

D-01-25-03

Date: January 23, 2025
Bulletin: All Dealers and Tag and Title Agencies
From: Business Licensing and Compliance
RE: MVA Customer Connect System Update

PURPOSE

This bulletin is to provide guidance for the Dealer and Tag & Title agencies regarding updates to the Customer Connect system that will go into effect during the weekend of Saturday, February 15, 2025.

SUMMARY

The Maryland Motor Vehicle Administration (MVA) will begin to transfer data and make updates to the Customer Connect system on Saturday, February 15th at 7 a.m. and will continue through Sunday February 16th at 6 a.m. During these updates, **Branch, call center, central office, and system functionality will be unavailable.**

Dealer and Tag & Title agencies will **not** be able to process any transactions in the system during this time. Dealers **will** be able to issue 60-day temp tags using the offline temp tag process.

We apologize for any inconvenience this downtime will cause. If you have any questions, please contact us at 410-787-2952 or mvabldisd@mdot.maryland.gov.