



LAW ENFORCEMENT INFORMATION MEMO: 19-07
SUBJECT: DRIVER LICENSE AND IDENTIFICATION
CARD RENEWALS UPDATE
Memo Date: March 8, 2019

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Purpose

To provide updated information to law enforcement agencies regarding a delay in driver license (DL) and identification (ID) card renewals.

Background

The California Department of Motor Vehicles (DMV) recently encountered an issue with DL/ID card Renewal by Mail and Internet Renewal Applications. Affected customers will have an expiration date of January 20, 2019 through March 31, 2019.

New programming to expand customer service created unforeseen complications for online and by-mail renewals that resulted in DL/ID cards not being issued and transactions not appearing on the customer's DL/ID record.

New Information

The DMV updated the records of all affected customers. **Customers can expect to receive their new cards within two to three weeks.**

Contact

Questions regarding the information contained in this memo or changes to the email distribution list may be directed to the Justice and Government Liaison Branch at (916) 657-7732 or via email at jaglaw@dmv.ca.gov.

A handwritten signature in blue ink that reads "S. Huestis".

SONIA HUESTIS
Deputy Director
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