Texas Department of Motor Vehicles

MOTOR CARRIER COMPLAINT FORM

Consumer Information

The TxDMV will investigate and respond to complaints regarding motor carrier operations (including bus operations) performed within the State of Texas. Please make sure and provide as much information as possible. Incomplete forms can delay the processing of your complaint. Be sure to include your contact information. A TxDMV investigator may contact you for further information. The TxDMV cannot recover funds for consumers. If you wish to recover damages, you should contact a private attorney.

Last Name: _____

First Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone: (_____) _____ Cell Phone: (_____) _____

Work Phone: (_____) _____ Ext. _____

Fax Number: (_____) _____ E-mail _____

Complaint To Be Filed Against This Motor Carrier/Bus Company:

Company Name: _____

TxDMV # _____ USDOT # _____

Contact Person: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (_____) _____ Company Website Address _____

What is the nature of your complaint?

Please provide a brief, factual description of your complaint. Additional information can be submitted on the second page.

Additional complaint information

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

Signature: _____ Date: _____

SEND THIS FORM, ALONG WITH COPIES OF ANY SUPPORTING DOCUMENTS TO THE DEPARTMENT IN ORDER TO PROCESS YOUR COMPLAINT. SEND TO:

Texas Department of Motor Vehicles
Enforcement Division
4000 Jackson Ave
Austin, TX 78731

OR

Fax to: (512)374-5498
Or E-mail to: TruckStop@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.

For questions or comments concerning motor carrier complaints, call (888)368-4689, or write to: TxDMV-ENF,4000 Jackson Ave, Austin, Texas 78731. For more information, visit our website at www.txdmv.gov.