



Submit a Complaint

What you should know before filing a complaint with the Compliance Enforcement Division (CED)

Investigations Conducted by the Department

- Dealer failed to issue Electronic Dealer's report of Sale (EDRS)
- Dealer failed to submit title documentation for 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
- Violation of sales, financing, or leasing laws
- Unlicensed dealer, lessor, driving school, etc.

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. CED 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

Common Outcomes of Investigations

Licenses 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 NV law. Should that occur, you may be asked to testify in a court of law or administrative hearing.

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 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 that one of the parties should be licensed.

I wish to file a complaint against the business or individual named. 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.

I, _____, acknowledge I have read and agree to the guidance above.



Your Information

Prefix _____ First Name: _____ Middle Name: _____ Last Name: _____ Suffix: _____

Phone: _____ Mobile Phone: _____ Email Address: _____

Physical Address: Street: _____ Suite/Unit #: _____

City: _____ State: _____ Zip: _____ - _____

If your mailing address is different, please provide: Street: _____

Suite/Unit #: _____ City: _____ State: _____ Zip: _____ - _____

I want to submit a complaint against: Business Individual

All complaints MUST have supporting documents (i.e., receipts, contracts, etc.) If none are attached, the Compliance Enforcement Division (CED) may close your case until you provide necessary documentation to substantiate your complaint.

If you do not have supporting documents, please state the reason: _____

BUSINESS INFORMATION

Business Name: _____

Business Type: _____ Business License Number (if known) _____

Address: _____ Suite/Unit#: _____ City: _____ State: _____ Zip: _____

Business Email: _____ Business Phone _____

Please enter the name, telephone number and email of the person you interacted with at this business:

Business Representative: First Name: _____ Last Name: _____

Phone (if known): _____ Mobile Phone (if known): _____

Email (if known): _____

IF FILING AGAINST AN INDIVIDUAL

First Name: _____ Last Name: _____

Street: _____ Suite/Unit #: _____

City: _____ State: _____ Zip: _____

Phone: _____ Mobile Phone: _____

Email: _____



Was there a vehicle involved? If yes, provide the following:

Vehicle Information:

VIN [grid]

YEAR MAKE MODEL COLOR

License Plate State of Issuance

Did you make any payments? Yes No How much did you pay (total)?

Date of last payment Method of Payment Cash Check Credit Card

Was there a contract, waiver or invoice involved? Yes No When was the document signed?

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

Agency Information: Did you contact another agency? Yes No What Agency did you contact?

Case number / reference # associated with that agency?

What was the outcome?

Nature of complaint:

Attestation:

By checking this checkbox, I hereby attest that the information I provided is true, accurate and complete. I understand that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability. I freely and voluntarily give this information to the State of Nevada, Department of Motor Vehicles, Compliance Enforcement Division. I will testify to these facts if requested to do so in any action brought against the business or individual named in my complaint.

Signature Date

Forward this completed form with attachments 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
9155 Double Diamond Parkway
Reno, NV 89521