



# MOTOR VEHICLE DEALER GENERAL COMPLAINT FORM ENFORCEMENT DIVISION

### 1) COMPLAINT:

- LAW ENFORCEMENT       CONSUMER       FINANCIAL INSTITUTION  
 INSURANCE COMPANY       ANONYMOUS       MOTOR VEHICLE ASSOCIATION  
 LEGISLATIVE SOURCE       TAX AUTHORITY       OTHER STATE AGENCY  
 OTHER ASSOCIATION       DEALER #

### 2) COMPLAINT INFORMATION: BUSINESS NAME: \_\_\_\_\_

FIRST NAME: \_\_\_\_\_ MIDDLE NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_

DAY PHONE: (\_\_\_\_\_) \_\_\_\_\_ HOME/WORK PHONE: (\_\_\_\_\_) \_\_\_\_\_

FAX: (\_\_\_\_\_) \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

COUNTRY: \_\_\_\_\_

ADDRESS 1: \_\_\_\_\_ ADDRESS 2: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ COUNTY: \_\_\_\_\_

How do you want us to contact you?  Email       Day Phone       Home Phone       Mail       Fax

### 3) COMPLAINT DETAILS:

What type of vehicle did you purchase?  New       Used      Was this an internet purchase?  Yes       No

If purchased online, where did you purchase?

Craigslist       Autotrader       Ebay       Dealer Website       Other \_\_\_\_\_

Did you purchase your vehicle from a individual or dealer?  Individual       Dealer

\_\_\_\_\_  
Dealer Name      Dealer License Number      (\_\_\_\_\_) \_\_\_\_\_  
Phone Number

ADDRESS 1: \_\_\_\_\_ ADDRESS 2: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ COUNTY: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

Who did you speak to at the dealership?

FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_ PHONE: (\_\_\_\_\_) \_\_\_\_\_

Price

Date Of Sale

Is this the same address where you first saw and bought the vehicle?  Yes       No

If No, where did you first see the vehicle?

ADDRESS 1: \_\_\_\_\_ ADDRESS 2: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ COUNTY: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

3) COMPLAINT DETAILS(Continued):

Did you have trade in?  YES  NO

If Yes

Was money owed on your trade-in?  YES  NO

Did you have the title for your trade-in?  YES  NO

Did you assign dealer the title on your trade-in?  YES  NO

Did you sign a power of attorney to the dealer?  YES  NO

Did you receive a copy of all the papers you signed?  YES  NO

Did you receive a copy of the sales contract?  YES  NO

Did you sign a form to choose what county to register the vehicle in?  YES  NO

Did you receive a copy of the Buyer's Guide?  YES  NO

If Yes, did the dealer offer a limited warranty on the Buyer's Guide?  YES  NO

Did you buy an extended warranty?  YES  NO

Did you pay cash for the vehicle?  YES  NO

Did you sign a Bailment or Conditional Delivery Contract subject to financing being found?  YES  NO

Did you receive the title to the vehicle you bought?  YES  NO

If your vehicle is financed, provide the name and telephone number of the lienholder.

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

Provide information about the vehicle purchased.

MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ YEAR: \_\_\_\_\_

VIN NUMBER: \_\_\_\_\_ COLOR: \_\_\_\_\_

Mileage at the time of purchase \_\_\_\_\_ How many temporary tags were issued? \_\_\_\_\_

Temporary Tag Number \_\_\_\_\_ License Plate Number \_\_\_\_\_ Issuing State \_\_\_\_\_

Please explain your complaint in the area below, attach additional sheets if necessary.

[Empty box for complaint explanation]

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

[Empty box for date]

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**

**PHONE: (888)368-4689  
OR EMAIL TO: ENFORCEMENT@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.