



USED MOTOR VEHICLE AND PARTS COMMISSION

421 NW 13th Street, Suite 330, Oklahoma City, OK 73103

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

Email: UMVPC.ComplaintForms@umvpc.ok.gov

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		PHONE	
ADDRESS	CITY	STATE	ZIP CODE

SELLER (DEALER)

DEALER NAME		PHONE	
ADDRESS	CITY	STATE	ZIP CODE

VEHICLE INFORMATION

YEAR	MAKE	MODEL	TAG NUMBER	VIN #
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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.

