

REPAIR SALVAGE DEALERS (RDS) AND SALVAGED (TOTAL LOSS) VEHICLES

FREQUENTLY ASKED QUESTIONS

- 1) **My insurance company salvaged (totaled) my vehicle. I received a letter telling me to contact you. I don't know what I'm supposed to do to get back the title to my vehicle. Can you help me?**

No, unfortunately, this office cannot assist you in getting the title to your vehicle. Contact the City and County of Honolulu or the County where the vehicle is registered. Here is the contact information:

City and County of Honolulu: P.O. Box 30330
Honolulu, HI 96820
Phone: (808) 532-4324

Or visit your nearest Satellite City Hall

County of Hawaii: 101 Pauahi Street, #105
Hilo, HI 96720
Phone: (808) 961-8351

County of Maui: Maui Mall Shopping Center
70 E. Kaahumanu Avenue, Suite A-17
Kahului, HI 96732
Phone: (808) 270-7363

County of Kauai: 4444 Rice Street, Suite 466
Lihu'e, HI 96766
Phone: (808) 241-4256

- 2) **Why did the letter tell me to call you?**

The City and County of Honolulu or the County where your vehicle is registered sent you that letter. Our office can provide you with the list of the licensed salvage repair dealers ("RDS"). The RDS list can be viewed and downloaded from our website: <http://hawaii.gov/dcca/pvl/boards/motorrepair/>

On the right-hand side of our webpage, you will see a yellow box. Look for the folder entitled "Salvage Repair Dealer Information" and click on that folder, which will take you to the document called "Salvage Repair Dealer Listing". Please note that this list can change at any time.

- 3) **My insurance company salvaged (totaled) my motorcycle. I need a RDS that specializes in motorcycle repairs. Which one of the RDS specializes in motorcycle repairs?**

The Motor Vehicle Repair Industry Board (“Board”) understands that none of the repair dealers on the current RDS list specializes in motorcycle repairs. However, even if the RDS does not specialize in motorcycle repairs, some of them **may** do the repairs. For example, if the RDS’ mechanic-in-charge has a mechanic’s license with the “MR” prefix, the RDS is authorized under State law to do the repairs, IF THE RDS DESIRES. The Board, however, CANNOT require the RDS to repair your motorcycle.

We suggest that you call or go down to the RDS and speak with them.

- 4) **If the law requires me to have a RDS to repair my salvaged (totaled) motorcycle, how come there are no RDS’ that specialize in motorcycles?**

The Board is authorized to license repair facilities as RDS’; however, the facilities must apply for a license. The Board cannot require or force any facility to apply for a license.

- 5) **Do I have to use a RDS to fix my salvaged (totaled) vehicle?**

Yes, State of Hawaii law requires the salvaged (totaled) vehicle to be inspected AND repaired by a RDS.

- 6) **Why can’t I fix my vehicle myself?**

State of Hawaii law requires the repairs to be done by a RDS. The RDS then is required to sign a certification statement stating that the RDS inspected AND repaired the salvaged (totaled) vehicle back to the manufacturer’s specifications. Therefore, if you do not submit the required certification statement, the City and County or county will not release the title of the vehicle.

- 7) **My vehicle only has a little damage. How can the insurance company salvage (total) my vehicle?**

You need to discuss this with your insurance company.

- 8) **I know my vehicle has no structural damage. How can the insurance company salvage (total) my vehicle?**

You need to discuss this with your insurance company.

9) My insurance company did not tell me that the repairs would have to be done by RDS. Where do I go to file a complaint against the insurance company?

Contact: Insurance Division
Compliance and Enforcement Branch
Department of Commerce and Consumer Affairs
335 Merchant Street, Room 213
Honolulu, HI 96813

Phone: (808) 586-2790

10) What are the procedures to get my title back?

Contact the City and County of Honolulu or the County office of the county where your vehicle is registered. Here is the contact information:

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