

(Rev 09/10)

STATE OF OKLAHOMA
OKLAHOMA MOTOR VEHICLE COMMISSION
 4334 NW EXPRESSWAY, SUITE 183
 OKLAHOMA CITY, OK 73116
 (405) 607-8227 Fax (405) 607-8909
 email@omvc.ok.gov

PROCEDURE FOR SUBMITTING COMPLAINT

1. **This complaint form is for matters involving NEW MOTOR VEHICLES only.** If your complaint is about a Used Vehicle transaction, you should contact the Used Motor Vehicle Commission at 405-521-3600.
2. Prior to submitting this complaint form, we suggest that you contact the Dealer or the General Manager. We have found that many problems and/or disputes can be resolved in this manner.
3. Complaints should be submitted on this form. **Please provide all information requested, and attach copies of all relevant paperwork relating to the transaction and vehicle.** Do not send the originals of your paperwork. If your complaint is pertaining to an advertisement, please attach copy of the advertisement and include the date and name of publication.
4. **A copy of your complaint will be sent to the dealer.** The dealer will have ten (10) days from receipt of the letter to respond in writing to this office. You will be sent a copy of the dealership response. Your complaint will be handled as quickly as possible in order to attempt to mediate a solution. However, please keep in mind that we do not have the authority to mandate a settlement between the parties involved. If no agreement is reached, and your goal is to change an agreement, void a contract, or solve a civil dispute, you may wish to seek the advice of an attorney. This office is not authorized to provide legal advice.
5. By filing this complaint with the OMVC, you are authorizing the dealership to release paperwork associated with your transaction. Your complaint, the dealership response, and all accompanying documents and correspondence will remain on file at the OMVC, and will be available for public inspection in accordance with the Oklahoma Open Records Act.

NEW MOTOR VEHICLE COMPLAINT

COMPLAINANT

DEALERSHIP

VEHICLE INFORMATION

Name _____	Name _____	Purchase Date _____
Address _____	Address _____	Year & Make _____
City _____	City _____	Model _____
State _____ Zip Code _____	State _____ Zip Code _____	VIN # _____
Home Phone _____	Salesperson _____	
Alternate Phone _____	F&I Manager _____	
Email _____		

TYPE OF COMPLAINT: SALES _____ F&I _____ ADVERTISING _____ SERVICE _____ OTHER _____

WHO HAVE YOU SPOKEN TO AT THE DEALERSHIP? _____
(Be sure to complete both pages of this form)

