(Rev 09/10)

## STATE OF OKLAHOMA OKLAHOMA MOTOR VEHICLE COMMISSION

4334 NW EXPRESSWAY, SUITE 183 OKLAHOMA CITY, OK 73116 (405) 607-8227 Fax (405) 607-8909 email@omvc.ok.gov

## PROCEDURE FOR SUBMITTING COMPLAINT

- 1. **This complaint form is for matters involving NEW MOTOR VEHICLES only.** If your complaint is about a Used Vehicle transaction, you should contact the Used Motor Vehicle Commission at 405-521-3600.
- 2. Prior to submitting this complaint form, we suggest that you contact the <u>Dealer</u> or the <u>General Manager</u>. We have found that many problems and/or disputes can be resolved in this manner.
- 3. Complaints should be submitted on this form. Please provide all information requested, and attach copies of all relevant paperwork relating to the transaction and vehicle. Do not send the originals of your paperwork. If your complaint is pertaining to an advertisement, please attach copy of the advertisement and include the date and name of publication.
- 4. **A copy of your complaint will be sent to the dealer.** The dealer will have ten (10) days from receipt of the letter to respond in writing to this office. You will be sent a copy of the dealership response. Your complaint will be handled as quickly as possible in order to attempt to mediate a solution. However, please keep in mind that we do not have the authority to mandate a settlement between the parties involved. If no agreement is reached, and your goal is to change an agreement, void a contract, or solve a civil dispute, you may wish to seek the advice of an attorney. This office is not authorized to provide legal advice.
- 5. By filing this complaint with the OMVC, you are authorizing the dealership to release paperwork associated with your transaction. Your complaint, the dealership response, and all accompanying documents and correspondence will remain on file at the OMVC, and will be available for public inspection in accordance with the Oklahoma Open Records Act.

## **NEW MOTOR VEHICLE COMPLAINT**

<u>COMPLAINANT</u>	<u>D</u>	EALERSHIP	<u>VEHICLE</u>	INFORMATION
Name	Name		Purchase Date _	
Address	Address		Year & Make	
City	City		Model	
State Zip Code	State	Zip Code	_ VIN #	
Home Phone	Salesperso	n	_	
Alternate Phone	F&I Mana	ger	_	
Email				
TYPE OF COMPLAINT: SALES	_ F&I	ADVERTISING	SERVICE	OTHER
WHO HAVE YOU SPOKEN TO AT TH	IE DEALERSI	HIP?		
(1	Be sure to comp	plete both pages of this fo	orm)	

Please summarize your complaint. Include specific names, dates and other information relative to your complaint. Be sure to attach copies of all pertinent documents.			
What result or adjustment are you seeking?			
and therefore, is not my lawyer or legal repres the activities of this company, and/or to attemp	e Commission is not permitted to engage in the private practice of law entative. I am, however, filing the complaint to notify the OMVC of ot to resolve a problem related to the new vehicle transaction. By the complaint procedure enumerated on page 1, and I authorize this		
complaint and copies of all attachments to be f			
Signature	Date		