creation of a license lookup feature.

The consensus of the Board was to maintain Dealer Talk and forego developing a license lookup feature.

6. The Executive Director discussed resolutions to honor former Board members. The consensus of the Board was to proceed with the resolutions.

NEW BUSINESS –

Association Updates:

VADA: Anne Gambardella indicated nothing to report.

VIADA: Alvin Melendez indicated nothing to report.

Delegation of Authority:

Wiley moved to delegate authority to the Executive Director for any petitions for reconsideration pursuant to VA Code § 2.2-4023.1.

Myers seconded the motion. The motion carried unanimously.

NEW BUSINESS FROM THE FLOOR – M'lissa Dunn requested to receive the Board book earlier than the Friday before the meeting. MVDB staff informed the Board that efforts are being made to provide the Board book approximately two weeks in advance to allow sufficient preparation time.

The Board discussed the timing and requirements for conflict-of-interest forms, biennial training, and the annual financial disclosure statement. The Executive Director noted that the Board's biennial training would be completed at the last Board meeting every other year.

Board Chair Gerald F. Lackey announced the next meeting is scheduled for May 11, 2026.

The Motor Vehicle Dealer Board meeting adjourned at 1:13 p.m.

Commonwealth of Virginia



MOTOR VEHICLE DEALER BOARD

Resolution To

Tom Bates

WHEREAS, Tom Bates faithfully and diligently served as a member of the Motor Vehicle Dealer Board from 2021 to 2026; and

WHEREAS, Tom Bates has given generously of his knowledge, time, and talent to the Board, including serving as Vice-Chair of the Board's Transaction Recovery Fund Committee and a member of the Board's other statutory committees, as well as, providing expertise to the Board as needed; and

WHEREAS, Tom Bates endeavored always to protect the health, safety, and well-being of the public by rendering fair and wise decisions, which were in the best interest of the Board and the Commonwealth's citizens; and

WHEREAS, the Motor Vehicle Dealer Board acknowledges its gratitude and deepest appreciation for the devoted service of Tom Bates, who is highly regarded by the members of the Board and the citizens of the Commonwealth.

NOW, THEREFORE, BE IT RESOLVED, by the Motor Vehicle Dealer Board, this eleventh day of May, in the year two-thousand and twenty-six, that Tom Bates be given all honors and respect due for his outstanding service to the Commonwealth, its citizens, and the Motor Vehicle Dealer Board; and

BE IT FURTHER RESOLVED, that this Resolution be presented to him and be made a part of the official minutes of the Board so that all may know of the high regard in which he is held.

Gerald F. Lackey, PhD, Chair
Motor Vehicle Dealer Board

Kelley P. Smith, Executive Director
Motor Vehicle Dealer Board

Commonwealth of Virginia



MOTOR VEHICLE DEALER BOARD

Resolution To

Chris Maher

WHEREAS, Chris Maher faithfully and diligently served as a member of the Motor Vehicle Dealer Board from 2017 to 2025; and

WHEREAS, Chris Maher has given generously of his knowledge, time, and talent to the Board, including serving as a Board Vice Chair, Chair of the Transaction Recovery Fund Committee, and a member of the Board's other statutory committees, as well as, providing expertise to the Board as needed; and

WHEREAS, Chris Maher endeavored always to protect the health, safety, and well-being of the public by rendering fair and wise decisions, which were in the best interest of the Board and the Commonwealth's citizens; and

WHEREAS, the Motor Vehicle Dealer Board acknowledges its gratitude and deepest appreciation for the devoted service of Chris Maher, who is highly regarded by the members of the Board and the citizens of the Commonwealth.

NOW, THEREFORE, BE IT RESOLVED, by the Motor Vehicle Dealer Board, this eleventh day of May, in the year two-thousand and twenty-six, that Chris Maher be given all honors and respect due for his outstanding service to the Commonwealth, its citizens, and the Motor Vehicle Dealer Board; and

BE IT FURTHER RESOLVED, that this Resolution be presented to him and be made a part of the official minutes of the Board so that all may know of the high regard in which he is held.

Gerald F. Lackey, PhD, Chair
Motor Vehicle Dealer Board

Kelley P. Smith, Executive Director
Motor Vehicle Dealer Board

Commonwealth of Virginia



MOTOR VEHICLE DEALER BOARD

Resolution To

Jeff Ryer

WHEREAS, Jeff Ryer faithfully and diligently served as a member of the Motor Vehicle Dealer Board from 2025 to 2026; and

WHEREAS, Jeff Ryer has given generously of his knowledge, time, and talent to the Board, including serving as a member of the Board's statutory committees, as well as, providing expertise to the Board as needed; and

WHEREAS, Jeff Ryer endeavored always to protect the health, safety, and well-being of the public by rendering fair and wise decisions, which were in the best interest of the Board and the Commonwealth's citizens; and

WHEREAS, the Motor Vehicle Dealer Board acknowledges its gratitude and deepest appreciation for the devoted service of Jeff Ryer, who is highly regarded by the members of the Board and the citizens of the Commonwealth.

NOW, THEREFORE, BE IT RESOLVED, by the Motor Vehicle Dealer Board, this eleventh day of May, in the year two-thousand and twenty-six, that Jeff Ryer be given all honors and respect due for his outstanding service to the Commonwealth, its citizens, and the Motor Vehicle Dealer Board; and

BE IT FURTHER RESOLVED, that this Resolution be presented to him and be made a part of the official minutes of the Board so that all may know of the high regard in which he is held.

Gerald F. Lackey, PhD, Chair
Motor Vehicle Dealer Board

Kelley P. Smith, Executive Director
Motor Vehicle Dealer Board



TO: Motor Vehicle Dealer Board
FROM: Kelley Smith, Executive Director
SUBJECT: Executive Director Update
DATE: April 27, 2026

I. Compliance & Regulatory Updates

A. APA Audit

B. Salesperson Criminal Background Check Policy Discussion

C. Administrative Fee Increase for Code of Virginia §46.2-1533 Violations

II. Licensing & Credentialing Operations

A. Emailing of Licenses and Renewals

III. Technology & Infrastructure Improvements

A. Storage Solution Upgrade

B. Internet Upgrade

C. Phone System Modernization

D. MVDB Website Enhancements

<p align="center">Current Salesperson Policy & Background Check Requirements</p>	<p align="center">Proposed Salesperson Policy & Background Check Requirements</p>
<ul style="list-style-type: none"> • Original Salesperson Application- (First time or license expired more than 1-year) <ul style="list-style-type: none"> ○ Exam at DMV ○ Background Check ○ MVDB61 ○ Fees 	<ul style="list-style-type: none"> • Original Salesperson Application- (First time or license expired more than 1-year) <ul style="list-style-type: none"> ○ Exam at DMV ○ Background Check ○ MVDB61 ○ Fees
<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Original Salesperson Application- (Expired less than 1-year) <ul style="list-style-type: none"> ○ Background Check ○ MVDB61 ○ Fees
<ul style="list-style-type: none"> • Transfer- (Has unexpired or expired license from another Dealer) <ul style="list-style-type: none"> ○ MVDB61 ○ Fees 	<ul style="list-style-type: none"> • Transfer- (Has unexpired license from another Dealer) <ul style="list-style-type: none"> ○ MVDB61 ○ Fees
<ul style="list-style-type: none"> • Renewal- (Currently licensed with dealer) <ul style="list-style-type: none"> ○ MVDB61 ○ Fees (<i>Late fee applies if submitted after renewal month</i>) 	<ul style="list-style-type: none"> • Renewal- (Currently licensed with dealer) <ul style="list-style-type: none"> ○ MVDB61 ○ Fees (<i>Late fee applies if submitted after renewal month</i>)
<ul style="list-style-type: none"> • Owner- (Not applying for salesperson license) <ul style="list-style-type: none"> ○ Background Check ○ MVDB61- (<i>Write "Background Check Only" on top of application</i>) 	<ul style="list-style-type: none"> • Owner- (Not applying for salesperson license) <ul style="list-style-type: none"> ○ Background Check ○ MVDB61- (<i>Write "Background Check Only" on top of application</i>)

Code of Virginia
Title 46.2. Motor Vehicles
Chapter 15. Motor Vehicle Dealers

§ 46.2-1533. Business hours.

Each motor vehicle dealer shall be open for business a minimum of 20 hours per week, at least 10 of which shall be between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday, except that the Board, on written request by a dealer, may modify these requirements for good cause. The dealer's hours shall be posted and maintained conspicuously on or near the main entrance of each place of business.

Each dealer shall include his business hours on the original and every renewal application for a license, and changes to these hours shall be immediately filed with the Department.

1988, c. 865, § 46.1-547.8; 1989, c. 727; 1995, cc. [767](#), [816](#); 2015, c. [615](#).

Code of Virginia
Title 46.2. Motor Vehicles
Chapter 15. Motor Vehicle Dealers

§ 46.2-1503.4. General powers and duties of Board.

The powers and duties of the Board shall include, but not be limited to the following:

1. To establish the qualifications of applicants for certification or licensure, provided that all qualifications shall be necessary to ensure competence and integrity.
2. To examine, or cause to be examined, the qualifications of each applicant for certification or licensure, including the preparation, administration and grading of examinations.
3. To certify or license qualified applicants as motor vehicle dealers and motor vehicle salespersons.
4. To levy and collect fees for certification or licensure and renewal that are sufficient to cover all expenses for the administration and operation of the Board.
5. To levy on licensees special assessments necessary to cover expenses of the Board.
6. To revoke, suspend, or fail to renew a certificate or license for just cause as set out in Articles 2 (§ [46.2-1508](#) et seq.), 3.1 (§ [46.2-1527.1](#) et seq.), 4 (§ [46.2-1528](#) et seq.), 8 (§ [46.2-1574](#) et seq.), and 9 (§ [46.2-1581](#) et seq.) of this chapter or enumerated in regulations promulgated by the Board.
7. To ensure that inspections are conducted relating to the motor vehicle sales industry and to ensure that all licensed dealers and salespersons are conducting business in a professional manner, not in violation of any provision of Articles 2 (§ [46.2-1508](#) et seq.), 3.1 (§ [46.2-1527.1](#) et seq.), 4 (§ [46.2-1528](#) et seq.), 7 (§ [46.2-1566](#) et seq.), 8 (§ [46.2-1574](#) et seq.), and 9 (§ [46.2-1581](#) et seq.) of this chapter and within the lawful regulations promulgated by the Board.
8. To receive complaints concerning the conduct of persons and businesses licensed by the Board and to take appropriate disciplinary action if warranted.
9. To enter into contracts necessary or convenient for carrying out the provisions of this chapter or the functions of the Board.
10. To establish committees of the Board, appoint persons to such committees, and to promulgate regulations establishing the responsibilities of these committees. Each of these committees shall include at least one Board member and the Advertising, Dealer Practices and Transaction Recovery Fund committees shall include at least one citizen member who is not licensed or certified by the Board. The Board may establish one of each committee in each DMV District. Committees to be established shall include, but not be limited to the following:
 - a. Advertising;
 - b. Licensing;
 - c. Dealer Practices;
 - d. Franchise Review and Advisory Committee; and
 - e. Transaction Recovery Fund.

11. To do all things necessary and convenient for carrying into effect Articles 2, 3.1, 4, 8 and 9 of this chapter or as enumerated in regulations promulgated by the Board.

1995, cc. [767](#), [816](#); 2020, c. [706](#).

Code of Virginia
Title 46.2. Motor Vehicles
Subtitle IV. Dealers and Driver Training Schools
Chapter 15. Motor Vehicle Dealers
Article 2. Motor Vehicle Dealer Licenses

§ 46.2-1510. Dealers required to have established place of business

No license shall be issued to any motor vehicle dealer unless he has an established place of business, owned or leased by him, where a substantial portion of the sales activity of the business is routinely conducted and which:

1. Satisfies all local zoning regulations;
2. Has sales, service, and office space devoted exclusively to the dealership of at least 250 square feet in a permanent, enclosed building not used as a residence;
3. Houses all records the dealer is required to maintain by § 46.2-1529;
4. Is equipped with a desk, chairs, filing space, a working telephone listed in the name of the dealership, working utilities including electricity and provisions for space heating, and an Internet connection and email address;
5. Displays a sign and business hours as required by this chapter; and
6. Has contiguous space designated for the exclusive use of the dealer adequate to permit the display of at least 10 vehicles.

Any dealer licensed on or before July 1, 1995, shall be considered in compliance with subdivisions 2 and 6 of this section for that licensee.

1988, c. 865, § 46.1-525.01; 1989, c. 727; 1995, cc. 767, 816; 1998, c. 418; 2011, c. 791; 2015, c. 615.

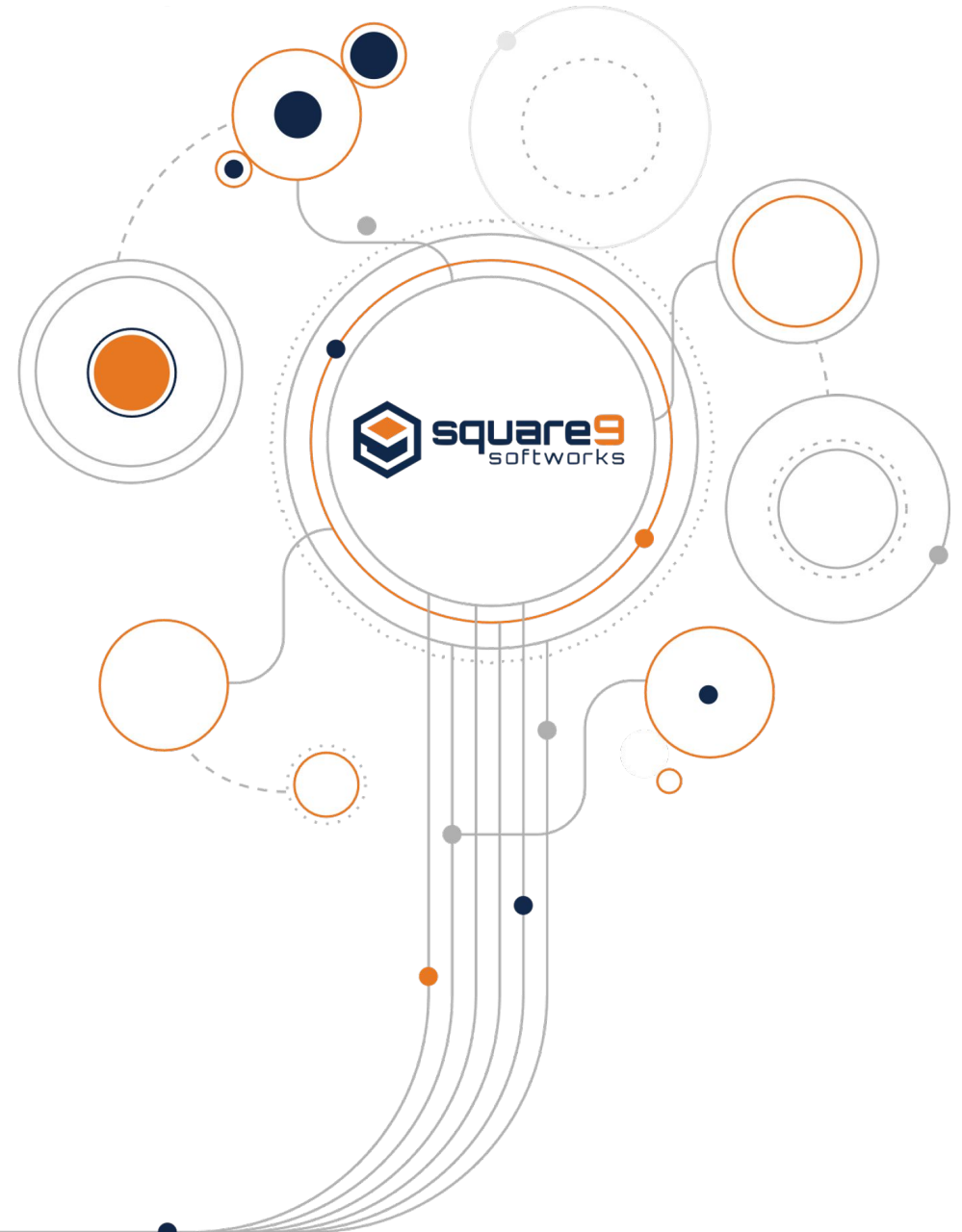
The chapters of the acts of assembly referenced in the historical citation at the end of this section(s) may not constitute a comprehensive list of such chapters and may exclude chapters whose provisions have expired.



Scope and Budget Review

Virginia Motor Vehicle Dealer Board

www.square-9.com



Agenda At a Glance

- **Overview of Challenges**
- **Overview of Proposed Solution**
- **Project Investment**
- **Q&A**
- **Next Steps**



Abstract geometric graphics on a dark blue background. A central white line curves from the top left towards the right, with several parallel lines following its path. Various circles and dots in white and orange are scattered around, some overlapping or nested. A large dashed circle is in the bottom left, and a solid orange circle is in the top left.

Overview of Challenges

Scope & Budget Review

Overview of Challenges

Limited Features

Older versions lack the latest OCR, AI extraction, cloud integration, Newest Client (GSGO) and workflow improvements, limiting automation.

Performance Issues

Legacy software may run slower, have compatibility problems, and be more prone to bugs or crashes.

Security Risks

Outdated versions may miss critical patches, increasing exposure to data breaches or compliance issues.



A decorative graphic on the left side of the slide, consisting of several white and orange lines and circles of various sizes, some solid and some dashed, arranged in a way that suggests a path or a network.

Proposed Solution

Scope & Budget Review

Proposed Solution

- **Software Upgrade Implementation**

Upgrade **GlobalSearch** and **GlobalCapture** to the latest versions while preserving existing data, configurations, and workflows.

- **Configuration and Testing**

Validate all capture templates, workflows, and search configurations in the new environment.

- **User Training and Documentation**

Provide updated training for end users on new features, improvements, and best practices; update system documentation as needed.

- **Go-Live Support**

Monitor system during and immediately after upgrade to ensure smooth operation, address issues, and provide end-user support.

A decorative graphic on the left side of the slide, consisting of several white and orange lines and circles of various sizes, some solid and some dashed, arranged in a way that suggests a path or a network. The lines are mostly vertical and horizontal, with some curves. The circles are scattered around the lines, some overlapping them.

Project Investment

Scope & Budget Review

- **Project Investment - System Upgrade**

Professional Services Cost

One Time Labor Cost

\$3,500

Abstract geometric graphics on a dark blue background. A series of white lines curves from the top left towards the center. Various circles and dots are scattered around, some in orange and some in white. A large dashed circle is in the bottom left, and a solid orange circle is in the top left. A small white dot is on the top left line, and a small white dot is on the bottom right line. A small orange dot is on the bottom right line.

Proposed Solution

Scope & Budget Review

Proposed Solution

- Implement an on-premise **GlobalCapture** solution to automate ingestion of dealership document packets from hot folders and/or dedicated email inboxes.
- Configure intelligent document separation using AI to classify and split packets by document type (e.g., License Applications, Dealer Bonds, etc.).
- Leverage **InquireAI** to extract key index fields including Document Type, Dealer Certificate Number, Document Date, and Business Name.
- Enable a field learning process to improve recognition of new or previously unseen Business Names tied to Dealer Certificate Numbers.
- Convert all processed documents into text-searchable PDFs to enhance accessibility and compliance.
- Automatically publish validated documents into a centralized **GlobalSearch** repository for secure and organized storage.
- Design and deploy a structured GlobalSearch archive with standardized indexing and system fields to support consistency and scalability.
- Configure intuitive search capabilities, including content-based and date range searches, to ensure fast and efficient document retrieval.

Abstract geometric graphics on a dark blue background, including white and orange lines, circles, and dots. A prominent white line starts from the top left, curves right, and then down, ending in several parallel lines. Other elements include a cluster of orange circles in the top left, a large dashed orange circle in the bottom left, and various smaller white and orange circles and dots scattered throughout.

Project Investment

Scope & Budget Review

Project Investment: AI Extraction

Licensing Description

Hybrid Connector	\$3,900
InquireAI Header Data Extraction (10,000 PPM): <ul style="list-style-type: none">One-time increase of an additional 2,500 pages per month (PPM) is available to support peak processing periods at a cost of \$250.	\$6,000

Licensing Cost

Annual Licensing Cost	\$9,900
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Professional Services Cost

One Time Labor Cost-Ballpark Estimate	\$8,750
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Initial Project Investment	\$18,650
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Annual Recurring Costs	\$9,900
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New Contract Renewal

Contract Pricing

Current Renewal Investment	\$5,000
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New Licenses for AI Automation	\$9,900
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Licensing Cost

Annual Licensing Cost	\$14,900
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We Look Forward to Working with You

 585-760-4562

 Jerrigo@square-9.com

 www.square-9.com



Virginia Motor Vehicle Dealer Board OnBase Proposal

Kevin Devine

Kevin.Devine@hyland.com

602.309.0516

MVDB and Hyland- Partnered for Success

Who is Hyland

OnBase License Comparisons, Costs and
Professional Services

Additional Hyland Offerings for MVDB's Future
Consideration



**Hyland is a proven partner for VA
MVDB**



1991

FOUNDED

14,000

CUSTOMERS

50+

INDUSTRIES

3,500+

HYLANDERS

106+

COUNTRIES

450+

GLOBAL PARTNERS

OHIO

HEADQUARTERS

20

OFFICES WORLDWIDE

4,000+

PARTNER EMPLOYEES



HYLAND™

Platform strengths



Security

Secure development lifecycle
Robust security controls
Defensible audit trails

Federation

Unified governance
Simplified access
No need for migration



Low Code

Accelerated solution delivery
Point-and-click configuration
Reusable components & services



Integration

Prebuilt connectors
UI-level integration
Events-driven and REST APIs



Scalability

Billions of stored documents
Large file sizes
Hundreds of supported formats



Flexibility

Public cloud
Private cloud
Hybrid and On premises



User Experience

Modern, intuitive UI
Persona-based apps
Accessibility conformance



HYLAND™ / ONBASE

Hyland's OnBase automates processes, manages important business content and works with other applications to provide users with a complete view of the right information.



“By automating the State Supplementary Payment process, we realized a return on investment within eight hours, saving the treasury department \$30 million annually.”

Pennsylvania Treasury Department












OnBase License Comparisons, Costs and Professional Services

Licensing packages **comparison guide**



OnBase license comparison

HYLAND™	 CAPTURE AND PROCESSING	 CONTENT MANAGEMENT	 PROCESS AUTOMATION	 BUSINESS ACTIONS	 COLLABORATION	 COMMUNICATE	 SEARCH AND VIEWING	 GOVERNANCE	 CASE MANAGEMENT
Essential Access to the full span of essential OnBase content management capabilities	✓	✓					✓	✓	
Standard Activates workflow process automation and integration tools	✓	✓	✓	✓	✓	✓	✓	✓	
Premier Advanced capabilities for the creation of low-code business applications	✓	✓	✓	✓	✓	✓	✓	✓	✓



MVDB

What's included

- 12 Named Essential Licenses (\$900 each)
- 9 Named Standard Licenses (\$1,200 each)
- 6 Named Premier Licenses (\$1,500 each)
- 1 Concurrent Essential License (\$3,150 each)
- 1 Concurrent Standard License (\$4,200 each)
- 1 Concurrent Premier License (\$5,250 each)
- Cloud Update Service
- Premium Subscription
 - On-demand video library for training, onboarding, change management, etc.*

Year 1- \$50,700

Subscription cost – 3-year term, 7.5% annual increase



MVDB

What's included cont'd

- Access to software upgrades
Professional Services may be needed
- 24/7/365 Tech Support included
- System Admin training for 1 person

\$6,400 in one-time training fees



Estimate

Professional Services

Project 1 - OnBase Document Management install and setup

- Remote Services, no travel included
- Estimated hours - TBD
- Estimated cost: TBD

Project 2 - Comprehensive Square9 conversion

- Remote Services, no travel included
- Fixed fee engagement: TBD

To Be Determined

Total estimated Professional Services



Additional Hyland Solutions for future consideration

Admissions
Financial aid
Transcript processing
Student affairs
Enrollment management
Registrar's office



EDUCATION

New business and underwriting
Claims processing
Regulatory compliance
Policy cancellation
3rd party administrators



INSURANCE

Health information management
Clinical and medical imaging
Enterprise imaging
Revenue cycle
Health insurance



HEALTHCARE

Survey and census processing
Justice and public safety
Health and human services
Planning and public works
Finance and administration



GOVERNMENT

Compliance reporting
Customer onboarding
Loan processing
Wealth management
Know Your Customer (KYC)
Anti-money laundering



FINANCIAL



HYLAND™

Tailored solutions and industry expertise



OTHER INDUSTRIES

Manufacturing
Retail
Food and beverage
Global trade
Construction
and more



ACCOUNTING

AP integration
Sales order management
Order-to-cash
Procure-to-pay
Record to report
Collections



HUMAN RESOURCES

Employee file management
Employee onboarding
Employee relations
Employee offboarding
Policies and procedures
Employee file governance



TRANSPORTATION AND LOGISTICS

Inventory management
Order scheduling and tracking
Quote and invoice management
Work order management
Returns processing
Freight management



OPTIMAL EXPERIENCES



ENTERPRISE APPLICATIONS



USER DEVICES



PRODUCTIVITY APPS

TAILORED SOLUTIONS



HEALTHCARE



EDUCATION



INSURANCE



GOVERNMENT



FINANCIAL



ACCOUNTING



HR



LOGISTICS



OTHER

CONTENT INNOVATION CLOUD

EMBEDDED AI



Content Intelligence

Transform unstructured data into actionable insights



Process Intelligence

Orchestrate, analyze and optimize workflows in real time



Application Intelligence

Build, customize and deploy AI-powered applications

CORE CAPABILITIES



CAPTURE AND PROCESSING



CONTENT MANAGEMENT



PROCESS AUTOMATION



BUSINESS ACTIONS



COLLABORATION



COMMUNICATE



SEARCH AND VIEWING



GOVERNANCE

PLATFORM STRENGTHS



SECURITY



FEDERATION



LOW CODE



INTEGRATION



SCALABILITY



FLEXIBILITY



USER EXPERIENCE

Hyland Content Innovation Cloud™

