



CONSUMER COMPLAINT FORM - MVD ENFORCEMENT SECTION

1) YOUR INFORMATION: (Please Print Clearly)

NAME \_\_\_\_\_
HOME ADDRESS \_\_\_\_\_
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_
HOME PHONE (\_\_\_\_) \_\_\_\_\_ DAY PHONE (\_\_\_\_) \_\_\_\_\_
EMAIL ADDRESS \_\_\_\_\_
HOW DO YOU WANT US TO CONTACT YOU? \_\_\_\_\_ EMAIL \_\_\_\_\_ DAY PH \_\_\_\_\_ WORK PH \_\_\_\_\_ FAX \_\_\_\_\_ MAIL \_\_\_\_\_

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? \_\_\_\_\_

3) DESCRIPTION OF VEHICLE:

DID YOU BUY THIS VEHICLE NEW OR USED? \_\_\_\_\_ YEAR MODEL \_\_\_\_\_
MAKE \_\_\_\_\_ BODY STYLE \_\_\_\_\_ COLOR \_\_\_\_\_ NEW OR USED? \_\_\_\_\_
HOW MANY RED PAPER TAGS DID YOU RECEIVE? \_\_\_\_\_ BLUE TAGS? \_\_\_\_\_
WHAT WAS THE P# ON THE TAGS? \_\_\_\_\_ HAVE YOU RECEIVED YOUR METAL PLATES? \_\_\_\_\_

4) INTERNET SALE:

NAME OF WEBSITE VEHICLE ON: \_\_\_\_\_ EBAY \_\_\_\_\_ AUTOTRADER \_\_\_\_\_ DEALER SITE \_\_\_\_\_
OTHER - LIST NAME: \_\_\_\_\_

5) SALE/LEASE INFORMATION:

WAS THIS A LEASE? \_\_\_\_\_ DATE OF SALE \_\_\_\_\_ SALES PRICE \_\_\_\_\_

DID YOU SIGN A BAILMENT OR CONDITIONAL CONTRACT SUBJECT TO FINANCING BEING FOUND? \_\_\_\_\_
DID YOU RECEIVE A COPY OF THE SALES CONTRACT AND ALL OTHER PAPERS YOU SIGNED? \_\_\_\_\_
DID YOU RECEIVE A COPY OF THE BUYER'S GUIDE? \_\_\_\_\_
DID YOU SIGN A POWER OF ATTORNEY TO THE DEALER? \_\_\_\_\_
DID YOU BUY AN EXTENDED WARRANTY? \_\_\_\_\_
DID THE DEALER OFFER A LIMITED WARRANTY ON THE BUYER'S GUIDE? \_\_\_\_\_
DID YOU SIGN A FORM TO CHOOSE WHAT COUNTY TO REGISTER THE VEHICLE IN? \_\_\_\_\_

6) TRADE-IN VEHICLE: DID YOU TRADE IN A VEHICLE?

WAS THERE MONEY OWED ON YOUR TRADE-IN? \_\_\_\_\_
DID YOU GIVE DEALER THE TITLE ON YOUR TRADE-IN VEHICLE? \_\_\_\_\_

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, please do not file this complaint but contact the Consumer Affairs Section about filing a Lemon Law complaint http://www.dot.state.tx.us/mvd/lemon/lemonlaw.htm or calling 1-800-622-8682

- A) Dealer has not transferred title to my name/have not received metal plates. \_\_\_\_\_ (FT)
B) Dealer did not pay off the lien on my trade-in vehicle. \_\_\_\_\_ (FL)
C) The vehicle was wrongfully repossessed. \_\_\_\_\_ (WR)
D) The dealer did not disclose the vehicle was damaged, wrecked, salvaged or flood-damaged. \_\_\_\_\_ (FW)
E) OTHER EXPLAIN IN DETAIL, 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:**

**MOTOR VEHICLE DIVISION  
ENFORCEMENT SECTION - NEW COMPLAINTS  
PO BOX 2293  
AUSTIN, TEXAS 78768  
1-800-687-7846**

The Texas Department of Transportation 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 Sections 552.021 and 552.023 of the Texas Government Code, you also are entitled to receive and review the information. Under section 559.004 of the Government Code, you are also entitled to have us correct information about you that is incorrect.