Billing or Service Complaints

For complaints involving billing or service please contact:

Better Business Bureau of Michigan
Detroit & Eastern Michigan – 248-223-9400
Western Michigan – 616-774-8236

Mechanical Vehicle Safety Complaints

Mechanical vehicle safety complaints may be filed by contacting the inspector in the county the carrier is located:

Please have the following information ready:

- Carrier Name (including address, city or county location)
- Date of incident
- Vehicle Fleet Number or make, model or license plate
- Description of mechanical failure

Without specific vehicle information the Michigan Department of Transportation (MDOT) may not be able to investigate your complaint.