



**USED MOTOR VEHICLE AND PARTS COMMISSION**

421 NW 13<sup>th</sup> Street, Suite 330, Oklahoma City, OK 73103

Phone: (405)521-3600 Fax: (405)521-3604

Email: [UMVPC.ComplaintForms@umvpc.ok.gov](mailto:UMVPC.ComplaintForms@umvpc.ok.gov)

[www.usedcarcommission.ok.gov](http://www.usedcarcommission.ok.gov)

**CONSUMER COMPLAINT FORM**

**COMPLAINT PROCEDURE**

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

- Discuss the situation with the dealer before you file the complaint to allow the dealer the opportunity to resolve the problem.
- Complaints must be submitted on this form. Attach copies of all the paperwork relating to the transaction. If your complaint relates to false or misleading advertising, attach a copy of the advertisement, and include the name of the publication it was printed and the date it ran. **DO NOT SEND THE ORIGINALS OF YOUR PAPERWORK.**
- A copy of the complaint will be mailed to the dealer. The dealer will be given ten days from the posting of the letter to submit a response to our office.
- A Commission Inspector will contact you once a response has been received from the dealer. Please allow 3 to 4 weeks for the investigation to be completed. A solution to problem between the parties will be sought by the Commission through the inspector. 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.

**PURCHASER (BUYER)**

BUYER NAME		EMAIL	PHONE	
ADDRESS		CITY	STATE	ZIP CODE

**SELLER (DEALER)**

DEALER NAME		PHONE		
ADDRESS		CITY	STATE	ZIP CODE

**VEHICLE INFORMATION**

YEAR	MAKE	MODEL	TAG NUMBER	VIN #	DATE OF SALE
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**DID YOU RECEIVE THE FOLLOWING PAPERWORK?**

- Yes  No Certificate of Title?
- Yes  No Bill of Sale?
- Yes  No Warranty Disclaimer?
- Yes  No FTC (Federal Trade Commission) Buyer's Guide?
- Yes  No Federal Odometer Statement?
- Yes  No Did the Dealer Finance the Transaction?
- Yes  No If yes, did you receive a copy of the Finance Agreement?

**BRIEFLY SUMMARIZE YOUR COMPLAINT. TYPE OR PRINT LEGIBLY. IF THE COMPLAINT IS NOT LEGIBLE IT WILL BE RETURNED. YOU MAY ATTACH ADDITIONAL SHEETS OF PAPER IF NECESSARY.**


