



Compliance Enforcement Division
555 Wright Way
Carson City, Nevada 89711
(775) 684-4690
www.dmvnv.com

[ ] COMPLAINT

[ ] VOLUNTARY STATEMENT

Case No. \_\_\_\_\_

File Date \_\_\_\_\_

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 monies 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 \_\_\_\_\_

Business or Individual Complaint Filed Against:

Business License No \_\_\_\_\_ (If applicable)

Business Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Representative's Name \_\_\_\_\_

Vehicle Involved: (If applicable)

VIN | | | | | | | | | | | | | | | | | | | | | |

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.)

Multiple horizontal lines for explaining the complaint.

I, \_\_\_\_\_ freely and voluntarily give this affidavit to the State of Nevada, Department of Motor Vehicles. 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.

Signature of Complainant

Date

Signature of Notary or Authorized DMV Representative

Date



## “WHAT YOU SHOULD KNOW, BEFORE FILING A COMPLAINT”

### How to File a Complaint

To file a complaint with the Department you must complete a **DS-232 Complaint Form** and return it to the Departments Compliance Enforcement Division (CED).

### Investigations Typically Conducted by the Department

- Car dealer failed to issue Dealer Report of Sale (DRS)
- Dealer failed to submit title documentation or fees
- Dealer failed to issue emission control certificate
- Dealer failed to inspect drivetrain when required
- Certain dealer misrepresentations.
- Counterfeit, fraudulent or forged DMV documents
- Odometer fraud
- Unauthorized work charges
- Failure to provide written estimates
- Violations of sales, financing or leasing laws
- Unlicensed dealer, lessor, driving school, etc.

### The Department DOES NOT have the Authority to Investigate

- Complaints against towing or impound services
- Rental car contract or insurance disputes

### Common Outcomes of Investigations

Licensees often volunteer to resolve complaints when contacted by CED. However, if violations of law are suspected, CED will take appropriate criminal or administrative actions per NRS.

### Alternative Approaches

- **Surety Bonds** You may be able to file a claim against a licensee’s surety bond. CED can provide you with more information.
- **Civil Action** You may be able to seek remedy through the courts by contacting an attorney or legal aid group. Small claims are limited to \$5,000 or less. The Department cannot give legal advice nor recommend an attorney.
- **Complaints may also be filed with:**
  - Nevada Department of Business and Industry, Consumer Affairs Division
  - Nevada Transportation Services Authority (*Towing Complaints*)
  - Better Business Bureau
  - Chamber of Commerce

### The Department Will Not be able to

**Will Not** be able to investigate all complaints received. Complaints are assigned based on Division priorities, severity or allegations, history of similar allegations and available personnel.

**Will Not** be able to 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.

**Will Not** be able to intervene with contracts or repair disputes. The Department will not attempt to change the terms of a valid sales contract, lease or warranty.

**Will Not** Investigate most “occasional” sales. Sales which do not involve a “Division Licensee” or “Employee” will not be investigated unless document fraud or forgery 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 liable for payments.

### Understand the Sales Contract

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

### Lemon Laws

Nevada has lemon laws on both new and used vehicles. New vehicle dealers must replace a defective vehicle or refund the purchase price if the defect is not remedied in four attempts or if the total repair time exceeds 30 days. Used vehicle dealers must comply with specific inspection requirements on certain high mileage vehicles.

### 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

- ✓ **Dealer’s report of sale** - You must receive this document from the dealer to register your vehicle. You have 30 days to register the vehicle.
- ✓ **Used Vehicle Inspection Report** - Dealers are required to 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 emissions control check 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 with 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 all businesses, business principals and sales staff in the following areas:

- Vehicle dealers and brokers
- Car rental agencies
- Manufactures
- Re-builders
- Transporters
- Salvage pools
- Wreckers
- Body shops
- Emission inspection stations
- Drive schools
- Garages for the repair of passenger vehicles must register with the Department and either post a bond or agree to binding arbitration.

## **Contact Information**

### **Carson City**

555 Wright Way  
Carson City, NV. 89711  
PH: 775-684-4690  
FAX: 775-684-4691

### **Reno**

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

### **Elko**

3920 E. Idaho St.  
Elko, NV. 89801  
PH: 775-753-1172  
FAX: 775-753-1127

### **Las Vegas**

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

### **Nevada Department of Motor Vehicles**

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