

# 2013 ARKANSAS MOTOR VEHICLE COMMISSION DEALER COMPLAINT FORM



ARKANSAS MOTOR VEHICLE COMMISSION  
101 EAST CAPITOL, SUITE 204  
LITTLE ROCK, AR 72201  
(501) 682-1428 (501) 682-5573 FAX  
Website: [www.amvc.arkansas.gov](http://www.amvc.arkansas.gov) E-mail: [angie.stoffer@arkansas.gov](mailto:angie.stoffer@arkansas.gov)

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

Your Name: \_\_\_\_\_

Mailing 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: \_\_\_\_\_

**Please fill in this section completely.**

How do you want this complaint resolved? \_\_\_\_\_

Below, briefly state the facts of your complaint (if necessary, use additional paper). Please attach **copies** of any papers 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.

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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 \_\_\_\_\_

## Complaint Process

### **What is the first step to file a complaint?**

- 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.
- Provide copies of any documents that would support your complaint. **DO NOT MAIL ORIGINAL DOCUMENTS.**
- 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, 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; you will be notified by mail when we receive any information regarding your complaint.

### **We may be able to help if:**

- You are having trouble with warranty repairs or claims.
- You think someone tampered with an odometer or misrepresented the reading.
- You think someone is an unlicensed dealer.
- You think the vehicle may have had damage prior to delivery.
- If the manufacturer or distributor violated any part of the Arkansas Motor Vehicle Commission ACT.
- Certain Fraudulent Misrepresentations.
- The manufacturer or distributor failed to meet termination obligations.