

COMPLAINT

VOLUNTARY STATEMENT

I wish to file a complaint against the business or individual named below. I understand that the Department of Motor Vehicles **DOES NOT** represent private citizens seeking return of money or other personal remedies as a result of contractual disputes or civil actions.

Person Filing Complaint:

Name _____ Day Time Phone _____

Address _____ Home Phone _____

City _____ State _____ Zip _____ Email Address _____

Business or Individual Complaint Filed Against:

Business License No _____
(If applicable)

Business/Individual Name _____ Phone _____

Address _____
Street City State Zip code

Representative's Name _____

Vehicle Involved: (If applicable)

VIN

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Year _____ Make _____ Model _____ Color _____

Other complaint not involving a motor vehicle sale or repair.

Explain Complaint: (Please attach copies of any documents you have to support your complaint.)

Payments

Did you make payments? Yes No If yes, to whom: _____

How much did you pay? _____ Dates of any payments: _____

Method of payment (cash, check, credit, money order, cashier's check): _____



Contracts

Did you sign a Contract, Waiver, or Invoice: [] Yes [] No If yes, date signed _____

Identify your attempts to resolve the issue(s) with the company, corporation, or organization:

Other Agencies

Have you contacted another agency for assistance? [] Yes [] No

If yes, which agency? _____ Case/Ref# _____

I, _____ freely and voluntarily give this affidavit to the State of Nevada, Department of Motor Vehicles. I understand that the Department of Motor Vehicles - Compliance Enforcement Division does NOT investigate complaints against towing, impound services, or insurance disputes, or help to get a refund or cancel a sale. I further certify and affirm that all information is true and correct to the best of my knowledge and that I will testify to these facts if requested to do so in any action brought against the business or individual named above. Signatures must be original. Photocopies are not acceptable.

Signature of Complainant _____ Date _____
Signature or Notary or Authorized DMV Representative _____ Date _____

Forward the completed form to your local Compliance Enforcement Division office as listed below.

SOUTHERN NEVADA
Department of Motor Vehicles
Compliance Enforcement Division
8250 West Flamingo Road
Las Vegas, NV 89147

NORTHERN NEVADA
Department of Motor Vehicles
Compliance Enforcement Division
305 Galletti Way
Reno, NV 89512

Table with 2 columns and 4 rows for official use only. Headers: Case Number, Tech ID, Business Name, Notes, File Date, Office, Bus. Lic. Number, Received.

“WHAT YOU SHOULD KNOW BEFORE FILING A COMPLAINT”

How to File a Complaint

To file a complaint with the Department you must complete a CED-20 Complaint Form and return it to the Department's Compliance Enforcement Division (CED). Forms may be obtained at a CED office or on the Department's website.

Investigations Typically Conducted by the Department

- Dealer failed to issue Electronic Dealer's Report of Sale (EDRS)
- Dealer failed to submit title documentation or fees
- Dealer failed to issue emission control certificate
- Dealer failed to inspect drive train when required
- Dealer fraud and misrepresentations
- Counterfeit or fraudulent DMV documents
- Violations of sales, financing, or leasing laws
- Unlicensed dealer, lessor, driving school, etc.
- Identity theft

Common Outcomes of Investigations

Licensees often volunteer to resolve complaints once contacted by a CED investigator. However, if violations of law are suspected, CED will take the appropriate criminal or administrative actions in accordance with Nevada law. Should that occur, you may be asked to testify in a court of law or administrative hearing.

Alternatives

Surety Bonds – You may be able to file a claim against a licensee's surety bond. CED can provide you with more information as to what a licensee's bond covers and how to make a claim.

Civil Action – You may be able to seek remedy through the courts by contacting an attorney or legal aid group. The Department cannot give legal advice nor recommend an attorney. Do not delay any civil action you might be considering, as considerable time will be required to complete our investigation and any subsequent action due to workload and time required to develop supporting evidence.

Complaints may also be filed with:

- Your Local Police Agencies (*Stolen Vehicles*)
- Nevada Transportation Services Authority (*Towing Complaints*)
- Better Business Bureau
- Chamber of Commerce

The Compliance Enforcement Division does not:

- Investigate complaints against towing or impound services or insurance disputes.
- Investigate all complaints received. Complaints are assigned based on the Division's legal jurisdiction, case priorities, severity of allegations, history of similar allegations, and available personnel.
- Help you get a refund or cancel a sale. The Department does not have the authority to represent private citizens seeking a return of money or personal property as part of a dispute or complaint. (See Alternatives above.)
- Intervene in most disputes involving a vehicle sales contract or repair dispute. The Department will not attempt to change the terms of a valid sales contract, lease, or warranty.
- Investigate most private party sales. Sales which do not involve a "Division Licensee" or "Employee" will not be investigated unless document fraud is involved or the Division believes one of the parties should be licensed.

Tips for Buying a Car

“AS IS”

The term **“AS IS”** means exactly that. Inspect a vehicle you intend to purchase carefully or have it inspected by a qualified mechanic. Warranties or repairs promised on used vehicles must be specified in writing and disclosed on the sales contract or other written form of disclosure. A verbal promise is not binding.

No “Cooling Off” Period

The State of Nevada does not have any type of waiting period that allows you to return a vehicle you have purchased. Once you have signed a sales contract, you have purchased the vehicle and are responsible for all contractual requirements.

Understand the Sales Contract

It is your responsibility to understand the terms of the sale and financing before you enter into an agreement. Do not sign a contract that contains blank spaces.

Private Party Sales

The Department recommends that sales between private parties occur at a residence. Consumers who buy vehicles displayed for sale from roadsides, vacant lots, or commercial parking lots often have no recourse if there is a problem with registration or titling. In most cases, it is illegal to sell a vehicle from an empty lot. Nevada law allows private parties to sell only three personally owned vehicles per year without a dealer’s license.

Responsibilities of a Dealer

- ✓ **Electronic Dealer’s Report of Sale** – You must receive this document within 20 days of the date of sale from the dealer to register your vehicle. You have 30 days to register the vehicle.
- ✓ **Used Vehicle Inspection Report** – Dealers are required to visually inspect the engine and drivetrain on any vehicle which registers 75,000 miles or more on its odometer, and provide you with a copy of that inspection.
- ✓ **Emission Control Certificate** – Dealers must provide this to buyers if vehicles are sold to residents of counties where an emission inspection is required.
- ✓ **Title Documentation** – Dealers must submit the required documentation needed to create a Nevada title on any used vehicle sold in this state within 30 days of sale. Documents applicable to new vehicle sales must be submitted to the Department within 20 days. DMV will then forward the new Nevada title to the lien holder or legal owner.

Responsibilities of the Department of Motor Vehicles

Licensing and Law Enforcement – DMV licenses the following types of businesses, their business principals, and sales staff.

- Vehicle dealers and brokers
- Car rental agencies
- Manufacturers
- Re-builders
- Transporters
- Salvage pools
- Wreckers
- Body shops
- Emission inspection stations
- Schools for drivers
- Garages must register with the Department and post a bond

Contact Information

Reno

305 Galletti Way
Reno, NV 89512
PH: 775-684-3562
FAX: 775-684-3544

Las Vegas

8250 W. Flamingo Rd.
Las Vegas, NV 89117
PH: 702-486-8626
Fax: 702-486-8602

Nevada Department of Motor Vehicles

info@dmv.nv.gov