



Complaint of Dealer Referral Form (Information)

MVD use only

Vehicle Services Bureau

P.O. Box 201431, 302 N Roberts, Helena, MT 59620-1431 Phone (406) 444-3661 Fax (406) 444-0116 ● dojdealerinfo@mt.gov

Before Filing A Complaint

Contact the dealership and provide the information concerning the problem. If the **general manager** or **owner** does not satisfactorily resolve the problem, a complaint may be filed with the Motor Vehicle Division (MVD).

Examples of a Complaint

An inquiry into a complaint is limited to alleged violations of the motor vehicle law.

Examples of law violations could be:

- Dealer failing to forward title within 120 calendar days following the date of delivery.
- (Or)
- Failing to forward the title within 120 calendar days following the date of delivery if a 90-day temporary permit is issued.
- Tampering with an odometer or giving a false odometer statement.
- Selling a vehicle that is known to be stolen.
- Not maintaining a place of business.
- Operating a MV Consignment Lot or Business w/o dealer license.
- Improper use of dealer and/or demonstrator plates.
- Dealer failing to timely pay an outstanding loan on a vehicle accepted in trade, sold to another or consigned.
- Dealer selling or displaying vehicles at locations other than established place of business without a permit.
- Unlicensed dealer selling a vehicle not titled or registered to them.
- Displaying/parking vehicle offered for sale on a real property owned by another (curb stoning).

Other Types of Complaints

There are certain circumstances that are **not** violations of the motor vehicle dealer law.

The consumer **does not** have 72 hours to change his or her mind on a car deal. When the contract is signed, the vehicle is bought and sold as of the contract date.

The dealer does not have to repair a used vehicle after the sale when the vehicle is sold without a warranty and "AS IS."

The Motor Vehicle Division **cannot** require a dealer to honor a verbal agreement.

Lemon Law

The Lemon Law applies only to new vehicles. It does not apply to used vehicles purchased by consumers who encounter repair problems. The procedures for filing a complaint under the Lemon Law are found in the vehicle owner's manual.

Your complaint(s) about a dealer may be mailed to:

Montana Motor Vehicle Division
PO Box 201431
Helena, MT 59620-1431

The complaint may be faxed to: (406) 444-0116

The complaint may be emailed to: dojdealerinfo@mt.gov

>>>>>>>>>>>>>>> Continue to next page to fill out Complaint Referral Form <<<<<<<<<<<<<<<<



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MVD use only	Case Number:
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Complainant						Phone Number	
Address				City		State	Zip Code
Name of Dealer or Individual(s) (include name of person(s) at dealership you have spoken to)							
Vehicle Year		Make		Model		VIN	
Date of Purchase		Date of Report		Type of Concern/Complaint			
Give a brief statement of the facts concerning this case (additional page attached if needed)							

I certify under penalty of law (**MCA 45-7-203 Unsworn Falsification to Authorities**) that the statements made and information contained on this form are true and correct to the best of my knowledge, information and belief and is being disclosed voluntarily. I am requesting that the Motor Vehicle Division investigate this complaint.

Printed name: _____ Date signed ↓ _____

Signature: _____
This is my legal signature

Important:

Attach copies of all documents in your possession that may assist the Division in an investigation. Do not send original documents. The MVD assumes no responsibility for original documents.

