

STATE OF OKLAHOMA
USED MOTOR VEHICLE AND PARTS COMMISSION
421 NW 13th, Suite 330
Oklahoma City, Oklahoma 73103
Telephone: (405)521-3600

PROCEDURE FOR MEDIATING CONSUMER COMPLAINTS

1. Discuss the situation with the dealer before you file the complaint to allow the dealer the opportunity to resolve the problem.
2. Complaints must be submitted on this form. Fill out the form as completely as possible. Be sure to complete both sides of the form. **WE DO NOT ACCEPT FAXED COPIES OF COMPLAINTS.** Attach copies of all the paperwork relating to the transaction or manufactured home in question. **DO NOT SEND THE ORIGINALS OF ANY OF YOUR PAPERWORK.**
3. A copy of your complaint will be mailed to the dealer. The dealer will be given ten (10) days from the posting of the letter to submit a response.
4. A Commission investigator will contact you once a response has been received from the dealer. **Please allow 6 to 8 weeks for the investigation to be completed.** A solution to the problem between the parties will be sought by the Commission through the investigator. The Commission will attempt to mediate a solution. If no agreement can be reached, the complainant may wish to seek the advice of an attorney or take the case to court.

THERE IS NO FEE FOR THE MEDIATION OF COMPLAINTS THROUGH THIS AGENCY.

MANUFACTURED HOME CONSUMER COMPLAINT FORM

This form **MUST BE COMPLETED** in BLUE or BLACK INK. PLEASE TYPE OR PRINT CLEARLY AND LEGIBLY:

Purchaser (Buyer)

Seller (Dealer)

NAME _____

NAME _____

ADDRESS _____

ADDRESS _____

CITY _____

CITY _____

ST _____ ZIP _____

ST _____ ZIP _____

DAYTIME PHONE _____

PHONE _____

MANUFACTURED HOME INFORMATION

YEAR _____ MAKE _____ MODEL _____ VIN# _____

DATE OF PURCHASE _____ LOCATION OF HOME _____

1. DID YOU RECEIVE A **CERTIFICATE OF TITLE**? _____ IF YES, WHAT DATE? _____
2. DID YOU RECEIVE A **BILL OF SALE**? _____
3. DID YOU RECEIVE A **WARRANTY DISCLAIMER**? _____
4. DID THE DEALER FINANCE THE TRANSACTION? _____
5. DID YOU RECEIVE A **COPY OF THE FINANCE AGREEMENT**? _____
6. WAS THE INSTALLATION OF THE HOME CONTRACTED FOR BY THE DEALER? _____
(IF NO, STATE WHO CONTRACTED WITH THE INSTALLER AND THE NAME OF THE INSTALLER.)

◆◆ If your complaint relates to false or misleading advertising, please attach a copy of the advertisement, and include the name of the publication it was printed in and the date it ran. ◆◆

