

Consumer Advisory about Automobile Transporters

The Federal Motor Carrier Safety Administration (FMCSA) has received a dramatic increase in complaints against auto transporters and auto transport brokers. The best defense to avoid being a victim of Internet Fraud and deceptive business practices is to be a well-informed consumer. When seeking services to transport your car, please keep the following in mind:

1. It is important to understand the difference between an auto transporter and an auto broker. Auto brokers only arrange the transportation of your car. Be suspicious of any Web site where it is not clear whether the company is a broker or a transporter.
2. Both auto transport brokers and carriers that operate interstate are required to be registered with FMCSA. Auto transporters and transport brokers are both issued a six digit "MC Docket" number. Auto transporters are also issued a seven digit "USDOT" number. You can check the validity of the registration of any transporter or broker by doing a "carrier search" for their MC Docket number at the following Web site, http://li-public.fmcsa.dot.gov/LIVIEW/pkg_menu.prc_menu. Avoid any auto transporter or broker that does not prominently display their MC Docket number on their website.
3. If you make payments by credit or debit card, *closely monitor* the transactions with that company. Be sure that the money you authorized to be transferred is all that is taken from your account.

You may file a complaint against an automobile transporter or automobile transport broker by visiting www.protectyourmove.gov or calling 1-888-DOT-SAFT (1-888- 368-7238) Monday – Friday 9:00 a.m. to 7:00 p.m. Eastern Time.

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