Bellingham UNDERWRITERS
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Motus Update: Current Issues & Items to Note

Important Information for Motor Carriers

FMCSA's new registration system, Motus, launched on May 14, 2026, replacing the legacy Unified Registration System and FMCSA Portal. Since launch, several issues have surfaced that directly affect motor carriers. This notice summarizes what you need to know right now — both risks to watch for and action items on your to-do list.

Current Issues You Should Know About

1. Active Phishing Scheme Impersonating Motus

What's happening
FMCSA has issued a warning about fraudulent emails impersonating Motus. A common subject line is "Notice of Required Off-Cycle Update – Motus." These emails direct you to fake portals on look-alike, non-.gov domains designed to steal your login credentials or personal information.

Red flags: the word "MOTUS" written in all capital letters (the real name is "Motus" — it is not an acronym), any web address that isn't ".dot.gov," and any request for your Social Security number or an access code outside the normal Login.gov sign-in.

What to do: Never click a link in an unsolicited email claiming to be from Motus. Always type motus.dot.gov directly into your browser, or call the FMCSA Contact Center (below) to verify anything that looks suspicious.

2. Insurance & Authority Status May Display Incorrectly

What's happening
Since the rollout, a number of carriers have reported that their insurance or operating-authority status shows incorrectly in Motus — for example, appearing inactive or lapsed even though coverage is current and premiums are paid. This appears to be a data-sync issue tied to the system transition, not necessarily a real lapse in your coverage.

What to do: If you notice your status looks wrong, don't assume the worst. Check your certificate of insurance and confirm with your agent or insurer, and reach out to the FMCSA Contact Center to have the record corrected. Keep a copy of your current COI on hand in case a broker or shipper questions your status in the meantime.

3. Some Carriers Registered Under the Wrong Role

What's happening
A number of carriers were inadvertently set up under the Transportation Service Provider (TSP) role instead of as a motor carrier during the transition. If this happened to you, you will not be able to claim your own USDOT record until it's corrected.

What to do: If you cannot find or claim your USDOT number, contact the FMCSA Contact Center right away — there is a specific correction process for this issue.

4. Login & Account Mismatches

What's happening
Some carriers have been locked out of their accounts because the email used for their old FMCSA Portal login doesn't match the email used to set up their new Login.gov account.

What to do: When claiming your USDOT in Motus, use the same email address that was on file as your Company Official in the old FMCSA Portal. If you're not sure which email that was, the Contact Center can look it up for you.

5. Incorrect Insurance Limit Requirement Shown (Commodity Data Errors)

What's happening
Your required minimum liability limit in Motus is calculated directly from the cargo/commodity classification on file for your USDOT number (per 49 CFR §387.9: $750,000 for general freight vs. $1,000,000–$5,000,000 for hazardous materials, depending on class and quantity). Some carriers — including pure property haulers who do not touch hazmat — are seeing Motus display a $5,000,000 requirement. This is typically caused by an outdated or inaccurate commodity/cargo classification carried over from the legacy system during the transition, not an actual change in what you're required to carry.

What to do: Log in to Motus and review the cargo classification on your MCS-150 (Motor Carrier Identification Report). If hazmat or a bulk-hazardous commodity is checked but doesn't reflect your actual operations, file a corrected MCS-150 to update the classification — Motus should then recalculate your required limit accordingly. If the displayed limit still doesn't update after your correction, dispute it through DataQs (dataqs.fmcsa.dot.gov) or call the FMCSA Contact Center. Don't treat a $5,000,000 display as a new coverage requirement until you've confirmed your actual commodity classification is accurate.

Additional Resource: Is It Just You? Check the Motus Bug Board

When something in Motus isn't working, it helps to know whether other carriers are seeing the same thing. The **MOTUS Bug Board** (**https://motusbugs.com**) is a public, carrier-reported tracker of Motus problems that you can use as a quick "is this a known issue?" check before you spend time on hold with FMCSA.

What You'll Find There

- **Known issues list** — carrier-reported problems that can be filtered by area: Account & Login, Authentication, BOC-3 Process Agent Filing, DOT Number Lookup, Insurance Filings (BMC-91/91X), MCS-150, Operating Authority (MC Number), and Reinstatement of Revoked Authority.
- **Status labels and impact counts** — each issue is marked Reported, Confirmed, Working, or Fixed, with a count of carriers who clicked "This affects me."
- **"What's changed" page** — a plain-language comparison of how Motus workflows differ from the legacy systems.
- **Report a bug / Track my reports** — submit your own issue and look up its status through a secure email link.

Know Its Limits

- **Not an official source.** The site is run by a private consulting firm (Don Norman Associates), not FMCSA, and it cannot fix your account or record. Use it for awareness only.
- **Statuses may lag.** Many entries show older update dates. Treat "Fixed" or "Open" as a hint, then confirm in Motus or with the FMCSA Contact Center.
- **Protect your information.** The report form asks for your name, email, USDOT number, and phone number, and allows screenshot uploads. Do not include Login.gov credentials, access codes, Social Security numbers, or screenshots showing them.
- **Type the address yourself.** Because this is a non-.gov site, follow the same rule as above: enter the address directly in your browser rather than clicking it from an email. Nothing on the Bug Board will ever require you to sign in to Motus or Login.gov.
- **Use it alongside official channels.** If your issue is listed, still contact the FMCSA Contact Center (below) and use DataQs for incorrect data. Keep your COI handy and loop in your insurance agent for anything affecting coverage or filings.

Items to Note — What This Means for You

Item	Status	Action Needed
Claiming your USDOT number	Required for every carrier since May 14, 2026 launch	Do this now if you haven't already — unclaimed profiles are harder for brokers/shippers to verify
Biennial (MCS-150)update	FMCSA has temporarily paused USDOT inactivations for carriers behind on this filing (since June 1, 2026, no end date announced)	File it as soon as you can anyway — the requirement itself has not gone away, only the automatic penalty is paused
30-day change reporting	Longstanding FMCSA rule (49 CFR §390.19), unrelated to Motus itself	Keep reporting address, operation, or authority changes within 30 days as usual
Insurance filings on record	May display incorrectly due to transition data-sync issues (see above)	Keep your COI handy; verify with your agent/insurer before assuming a real lapse
Required insurance limit (commodity-driven)	May show an incorrect limit (e.g., $5,000,000) if the cargo classification on file is outdated or inaccurate	Verify/correct your cargo classification via a new MCS-150 filing in Motus; escalate via DataQs if the limit doesn't update
Checking if an issue is widespread	Carrier-reported issues are tracked on the unofficial MOTUS Bug Board (motusbugs.com)	Check it for awareness, but confirm with FMCSA; never enter credentials or sensitive IDs there
FMCSA support availability	Contact Center hours extended to handle transition volume	Reach out early in the day if possible; hours are 8 AM–11 PM ET weekdays, plus Saturdays

Need Help? Start Here

Inside Motus, select Contact FMCSA to reach an agent by chat, email, or phone.

Hours: 8:00 AM – 11:00 PM ET, Monday–Friday, and 9:00 AM – 4:00 PM ET Saturday.

The only legitimate Motus website is https://motus.dot.gov — bookmark it and avoid clicking links in emails. The Motus Bug Board is a separate, unofficial reference site and is not Motus.

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FMCSA Contact Directory

Use the numbers and addresses below to reach FMCSA directly — never rely on a phone number or link from an unsolicited email.

Purpose	Contact	Hours / Notes
FMCSA Contact Center — USDOT #s, operating authority, insurance filings, Motus/Login.gov support, medical fitness questions	1-800-832-5660	8:00 AM–11:00 PM ET Mon–Fri; 9:00 AM–4:00 PM ET Sat
FMCSA Headquarters (mailing address)	1200 New Jersey Avenue SE, Washington, DC 20590	General correspondence
DataQs — dispute or correct FMCSA/state data (e.g., an incorrect Motus status or limit)	1-877-688-2984 / dataqs.fmcsa.dot.gov	Use this if your insurance/authority status or required limit is wrong
Drug & Alcohol Clearinghouse	1-800-832-5660 / clearinghouse@dot.gov	
Electronic Logging Devices (ELD)	ELD@dot.gov	
Hours of Service questions	hoursofservice@dot.gov	
Medical programs / National Registry of Certified Medical Examiners	FMCSAmedical@dot.gov	
File a safety complaint (moving fraud, unsafe carrier, broker, ELD provider, etc.)	1-888-DOT-SAFT (1-888-368-7238) / nccdb.fmcsa.dot.gov	8:00 AM–8:00 PM ET Mon–Fri
Ohio FMCSA Division Office	200 N High St, Rm 609, Columbus, OH 43215 — (614) 280-5657	For Hours of Service, Safety Audit, and Compliance Review questions
MOTUS Bug Board — unofficial, carrier-reported tracker of known Motus issues (not FMCSA)	motusbugs.com	Awareness only; cannot correct your record. Do not share credentials or sensitive IDs

Tip: To find your own state's Division Office, visit fmcsa.dot.gov/mission/field-offices and search by state.

Questions about how any of this affects your coverage? Reach out to your insurance agent to help you sort through it.

Sources: FMCSA Move into Motus and Registration Resources Hub pages, FMCSA Fraud Alerts page, FMCSA "Temporary Suspension of USDOT Inactivation in Motus" notice, FMCSA Form MCS-150 and Instructions page, FMCSA Contact Us and Field Offices pages, MOTUS Bug Board (motusbugs.com, an unofficial third-party site), and trade-press coverage of the May–August 2026 rollout.

Provided by Bellingham Underwriters as a courtesy to our motor carrier clients. Not affiliated with or endorsed by FMCSA; for official guidance visit fmcsa.dot.gov/registration.