



STATE OF MICHIGAN  
DEPARTMENT OF STATE  
LANSING

MEMORANDUM

DATE: January 14, 2019  
TO: Driver Education Instructors  
FROM: Driver Education Section  
Driver Programs Division  
Bureau of Traffic Safety  
SUBJECT: **Important News** – New and improved system; CARS



The Secretary of State launched a new effort to modernize the office's computer system that would bring more efficient, convenient services to customers across Michigan. The new effort, called **Customer and Automotive Records System (CARS)**, will create a modern computer system, replacing the antiquated legacy mainframe-based system that dates to the late 1960s.

The CARS Project will combine Michigan's millions of driver and vehicle records into one integrated customer record system that updates in real time, replacing multiple, separate systems that don't effectively transfer customer-record updates among themselves.

This improvement in technology will pave the way for more self-service options in addition to helping the department move towards electronic records and eliminating paperwork for customers by utilizing the CARS e-Services system.

As a Driver Education Instructor, you will have the ability to update or process the following (but not limited to):

- Renew your Driver Education Instructor certificate.
- General contact information.
- Medical Examination Reports.
- Request a duplicate instructor certificate.

**WHAT TO EXPECT NEXT:**

CARS e-Services will be available for use on February 19, 2019. If your current instructor record contains an active email address, please look for an email sent to you on or soon after that date. Otherwise, by mid-March, a letter will be mailed to you. This letter contains an authorization code and instructions for accessing your new Driver Education Instructor account online.

We look forward to working with you through this exciting improvement change.