

MOTOR VEHICLE DEALER CONSUMER COMPLAINT FORM -ENFORCEMENT DIVISON

1)	YOUR INFORMATION: NAME (Please Print Clearly):
	HOME ADDRESS:
	CITY: STATE: ZIP:
	HOME PHONE: () DAY PHONE: () CELL PHONE: ()
	EMAIL ADDRESS: FAX # ()
	HOW DO YOU WANT US TO CONTACT YOU? BEMAIL HOME DAY PHONE FAX MAIL TO ADDRESS
2)	PERSON COMPLAINING OF: BUSINESS NAME:
	NAMES OF PERSON(S) YOU SPOKE TO:
	ADDRESS: CITY: ZIP: PHONE: ()
	IS THIS THE SAME ADDRESS WHERE YOU FIRST SAW THE VEHICLE?
	IF NOT, WHERE DID YOU FIRST SEE VEHICLE?
	IF YOU ARE A LICENSEE OF MVD, SKIP TO NUMBER 7
3)	DESCRIPTION OF VEHICLE: DID YOU BUY THIS VEHICLE NEW OR USED? NEW USED YEAR MODEL:
	MAKE: BODY STYLE: COLOR:
	HOW MANY PAPER TAGS DID YOU RECEIVE? VIN NUMBER:
	WHAT WAS THE NUMBER ON THE TAGS? HAVE YOU RECEIVED YOUR METAL PLATES? YES NO
4)	INTERNET SALE: NAME OF WEBSITE VEHICLE ON: EBAY: AUTOTRADER: DEALER SITE:
	CRAIG'S LIST: OTHER LIST NAME:
5)	SALE/LEASE INFORMATION: WAS THIS A LEASE? YES NO
	DATE OF SALE: SALES PRICE:
	DID YOU PAY CASH? YES NO IF YES, DID YOU PAY TT&L AT THE SAME TIME? YES NO
	DID YOU SIGN A BAILMENT OR CONDITIONAL CONTRACT SUBJECT TO FINANCING BEING FOUND?
	DID YOU FINANCE WITH THE DEALER?
	DID YOU RECEIVE A COPY OF THE SALES CONTRACT AND ALL OTHER PAPERS YOU SIGNED?
	DID THE DEALER OFFER A LIMITED WARRANTY ON THE BUYER'S GUIDE? YES NO
	DID YOU BUY AN EXTENDED WARRANTY? YES NO
	DID YOU SIGN A POWER OF ATTORNEY TO THE DEALER? YES NO
	DID YOU SIGN A FORM TO CHOOSE WHAT COUNTY TO REGISTER THE VEHICLE IN? YES NO
	TRADE-IN VEHICLE: DID YOU TRADE IN A VEHICLE? YES NO VIN NUMBER:
•,	
	WAS THERE MONEY OWED ON YOUR TRADE-IN? YES NO LIST LIEN HOLDER
	DID YOU GIVE DEALER THE TITLE ON YOUR TRADE-IN VEHICLE? YES NO

7) WHAT IS YOUR COMPLAINT? Please note that if you bought this vehicle from an unlicensed dealer, this agency cannot assist you with this complaint. If you bought this vehicle as a new vehicle and the vehicle is still under warranty and your complaint is about mechanical problems, please do not file this complaint but contact the Consumer Affairs Section about filing a Lemon Law complaint <u>http://txdmv.gov/motorist/consumer-protection/</u> <u>lemon-law</u> or call 1-888-368-4689

CHECK ALL THAT APPLY:

- A) Dealer has not transferred title to my name/have not received metal plates. [] (FT) (PLEASE EXPLAIN BELOW)
- B) Dealer did not pay off the lien on my trade-in vehicle. [] (FL) (PLEASE EXPLAIN BELOW)
- C) Odometer broken/changed/rolled back. (OD) (PLEASE EXPLAIN BELOW)
- O) OTHER EXPLAIN IN DETAIL, INCLUDING ITEMS FROM ABOVE. ATTACH ADDITIONAL SHEETS IF NECESSARY:

THE UNDERSIGNED HEREBY CERTIFIES, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS COMPLAINT ARE TRUE AND CORRECT.

DATE:

SIGNATURE

BY SUBMITTING THIS FORM, YOU ARE CONSENTING TO THE DISCLOSURE OF THIS INFORMATION IN ANY MANNER NECESSARY TO INVESTIGATE AND PROSECUTE THIS CLAIM. MAIL THIS FORM AND COPIES OF THE COMPLETE SALES CONTRACT AND ANY OTHER DOCUMENTS PERTAINING TO THE SALE TO THE FOLLOWING ADDRESS. FAILURE TO INCLUDE THESE DOCUMENTS WILL DELAY THE PROCESSING OF YOUR COMPLAINT. SEND TO:

TXDMV - ENFORCEMENT DIVISION CAR DEALER - NEW COMPLAINTS 4000 JACKSON AVE AUSTIN, TEXAS 78731 888/368-4689 FAX TO: 512/302-2328 OR EMAIL TO: MVD-SCANCENTER@TXDMV.GOV

THE TEXAS DEPARTMENT OF MOTOR VEHICLES MAINTAINS THE INFORMATION COLLECTED THROUGH THIS FORM. WITH FEW EXCEPTIONS YOU ARE ENTITLED ON REQUEST TO BE INFORMED ABOUT THE INFORMATION THAT WE COLLECT ABOUT YOU. UNDER §§552.021 AND 552.023 OF THE TEXAS GOVERNMENT CODE YOU ALSO ARE ENTITLED TO RECEIVE AND REVIEW THE INFORMATION. UNDER §559.004 OF THE GOVERNMENT CODE YOU ARE ALSO ENTITLED TO HAVE US CORRECT INFORMATION ABOUT YOU THAT IS INCORRECT.