

D-06-24-02

Date: June 21, 2024
Bulletin: Dealers and Tag & Title Agents
From: Nikki Charlson, Deputy Administrator, Central Operations
RE: Issuing Temporary Tags – Contingency Options

PURPOSE OF MEMORANDUM

To advise dealers and tag and title agents who use CDK Global’s dealer management system (CVR) to issue temporary tags of several contingency options while the CVR system is not available for use.

SUMMARY

On June 19, 2024, the Maryland Motor Vehicle Administration (MVA) learned that dealers could not consistently use the CVR system. Around noon on June 20, 2024, CDK Global informed MVA that they had shut down all system operation.

To facilitate the sale of vehicles through the issuance of temporary tags while the CVR system is unavailable, MVA offers the following contingency options for dealers and tag and title agents who use the CVR system.

- If a dealer has multiple locations and uses a different vendor’s dealer management system at another location, use the location’s other system (with location’s dealer code) to issue temporary tags. To ensure that the transaction can be attributed later to the appropriate location, the dealer must keep record of the transactions entered into the other system.
- Contract with another vendor for its temporary tag solution. MVA will temporarily apply the dealer’s user affidavit on file to the new vendor and expedite any internal processes to facilitate this option. The other vendors have indicated that they can set up their temporary tag solutions within one or two days.

MVA is exploring other options for dealers, and more information will be coming soon.

These options are **only** available to dealers who use the CVR system to issue temporary tag and while the CVR system is unavailable for use. Once CDK Global restores access to the CVR system, these options are no longer available.

MVA will notify law enforcement of the situation and contingency options available to dealers and tag and title agents using CVR.

If you have any questions, please contact:

- MVA’s Business Licensing and Compliance Division with questions about contracting with a vendor at Kristin Orlando at korlando@mdot.maryland.gov or Timothy Batts at tbatts@mdot.maryland.gov.
- MVA’s Vehicle Services Division with questions about specific vehicle transactions. The team can be reached at Brian Forde at bforde@mdot.maryland.gov, Shae Richards-Marks at srichardsmarks@mdot.maryland.gov, or Winfield Duffy Jr. at wduffy@mdot.maryland.gov.