

Dave Kerner, Executive Director

DATE: 12/17/25	Technical Advisory (TA) DL 25-029
SUBJECT: UPDATE - Electronic Medical Examiner Certificates for CDL and CLP Drivers	

Overview:

Based on new Federal Motor Carrier Safety Administration (FMCSA) regulations, medical examiner certificates will now be reported electronically, and the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) will no longer accept paper certificates. FMCSA will report the results of the examinations to the issuing jurisdictions.

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) updated ORION – Driver License Issuance (DLI) to return the results of the electronically submitted physical examinations for CDL and CLP issuances on Monday, December 15, 2025. However, some customer records encountered processing errors due to missing details or mismatched data on their records.

Details:

As a result of the processing errors encountered yesterday, the Department deployed a fix that would allow the transaction with missing details to be finalized. There are 2 existing bugs remaining that can be avoided or corrected during a transaction.

1. During a transaction, if the record details do not match the information on FMCSA's database, you will see the "Med Cert Inquiry" pop-up continue to loop on the "License Details" screen. If you encounter this issue, please follow the steps listed under #1, below.
2. During a transaction, if you select "YES" for the out-of-state license question on the Personal Details screen it will cause the Next button on the License Details screen to become disabled. To avoid this issue, please refrain from selecting "YES" for any transaction until further notice. Please follow the steps listed under #2, below.

1. If a customer self-certifies under Category A – Interstate Non-Excepted or Category C – Intrastate Non-Excepted and the CDL Medical Certification process stalls on the License Details screen (see example image below) or continues to loop after selecting “NEXT”, contact the CDL Helpdesk for review.

The Helpdesk will manually update the customer’s CDL medical information if it can be verified in FMCSA’s system; however, if the information cannot be confirmed, the customer must return to their medical professional to ensure the certification is properly uploaded.

The screenshot shows the ORION system interface for a "Replacement CDL - License Details" transaction. The user is DUSTIN ROBINSON, Office #1001 (GAS). The left sidebar shows a customer profile for a CDL license holder with a license number of SIXTEEN, DL#D-1237-166-77-000-0, DOB: 11/18/1982, Gender: MALE, and an MV# of 1666666. The main area displays "Restrictions" and "Endorsements" tables. Below these, there are several questions related to the CDL Medical Self-Certification process. A red box highlights a "Med Cert Inquiry - FL" button, which is currently disabled. The "Next" button at the bottom is also disabled.

Code	Description	Existing	Added	Removed	Expiration Date
1	NO AIR BRAKE EQUIPPED CMV	YES			
2	NO TRACTOR-TRAILER CMV	YES			

Code	Description	Existing	Added	Removed
No data available				

Do you meet the physical qualifications contained in part 391.41 of the FMCSR? YES

Public/Non-Public School CMV Driver? NO

Are you required by state or federal law to carry a medical card? YES

Do you certify that the motor vehicle in which the CDL driving skills test was given is representative of the type of motor vehicle you expect to operate? YES

CDL Medical Self-Certification: (All Non-Excepted Interstate Machine Card Required)

Have you been licensed in any state other than FL in the last 10 years? NO

Buttons: Back, Cancel, Next

License Detail screen

2. During a transaction, if you select “YES” for the out-of-state license question on the Personal Details screen it will cause the Next button on the License Details screen (see example image below). To resolve this, abandon the current transaction and initiate a new CDL issuance.

When prompted on the Personal Details screen, select “NO” for the out-of-state license question—this will re-enable the Next button and allow you to successfully complete the transaction.

ORION DL Issuance Replacement CDL - Personal Details

DUSTYN ROBINSON Office: 85/01 (Q90) Logout

DL Issuance Home Customer Inquiry Transaction Queue NLETS MV Inquiry Reporting Administration Common

Would you like to register to be an Organ Donor? YES NO Print Organ Donor? NO

Are you Insulin Dependent? NO

Offender/Predator Selection: NO

Designations: Add/Remove

Are you an honorably discharged military veteran? NO

Would you like to be contacted about federal and state benefits you may be entitled to as a result of your military service? NO

Would you like to provide your email address to receive electronic communications from The Department of Highway Safety and Motor Vehicles? NO

Do you have a valid license or identification card issued by Florida or any other state? NO

Do you have a valid license or identification card issued by any other country? NO

Back Cancel Next

CDL SIXTEEN LICENSE
DL/ID: L227-188-77-200-0
DOB: 01/16/1950
Gender: MALE
MV Issuance

Customer Summary
Capture Summary
Identification Documents
Capture Scan Document
Applicant Screening
Personal Details

Personal Detail screen

ORION DL Issuance Replacement CDL - License Details

DUSTYN ROBINSON Office: 85/01 (Q90) Logout

DL Issuance Home Customer Inquiry Transaction Queue NLETS MV Inquiry Reporting Administration Common

Restrictions

Code	Description	Existing	Added	Removed	Expiration Date
L*	NO AIR BRAKE EQUIPPED CMV	YES			
O	NO TRACTOR-TRAILER CMV			YES	

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Endorsements

Code	Description	Existing	Added	Removed
No data available				

Row count: 3

Do you meet the physical qualifications contained in part 391.41 of the FMCSR? YES

Public/Non-Public School CMV Driver? NO Do you operate a CMV in Interstate Commerce? YES

Are you required by state or federal law to carry a medical card? YES

Do you certify that the motor vehicle in which the CDL driving skills test was given is representative of the type of motor vehicle you expect to operate? YES

CDL Medical Self-Certification: (A) Non-excepted Interstate Medical Card Required

Have you been licensed in any state other than FL in the last 10 years? YES

Back Cancel Next

CDL SIXTEEN LICENSE
DL/ID: L227-188-77-200-0
DOB: 01/16/1950
Gender: MALE
MV Issuance

Customer Summary
Capture Summary
Identification Documents
Capture Scan Document
Applicant Screening
Personal Details
Emergency Contact Information

License Detail screen

Additional communication will be provided when normal procedures can resume.

Conclusion:

If you need additional information, please contact your next level of management.