

**D-06-24-03**

**Date:** June 22, 2024

**Bulletin:** Dealers and Tag & Title Agents

**From:** Nikki Charlson, Deputy Administrator, Central Operations

**RE:** Issuing Temporary Tags – Contingency Options: Updated Bulletin

## **PURPOSE**

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. This bulletin updates Bulletin D-06-24-02 issued on June 21, 2024.

## **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 and 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<sup>1</sup>. MVA will temporarily apply the dealer’s user affidavit on file to the new vendor. While MVA will subsequently request documents, no MVA approval is required at this time. The “new” vendors must keep record of the dealers and tag and title entities they contract with. The other vendors have indicated that they can set up their temporary tag solutions within one or two days.
- MVA is temporarily extending its current 24-hour registration process to a 14-day temporary registration process. The dealer will enter the required information in the dealer account of the business portal<sup>2</sup> and print the generated temporary registration<sup>3</sup>. The vehicle owner must display the printed temporary registration on their rear windshield. This temporary

<sup>1</sup> The other approved ERT vendors in Maryland are DealerTrack, TitleTec, and VITU.

<sup>2</sup> Instructions to access this process are on page 2 of the bulletin.

<sup>3</sup> Use the “Download or Print Temporary Registration (14 Day)” link after payment.

registration is \$20.00, and this fee can be passed along to the customer. This option is now available in the dealer account of the business portal.

If a dealer uses this option, the dealer must also upload to the dealer portal the documents for titling and registration. MVA will process this transaction and mail the permanent tags to the customer.

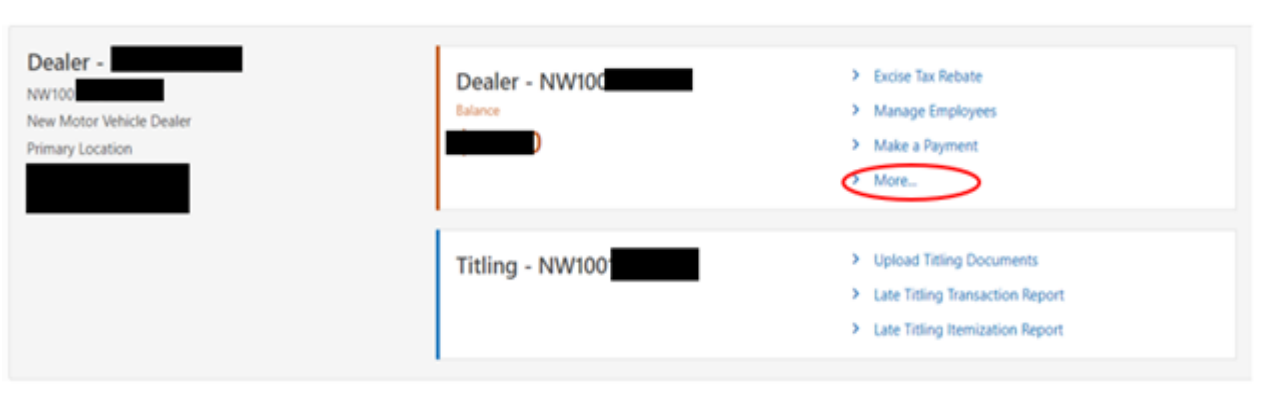
MVA will notify law enforcement that some individuals will not have tags but will have this printed temporary registration on their rear windshield.

- A dealer can use the dealer portal<sup>4</sup> to upload the documents for titling and registration transactions or make an appointment at an MVA branch. MVA will process the transaction and either mail the permanent tags with the appropriate registration sticker to the customer if the portal is used or issue permanent tags with the appropriate registration sticker during the appointment. MVA will process these requests as quickly as possible, but it will not likely be in real time.

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

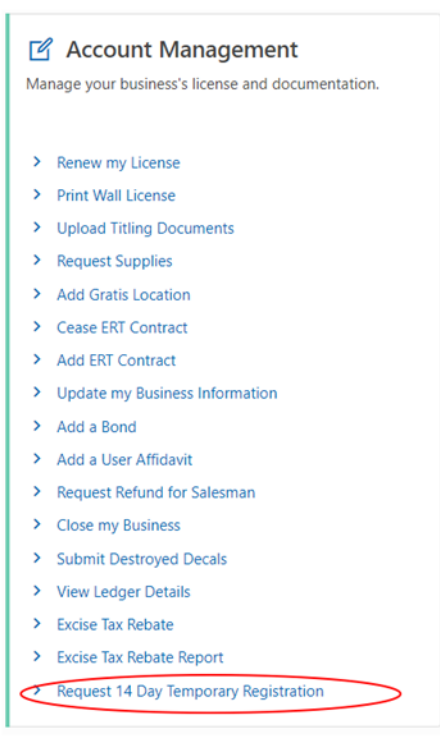
### **ACCESSING THE 14 DAY TEMPORARY REGISTRATION IN BUSINESS PORTAL**

1. Log into your business portal.
2. Navigate to your dealer account.
3. Select “More...” link.



<sup>4</sup> Please type “CVR Customer” in the “Description” box.

4. Under “Account Management,” select “Request 14 Day Temporary Registration” link.



5. Enter requested information, and pay the fee.

For new vehicles, enter the Manufacturer Certificate of Origin number in the “Title Number” field.

6. Print the 14 day temporary registration.

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](mailto:korlando@mdot.maryland.gov) or Timothy Batts at [tbatts@mdot.maryland.gov](mailto:tbatts@mdot.maryland.gov).
- MVA’s Vehicle Services Division with questions about specific vehicle transactions. The team can be reached at [mddtts@mdot.maryland.gov](mailto:mddtts@mdot.maryland.gov). You can also contact Brian Forde at [bforde@mdot.maryland.gov](mailto:bforde@mdot.maryland.gov), Shae Richards-Marks at [srichardsmarks@mdot.maryland.gov](mailto:srichardsmarks@mdot.maryland.gov), or Winfield Duffy Jr. at [wduffy@mdot.maryland.gov](mailto:wduffy@mdot.maryland.gov).