

Arkansas Motor Vehicle Commission
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ARKANSAS MOTOR VEHICLE COMMISSION CONSUMER COMPLAINT

TYPE OR PRINT NEATLY. SUBMIT COPY OF NOTARIZED COMPLAINT AND COPY OF ANY SUPPORTING DOCUMENTATION.

Your Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____ County: _____

Home Phone: _____ Work Phone: _____ E-Mail: _____

Company or Person(s) your complaint is against: _____

Address: _____

City: _____ State: _____ Zip Code: _____ Phone No: _____

Name and title of person with whom you dealt: _____

Please fill in this section completely.

Make/Model of Vehicle: _____ Year: _____ Date Purchased: _____

Vehicle Identification Number: _____ License Number: _____

Vehicle was purchased as: New Used Demo Vehicle was leased

Mileage when purchased: _____ Mileage on Auto today: _____

Total Cost of Vehicle: \$ _____ Amount Paid Down: \$ _____

Name of Warranty: _____

Type of Warranty: New Car Used Car Extended As Is/No Warranty

Did you complain to the Dealer or Manufacturer? Yes* No

* If yes, what decision was made? _____

With what other agencies have you filed this complaint. _____

What action was taken? _____

Have you contacted a private attorney? _____

Have you started court action? Yes No If yes, Type. _____

How do you want this complaint resolved?

Refund Repair Deliver Product Perform Service Replace/Trade Other: _____

Below, briefly state the facts of your complaint (if necessary, use additional paper). Please attach copies of any documents involved (order blanks, warranties, credit card receipts or statements, contracts, advertisements, canceled checks, etc.). The information you provide will be used in our effort to resolve your problem and may be shared with the party against who you have complained. It may also be used to enforce applicable state laws. Under the Arkansas Freedom of Information Act, this complaint will be available for public view upon request. Certain personal information such as account numbers are not subject to the Freedom of Information Act.

The above information is true and accurate to the best of my knowledge.

Complainant's Signature

STATE OF ARKANSAS)

COUNTY OF _____)

Today's Date

Subscribed and sworn to before me this _____ day of _____, 20 __.

My Commission Expires:

Notary Public

Consumer Complaint Process

If you have a consumer complaint, please contact the business first.

Try talking to a manager. Most problems are resolved at this level. If you are still not satisfied, try contacting the owner of the business or the business's corporate headquarters. If you are still not satisfied after contacting the business, then you may file a complaint with the Arkansas Motor Vehicle Commission. Keep these four points in mind when you talk to the business owner or manager:

1. Be courteous and calm.
2. Explain the problem accurately. Provide dates, estimated or billed amounts and as many other facts as you can.
3. State what you think is a fair settlement or correction.
4. State where you are willing to negotiate. In many disputes, neither side is 100% correct.

What is the first step to file a complaint?

1. The consumer must live in Arkansas or the business must be located in Arkansas.
2. Answer all questions on the complaint form. Briefly describe your complaint and include all-important facts. Either type or print clearly and legibly when using the printable complaint form.
3. Provide copies of any documents that would support your complaint. **DO NOT MAIL ORIGINAL DOCUMENTS.**
4. Don't forget to date and sign the complaint form. The complaint must be notarized before mailing.

How long will it take before I hear anything?

After we receive your complaint we will send a copy of your complaint to the business. The business will be given 10 business days to respond to this office. When the business does reply, we will send you a copy of their response. After you receive the response from the dealer, if you are not satisfied with the response the AMVC shall determine if the matter should be set down for hearing on the complaint filed with the AMVC or on the Commission's own motion. You will be notified thirty (30) days prior to the date of any hearing before the AMVC, Commission's Legal Counsel or the Executive Director shall give written notice to the parties whose rights may be affected.

May I call for an update on my complaint?

It is not necessary to call and check on the status of your complaint but you can call at any time. Our normal business hours are 8:00 a.m. through 4:30 p.m. Monday-Friday. You will also be notified by mail when we receive any information regarding your complaint.

Dealer Complaints:

If you have a problem with a vehicle that you bought or leased from an Arkansas Dealer, the Arkansas Motor Vehicle Commission (AMVC) may be able to help.

We may be able to help if:

- You are having trouble getting a title.
- You are having trouble with warranty repairs.
- The dealer did not tell you about a problem with your vehicle.
- You think someone tampered with an odometer or misrepresented the reading.
- You think someone is an unlicensed dealer.
- If the dealer violated any part of the Arkansas Motor Vehicle Commission ACT.
- Certain Fraudulent Misrepresentations.

We may not be able to help if:

- Your complaint is about a problem you repaired without giving the dealership an opportunity to repair it first.
- Your complaint is about a vehicle you sold without giving the dealership an opportunity to repair it first.
- A long time has passed since you bought the vehicle.

We cannot help if:

- You bought your car from a private seller.
- Your complaint is about a problem that did not exist at the time you bought the vehicle.

The Arkansas Motor Vehicle Commission CANNOT:

- Give legal advice or discuss a case prior to investigation a complaint.
- Act as a go-between to settle contract terms for buyer or dealer.
- Investigate complaints against private parties.
- Recover money or property for the consumer.
- Investigate most complaints about the condition of used cars. "AS-IS" on a contract or Buyer displayed on the used car window, means you will pay all repair cost after you sign the contract.
- Force a dealer to take back a vehicle after a contract is signed.
- Investigate verbal agreements or statements, made by the dealer, about the vehicle. Be sure to get all agreements in writing.