



Prepare Your Car

The following important information will help speed your move along:

Vehicles must be in operating condition when tendered for shipment, with a working emergency brake, and must either be licensed or qualified to be licensed for operation on public streets or highways.

Electric Vehicles: the battery must have a minimum charge of 45% and no more than 50%. Otherwise, the vehicle will be rejected at the port.

Matson reserves the right to reject receipt of cargo if the cargo does not meet the requirements for safe transportation & handling by our stevedore or our vessel operations.

Wash Vehicle

All vehicles must have a clean exterior so that a vehicle survey may be conducted at the load port. Dirty vehicles will not be accepted.

PLEASE NOTE Vehicles are subject to stringent inspections by the USDA. It is the responsibility of the shipper to have the interior and exterior of the vehicle thoroughly cleaned. **Example:** The USDA looks for clumps of mud in wheel wells or under the vehicles carriage, under the hood of vehicles is also inspected, the USDA also looks for dirt, grass, plant seeds in the interior as well as the exterior and for anything that they consider invasive. If your vehicle fails a USDA inspection at origin, Matson will be unable to ship your vehicle until the vehicle has been properly cleaned at your expense and re-inspected by the USDA. If your vehicle fails a USDA inspection at destination, Matson will be unable to release your vehicle to you until the vehicle has been properly cleaned at your expense and re-inspected by the USDA.

Note: Matson cannot ship vehicles with cracked or damaged windshields or windows.

Remove All Personal Belongings

The only items acceptable for shipment in your automobile are those tools and accessories normally attached to the vehicle, or permanently installed in the dash, doors, rear deck, or console. For example, if not bolted in, the following items should be removed:

- loose radios
- CD's
- tape players and tapes
- compact disc players and discs
- portable telephones of any type
- power boosters
- equalizers
- radar scanners
- extra speakers
- decorative ornaments
- auto protective covers/auto bras
- truck tailgate nets
- auto roof racks if not factory installed
- theft alarm systems (if you choose to leave the car alarm in your vehicle, make sure that the system is disengaged prior to shipment)
- all peripherals or accessories not permanently secured on the vehicle

Gas and Antifreeze

Gas

Please deliver your vehicle to Matson with 1/4 tank or less fuel.

Our port personnel will do the rest, and make sure your vehicle is ready to go when it reaches its destination. If you are shipping a vehicle powered by an alternative fuel -propane, electric, natural gas, etc - please contact our Customer Service Center at 1-800-4-MATSON for special shipping instructions.

Antifreeze

Automobiles shipped between Seattle and Hawaii, especially during the fall and winter months, should be delivered

to Matson with antifreeze. We are not responsible for providing this protection nor liable for damage resulting from low temperatures.

Fire Extinguishers and Propane Tanks

Fire Extinguishers

Must be removed. Federal regulations do not permit fire extinguishers to be shipped with your automobile.

Propane tanks

Vehicles with propane tanks for auxiliary uses must be delivered for shipment with the propane tanks empty of any liquid or fumes. The empty tank must be tagged and certified as "gas free" by an authorized propane dealer or service company. We recommend that you verify the cost of emptying and certifying propane tanks. It may be less costly to purchase a new tank at your destination.

Delivery to a Matson Port Facility

NOTE: An auto shipment booking is required prior to delivery of your vehicle to Matson.

Take your automobile to the Matson Port Facility (see maps and hours of operation below).

Be prepared to provide the following:

- Name, mailing address and phone number of the shipper and consignee
The consignee is the person to whom the automobile is being shipped. Most of the time, the shipper and consignee are the same person.
- General information about your automobile - year, make, model and license number, VIN number
- Port of discharge - know which port your car is being shipped to:

Hawaii	Guam	Mainland
Hilo, Island of Hawaii	Guam, Saipan, Rota, Yap Palau, Chuuk and Pohnpei	Long Beach, California
Honolulu, Island of Oahu		Oakland, California
Kahului, Island of Maui		Seattle, Washington
Nawiliwili, Island of Kauai		

At the Matson Port Facility leave a set of keys for the ignition, trunk door, gas tank, and any other locking compartment. The Department of Agriculture inspects all compartments of your vehicle. All compartments must remain unlocked and accessible for inspection. Failure to do this may result in delay in the movement of your vehicle. Your keys will accompany your vehicle to its port of discharge.

Please retain possession of your automobile registration document - you will need it at the port of discharge.

Eastbound Legal Requirements

The State of Hawaii requires proof of ownership for automobiles shipped to the Mainland. Therefore, Matson cannot accept a vehicle for shipment unless the customer (1) Produces a certificate of ownership and a current certificate of registration showing that the person is the legal owner of the vehicle; or (2) Produces, if the person is not the legal owner of the vehicle, a current certificate of registration showing that the person is the registered owner of the vehicle and, in addition, obtains the written consent of the legal owner of the vehicle to the transportation.

If someone other than the registered owner delivers the automobile, Matson must have **notarized** letter of authorization. If a lien holder is named on the registration, then a letter from the lien holder authorizing shipment from Hawaii is required*.

Summary

- Current title
- Current registration
- **Notarized** letters of authorization from any non-present party listed on the Title (lien holder or spouse, etc)

Click [here](#) to view current State of Hawaii legal requirements.

PLEASE NOTE Automobiles departing from the Hilo port must have a valid Safety Check, Insurance, Registration, and a valid picture ID. This is per the Hilo Port Authority.

****If customer is loading vehicle as part of HHGDS Shipment, the load port will need the above information and auto should be physically inspected to verify the VIN info. ****

****If the registered owner is an active military member with an out of state lien holder, this requirement is waived. No lien holder authorization is required for active military members with out-of state lien holders.***

Port Locations and Hours of Operations

▶ Mainland Ports	Vehicle Drop-off times	Map
Seattle	Mon-Fri, 8:00am-11:30am, 1:00pm-4:00pm	View Online View PDF 
Oakland	Mon-Fri, 8:00am-11:30am, 1:00pm-4:00pm	View Online View PDF 
LA (Long Beach)	Mon-Fri, 8:00am-11:30am, 1:00pm-4:00pm	View Online View PDF 
▶ Hawaii Ports	Vehicle Drop-off times	Map
Honolulu	Mon-Fri, 8:00am-3:00pm	View Online View PDF 
Kahului	Mon-Fri, 7:00am-11:30am, 1:00pm-3:30pm	View Online View PDF 
Hilo	Mon-Fri, 7:30am-11:30am, 1:00pm-3:30pm	View Online View PDF 
▶ Nawiliwili	Mon-Fri (except Wed), 7:00am-11:30am, 1:00pm-3:30pm Wed, 7:00am-11:30am	View Online View PDF 
▶ Guam Ports	Vehicle Drop-off times	Map
Cabras Island	Mon-Fri, 8:00am-12:30pm, 1:00pm-5:00pm	View Online View PDF 

Shipping & Registration

Depending on the load/discharge port, please allow between 2 and 3 weeks for delivery of your automobile. When you deliver your vehicle to the Matson port for shipment, you will be advised of the vessel your vehicle should sail aboard. You will also be given an estimated availability date. With the exception of Premium Service, this transit information is not guaranteed but provides you with a reasonable expectation regarding the movement of your vehicle. You may want to arrange for a rental car while your vehicle is in transit. Premium Service customers will be provided with a guaranteed vessel and availability date at the time of booking. To find out more about our Premium Service, contact Matson's Customer Support Center at 1-800-4-MATSON.

Before you pick up your automobile, you may confirm its availability by selecting our online Automobile Shipment Tracking feature from the navigation bar or by calling our Customer Support Center at 1-800-4-MATSON. You will also be notified by an account specialist once your vehicle is available at destination. We urge you to pick up your automobile promptly to avoid payment of storage charges. Please note that a **NOTARIZED** letter of authorization is required if anyone other than the parties named on the shipping documents will pick up your automobile.