Testimony for 9/11 Hearing

Dear Representatives,

I would like this to serve as my Testimony.

I purchased an Automobile from Carlson Toyota on May 22nd 2017 the Dealer submitted the Title paperwork May 25th it appeared on the DMV system (by their admission) on June 14th this was verified by the Blaine MN DMV office.

I am a Vet Nam Combat Vet and have personalized plates the Blaine office advised these would be problem and said put them away they issued me other plates, they said wait for the title and come back with the Personalized plates and then get it changed.

I purchased the 2018 year and have been waiting for the title to come thru ever since.

When the Title does come I get to try (WILL IT WORK?) TO GET MY PERSONALIZED PLATES ENTERED INTO THE SYSTEM.

**I have a VERY low opinion of your $90,000,000 new system, the roll-out was a disaster and so far it's function is also!**

**I would like to suggest a NEW business model for you:**

1. Research what your going to buy

2. Be sure it works

3. Hold the seller accountable IF IT DOESN'T!

BOTTOM LINE:

* PERSONALIZED PLATED ARE NOT ACCEPTED BY NEW SYSTEM?
* AUTOMOBILE TITLES ARE TAKING THREE MONTHS?
* DMV WORKERS ARE FRUSTRATED
* CUSTOMERS HATE THE SYSTEM
* THE STATE GOT CONNED AGAIN!

Sincerely,

Michael Rudolph

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