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NJMVC Frequently Asked Questions during the COVID-19 Public Health Emergency

When will the Motor Vehicle Agencies be open to the public?

Motor Vehicle Commission facilities are re-opening in stages.

Road tests will be re-starting on June 29 (see next section).

Effective Tuesday, July 7, Motor Vehicle Agencies will be open to the public as follows.

In order to maintain social distancing, some agencies have been designated as **Licensing Centers** and some as **Vehicle Centers**.

In **Vehicle Centers**, we will be processing **vehicle transactions only:**

- Registration/title transfers for private sales
- New registrations/titles, individual and in bulk.
- Salvage titles.
- License plate transactions.

- **No renewals for unexpired registrations.** Those can be done online at NJMVC.gov.
- **No license transactions.**

In **Licensing Centers**, we will be processing **license transactions** only:

- First-time licenses and permits (REAL ID will be an option).
- Out-of-state transfers.
- Expired CDLs, TVRs (temporary visa restricted licenses), and any other expired licenses not eligible for online renewal.
- REAL ID, only if:
    - You have a scheduled appointment; or
    - You have an email verifying your appointment was cancelled; or
    - You are due for renewal of your standard license.

- **No other REAL ID walk-ins will be allowed.**
- **No driver knowledge tests are available at this time.**
- **No renewals, replacements, or changes of address** for unexpired licenses/IDs**.** Those can be done online at NJMVC.gov.
- **No vehicle transactions: no registration or title work.**

Everyone who enters the MVC agency will be required to wear a face covering. If a customer cannot wear a face covering, MVC will make other arrangements for their transaction.

What about Road Tests?

Road Tests will re-start on June 29.

If your appointment is scheduled for June 29 or later, you should show up for your appointment.

If your appointment was canceled during the COVID-19 closure, you should have received a letter with a link to schedule your appointment at one of our 11 new Road Test sites that are exclusively serving those who were canceled. If you should have received a letter and didn't, contact MVC.

If you do not yet have an appointment, you can make one at NJMVC.gov.

I can't renew my license online. Why?
You may NOT be eligible to renew your license online if…

- • Your license expired beyond the approved extension period
- • Your driver license photo is more than four years old
- • Your license has been suspended

You can renew your license in-person at a **Licensing Center** starting July 7

I can't renew my registration online. Why?
You may NOT be eligible to renew your registration online if…

- • Your registration has expired for more than three months
- • Your registration expired beyond the approved extension period
- • Your registration has been suspended

You can renew your registration in-person at **a Vehicle Center** starting July 7.

Was my expiration date extended?

The following documents, if expiring between March 13 and May 31, have been extended to July 31.

If expiring June 30, they are extended to August 31.

If expiring July 31, they are extended to September 30:

- All standard driver licenses (including permits)
- Standard non-driver IDs
- Commercial registrations
- Inspections
- Temporary tags

What about CDL Extensions?
Expiration dates on commercial driver licenses (CDLs), commercial learner's permits, and HAZMAT endorsements have been extended a second time, to September 30, 2020. This means expirations that were previously extended to June 30 have been extended for another three months. The extensions do not apply to documents that expired before March 1.

The extension also includes the Medical Certifications of CDL holders, as long as the Certifications were for 90 days or more and issued after March 1.

The extensions mirror those issued recently by the Federal Motor Carrier Safety Administration, which oversees CDLs, and the federal Transportation Security Administration, which oversees Hazardous Materials endorsements (HAZMAT).

Were IRP registrations extended?
For New Jersey registrants, all International Registration Plan (IRP) registrations ("cab cards") expiring March through July are extended to July 31.

If I pay to restore my suspended license, how do I get my license back?
If your license has not yet passed the expiration date, you should renew or request a replacement license online.
If it is expired, you can email a copy of your receipt(s), with your name and driver license number, to Suspension.Info@mvc.nj.gov. Due to the Covid-19 emergency, it may take a while for us to respond.

How do I resolve a court suspension matter?
You must email receipts and/or inquiries to Suspension.Info@mvc.nj.gov. Please include your driver license number. Someone will respond in the order it was received. Due to the Covid-19 emergency, responses may be delayed. If you are currently suspended, do not drive until you have received verification that your driving privileges are restored.

How do I resolve an insurance matter?
You must email inquiries to UM.info@mvc.nj.gov. Please include your driver license number. Due to the Covid-19 emergency, responses may be delayed.
If your license or registration is currently suspended, do not drive until you have received verification that your driving and/or registration privileges are restored.

What if I have a DUI Suspension pending an Intoxicated Driving Program (IDP)?
Most drivers convicted of DUIs currently are able to work with their Intoxicated Driver Resource Center (IDRC) and IDP to remain in compliance or become compliant. The drivers can call their IDRC to obtain information about referrals and rescheduled classes:

Directory Link:
https://nj.gov/humanservices/dmhas/resources/services/treatment/addictions/IDRC_Directory.pdf

IDP is operational and working remotely during the COVID-19 pandemic. Drivers can reach the IDP:
- Call 609-815-3100 to leave a voicemail;
- Email IDP at DMHAS.IDP@dhs.nj.gov; Or
- Visit their website