



STATE OF MICHIGAN  
DEPARTMENT OF STATE  
LANSING

MEMORANDUM

DATE: February 2, 2021  
TO: Teen Driver Education Providers  
FROM: Driver Education and Testing Section  
Business Compliance & Regulation Division  
Office of Investigative Services  
Michigan Department of State

SUBJECT: **Important News** – Customer and Automotive Records System (CARS)



**As a reminder, a major shift impacting drivers and reporting Segment 1 and Segment 2 course results launches March 16, 2021 and it is critical that your organization is aware of these changes.**

**Teen Driver Education Providers**

- Teen driver education providers will be required to use CARS e-Services to submit course schedules, enroll students, and to report course completion results (replacing the DES-101 Program Request and DES-102 Program Completion reports).
  - This is a requirement for all teen driver education providers. Not using e-Services may prevent you from being able to continue as a driver education provider.
- Both Segment 1 and Segment 2 courses should be scheduled in e-Services at least 10 days prior to the start of the course, and course results should be reported in e-Services within 10 days of the course completion.
- Providers can register students for a course any time after the course has been created.
- If a provider needs to revise a course date, classroom location, and/or course instructor due to a weather delay or other unforeseen event, the provider must update the course information through e-Services as soon as it is determined a change is required.
- Driver education providers will create an account for CARS e-Services through MILogin.
  - If providers do not currently have a MILogin account, they can create an account today.
  - Providers can create an account by going to <https://dsvsesvc.sos.state.mi.us/TAP/> and selecting "Drivers Education Services," followed by the "Provider Login" option. Additional information on creating a MILogin and the steps to link the provider business to the account is available in this [guide](#).
- For Segment 1 courses:
  - CARS verifies the student is over 14 years and 8 months old, and under 18 years old, based on the information the provider enters.
  - Providers must report the classroom and behind-the-wheel results in e-Services within 31 days from the last day classroom instruction was provided.
  - Beginning March 16, 2021, students who successfully complete the Segment 1 course will visit a Secretary of State branch office with the same requirements they do today. New to this process, these customers will pay a \$25 driver's license fee, have their photo taken, and receive a **hard card** GDL Level 1 license in the mail within 60 days.

- For Segment 2 courses:
  - CARS verifies the student's driver license number, date of birth, and that the student has held their GDL level 1 license for three consecutive months.
  - Providers must report the course results in e-Services within 10 days from the last day classroom instruction was provided.
  - Once the course results are entered and the student meets all requirements, the student will automatically be upgraded to a GDL level 2 license. The student does not need to return to the branch office.
  - It is important for the teen driver and their parent or legal guardian to understand that the Segment 2 Certificate of Completion does not indicate the teen can drive alone. They must still pass a driving skills test and wait for the results to be updated in e-Services by the driver testing business. Until then, they must still drive with a parent, legal guardian, or a designated licensed adult who is at least 21 years of age.
    - Once the student has met all the requirements, they will receive a confirmation letter in the mail notifying them they have successfully upgraded to Level 2, or the teen driver can also view their account on e-Services to verify they have been upgraded to GDL level 2 the same day.
    - If they have met all the requirements and have not been upgraded by 8 a.m. the next day, they should contact the driver testing business.
- When reporting course results, the options available are:
  - Passed
  - Failed
  - Incomplete
- Providers will no longer issue white and green Segment 1 and Segment 2 Certificates of Completion (DES-001 and DES-002). Instead, a CARS Certificate of Completion can be printed by the provider for each registered student who successfully completed the course.
  - There will be a 60-day grace period for providers to issue the remaining DES-001 and DES-002 stock. The DES-001 and DES-002 Certificates of Completion can no longer be issued after Saturday, May 15, 2021, and any remaining DES-001 and DES-002 stock must be returned to the department.
  - After May 15, 2021, requests to replace a lost or destroyed DES-001 or DES-002 Certificate of Completion must be emailed to the Driver Education and Testing Section at [DriverEd@Michigan.gov](mailto:DriverEd@Michigan.gov). Once completion of the course is confirmed, the Driver Education and Testing Section will send a letter to the individual in lieu of the DES-001 or DES-002 Certificate of Completion to present to the branch office staff.
- Replacement CARS Certificates of Completion (for courses submitted and completed in e-Services) can be reprinted by the driver education provider in e-Services.

### **GDL Process**

- Once the individual passes the Segment 1 course, the individual will visit a local branch office with all required documents, a photo will be taken, and a hard card will be issued and mailed.
- Once the individual has passed the driving skills test and the customer is eligible, they will be automatically upgraded to a GDL Level 2 and a letter of progression will be mailed to the customer. They can also access this letter on their e-Services account.
- As soon as an individual is eligible, they will be automatically upgraded to GDL level 3 and a letter of progression will be mailed to the customer. They can also access this letter on their e-Services account.
- As long as the individual has progressed to a GDL 2 or GDL 3 by their 18<sup>th</sup> birthday, a new operator's license will be automatically issued and mailed to the individual. The individual can log into e-Services to obtain a temporary license while they wait for the new license.
  - If the individual never progressed past the GDL Level 1, they will need to visit a branch and follow the standard process for obtaining a driver license.

# Old GDL

Prior to March 16, 2021

01212020 AN J021 096 0032 0.00

**MICHIGAN GRADUATED LEVEL 1 LEARNER'S LICENSE**

MICHIGAN DRIVER LICENSE S 514 589 441 625 EXPIRES ON 08-10-2021

LICENSE TYPE O1

UNDER 18 UNTIL 08-10-2021  
 UNDER 21 UNTIL 08-10-2024

MATEO JOSEPH SAMPLE JR  
 123 NORTH STATE ST  
 LANSING MI 48918

DATE OF BIRTH 08-10-2003 SEX M EYE COLOR BRO HEIGHT 5 10

RESTRICTIONS: CORR LENS

SIGNATURE X \_\_\_\_\_

I certify the above information is true and correct. I have surrendered all valid licenses issued to me by this or any other state, and I do not possess a valid license. I do not have any physical or mental disability which affects my ability to operate a motor vehicle safely nor have I experienced any loss or impairment of consciousness in the past six months (shortfall 12 months). I understand my signature may be retained and used for programs administered by the Department of State. NOTE: IT IS A CRIME TO MAKE A FALSE STATEMENT OR CONCEAL A MATERIAL FACT WHEN APPLYING FOR A LICENSE OR PERMIT.

**INFORMATION REGARDING YOUR LEVEL 1 LEARNER'S LICENSE**

You may operate a motor vehicle only when accompanied by a licensed parent or legal guardian or, with permission of the parent or legal guardian, any licensed driver 21 years of age or older.

To be eligible for a level 2 license you must:

1. Be at least 16 years old.
2. Possess a graduated level 1 learner's license for at least 6 months.
3. Successfully complete a segment 2 driver education course approved by the Department of Education.
4. Have no convictions or civil infractions, license suspensions, or at-fault crashes for the 90-day period immediately preceding your application.
5. Certify that you have accumulated at least 50 hours of behind-the-wheel experience, of which not less than 10 hours was at night, while accompanied by your parent or legal guardian or, with permission of parent or legal guardian, by any licensed driver 21 years of age or older.
6. Have your parent or legal guardian certify the 50 hours of behind-the-wheel experience.
7. Meet physical and mental standards set by the Department of State.
8. Pass a road skills test administered by an approved examiner. A list of approved examiners is available at your local branch office.

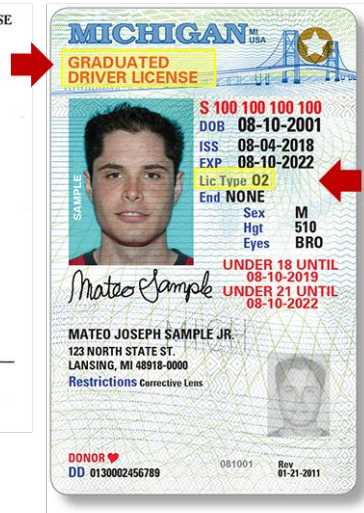
APPROVAL OF PARENT OR LEGAL GUARDIAN

SIGNATURE X \_\_\_\_\_

SIGNATURE OF PARENT OR LEGAL GUARDIAN

I understand my signature may be retained and used for programs administered by the Department of State.

License for GDL 1



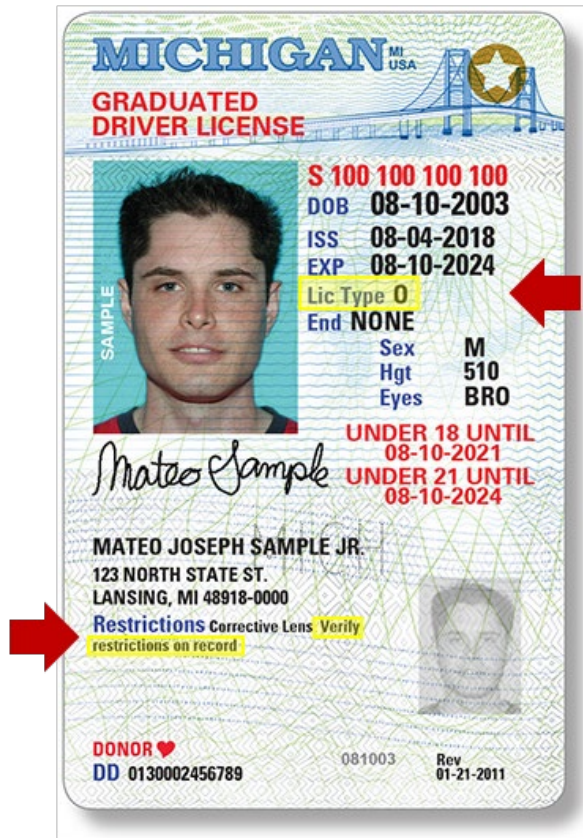
License for GDL 2



License for GDL 3

# New GDL

Effective March 16, 2021



License for GDL 1, GDL 2, and GDL 3