

**NORTH CAROLINA STATE HIGHWAY PATROL  
INVESTIGATIVE SERVICES UNIT – DEALER SECTION  
3129 MAIL SERVICE CENTER, RALEIGH NC 27697-3129**

**MINIMUM DEALER LICENSE REQUIREMENTS**

**1. OVERVIEW.** The North Carolina State Highway Patrol's Investigative Services Unit – Dealer Section monitors and updates information surrounding approximately 7,900 licensed automobile dealers and 44,000 licensed sales representatives. This section issues dealer/sales representative licenses, plates and 60-day markers to mail order and walk-in customers.

This section is also responsible for opening new dealerships and placing dealers out of business when their licenses have expired, been surrendered, revoked, or suspended. The Dealer Section is responsible for providing customer service in person, by correspondence and by telephone. This section has locations in Raleigh and Huntersville, NC, and are the only locations in North Carolina that provide Dealer licensing services.

**2. MINIMUM DEALER LICENSE REQUIREMENTS.** The below information lists all requirements that are needed to complete prior to receiving a North Carolina Dealers License.

(a) Have an “established salesroom” (Retail) containing at least 96 square feet of floor space in a permanent, enclosed building as defined in N.C.G.S § 20-286.

(b) Have an “established office” (Wholesaler) containing at least 96 square feet of floor space in a permanent, enclosed building or structure which is accessible to Division personnel and is a place where books, records and files are required to be kept as defined in N.C.G.S § 20-286.

(c) Established salesroom and/or established office is required to be in compliance with all state, county and municipal zoning ordinances or regulations. Written verification must be obtained from the proper authority.

(d) A sign designating the trade name of the business in block letters not less than three inches in height on a contrasting background.

(e) Must furnish a corporate surety bond or a cash bond in the amount of fifty thousand dollars (\$50,000) for an initial established salesroom and twenty-five thousand dollars (\$25,000) for each subsequent established salesroom.

(f) The Division must have evidence of an assumed name being filed with the Register of Deeds in the county in North Carolina where the business is maintained when such business is operated under any designation, name or style other than the real name of the owner or owners thereof or under its corporate name as it would appear on the dealer license certificate.

(g) If the business will be conducted as a corporation, articles of incorporation must have been filed with the North Carolina Secretary of State. The first page of the corporate charter must accompany application for license. A foreign corporation must procure a certificate of authority from the North Carolina Secretary of State before being licensed to operate in this State.

(h) Have a comprehensive liability insurance company policy or Garage Liability Coverage Form-Automobile Dealer Supplementary Schedule policy number from the insurance company to cover dealer plates. Provide Certificate of Garage Insurance which indicates how many dealer plates are covered by the policy, and Certificate Holder listed as NCSHP Dealer Section 3129 Mail Service Center, Raleigh NC 27697.

(i) Application for license must accurately describe the physical location of the business such as street name, street number, city, state and zip code. It is not permissible to have a mailing address different from the actual location of the business, except for a Post Office Box located in the same city. Wholesale applicants must supply the Division with a telephone number at which such business may be contacted by agents of the Division concerning records and sales transactions.

(j) Applicants for a “used motor vehicle” dealer’s license must show proof that within the last twelve months they have completed a 12-hour pre-licensing course approved by the Division if seeking an initial license, and a 6-hour continuing education course approved by the Division if seeking a renewal of license. These educational requirements do not apply to the following (1) Used motor vehicle dealer (applicants) under N.C.G.S. § 143-143.11 who comply with the educational requirements of N.C.G.S. § 143-143.11B; (2) Persons aged 62 or older as of July 1, 2002, who are seeking a license renewal.

**(k) Prior to license being issued, all of the above requirements must be in compliance and the established salesroom and/or office must be inspected and approved by an Officer of the North Carolina State Highway Patrol's Investigative Services Unit.**

### 3. FEES AND CONTACT INFORMATION

Additional fees per plate issued will be due in counties that require Regional Transit Authority (RTA)\* Tax. It is \$1.00 for Randolph County and \$17.00 for Wake, Orange and Durham Counties.

FEE SCHEDULE			
Dealer/Wholesale/Distributor License Certificate:	\$115.50/year	Factory Branch License Certificate:	\$167.25/year
Manufacture License Certificate:	\$250.50/year	Sales / Factory Representative:	\$25.50/year
Dealer Plate (First 5 plates):	\$46.25 per plate/year	Dealer Transporter Plate	\$23.13 per plate/year
Each Additional Plate:	\$23.13 per plate/year	Temporary Markers:	\$25.00 per set of 25

Please contact an Investigative Services Unit Officer in the County you plan to open your Dealership. Site must be approved before submitting applications to the Dealer Section.

INVESTIGATIVE SERVICES UNIT CONTACT INFORMATION	
Troop A – Greenville (252) 565-1321	Troop E – Winston Salem (336) 793-9622
Troop B – Fayetteville (910) 728-4601	Troop F – Newton (704) 325-5535
Troop C – Raleigh (984) 268-5000	Troop G – Asheville (828) 348-5780
Troop D – Graham (336) 270-2290	Troop H – Huntersville (704) 331-3300

Please provide original forms that have been completed legibly. Incomplete forms or illegible forms will not be processed. The following forms are required in order to process your application:

- ISU-400 (Notarized);
- ISU-405;
- ISU-409 (Completed by Surety Company and accompanied by the Power of Attorney);
- ISU-426 (Notarized);
- 12-Hour Dealer Pre-Licensing Education Certificate dated within the past 12 months;
- Zoning approval letter;
- Garage Liability Insurance Certificate/Accord Form;
- If Corporation/LLC, copies of Articles of Incorporation/Organization and Secretary of State filing;
- If Franchise, copy of franchise agreement(s);
- If Out of State Corporation or Company: NC Certificate of Authority is required;
- Manufacturers must also provide proof of registration with the National Highway Traffic Safety Administration (NHTSA) and example of Franchise Agreement