



STATE OF MICHIGAN
JOCELYN BENSON, SECRETARY OF STATE
DEPARTMENT OF STATE
LANSING

January 24, 2019

Customer service is important to the Michigan Department of State and our team understands the importance of timely, reliable, and easy-to-access information. On that note, we are pleased to share that we are modernizing our systems, which means a new and improved system for certain dealer actions. The new system is called **Customer and Automotive Records System (CARS)**, and it is scheduled to go live on **February 19, 2019**. **To assist with the transition, please attempt to get as many of your transactions into the branch as possible before 5pm on Friday, February 15**. Please note that during the week of February 19 – 23 (the first week of CARS implementation in branch offices), the processing of the following transactions will be extremely limited:

- Dealer work (transactions submitted with RD-108)
- Fleet work
- Title corrections

AUTO, WATERCRAFT, TRAILER, AND OTHER VEHICLE DEALERS

CARS e-Services will have the following transactions available for use by vehicle dealerships:

- Renewal of your dealership license
- Managing your account including, but not limited to:
 - Electronic Funds Transfer (EFT)
 - General contact information
 - Business hours, and designated SOS Branch Offices
- Registering for training
- Requesting and renewing dealership plates
- Calculating customer plate and registration fees
- Repeat Offender queries
- Issuing BFS-4 Temporary Registrations direct from your dealership's computer/printer
- Automatic storage of the required BFS-4 Log in CARS e-Services

It is important to highlight that the purchase of BFS-4 Temporary Registrations from the branch offices will be phased out with the rollout of CARS e-Services. To make the transition easier, and to allow you to issue remaining BFS-4 Temporary Registrations already purchased, we are

(over, please)

allowing the current BFS-4 Temporary Registration stock possessed by dealerships to be issued until March 8, 2019. Therefore, beginning **March 9, 2019**, BFS-4 Temporary Registrations must be issued using CARS e-Services. (The last use of your current stock of BSF-4 Temporary Registrations would have an issue date of March 8, 2019 and expire on March 23, 2019.) No refunds will be provided for unused existing stock.

On February 19, 2019, we will be mailing a letter to affected dealers with further instructions. The letter will contain an authorization code and instructions for accessing your dealership account online.

FLEET OWNERS/MANAGERS

Please consider renewing your vehicle registrations early! Michigan law allows vehicle owners the opportunity to renew a vehicle registration up to 6 months in advance. By utilizing the existing tools provided by the Michigan Department of State you will be able to avoid any potential delays with upcoming renewals. Remember, by renewing early, you will not be charged any additional fees, and the cost of your registration is the same amount that you will be paying if you wait until the actual expiration date.

NEXT STEPS

We are excited to bring these new services to you as our customers, and we are confident the benefits of this modernization will help everyone who conducts business with the Michigan Department of State.

The Department of State has developed a list of frequently asked questions (FAQs) regarding implementation, tutorials, and how it affects you, and may be viewed at www.michigan.gov/CARSBIZ. Please reference the FAQs for answers to your questions prior to trying to call our office. These FAQs will be updated periodically.

Thank you for your patience and understanding during our transition.

Sincerely,

James Fackler,
Office of Program Support and Development

