



LOUISIANA USED MOTOR VEHICLE COMMISSION

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CONSUMER COMPLAINT PROCESS

The Louisiana Used Motor Vehicle Commission ("LUMVC") handles complaints regarding the sale of: used motor vehicles, automotive dismantlers and parts recyclers, used automotive parts and accessories, rent with the option to purchase, daily rentals, auctions, and motor vehicle crushers. If the LUMVC receives a complaint that does not fall within its jurisdiction, we refer it to the appropriate agency and notify you in writing.

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

Most problems are resolved at this level. Try talking to the manager or contacting the owner of the business or the business's corporate headquarters. Remember, when you are communicating with the business owner and its management: 1.) Be courteous and calm. 2.) Explain the problem accurately (Provide dates, 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.

IF you are still not satisfied after contacting the business, then you may file a complaint with the LUMVC.

If your complaint is assigned to a Compliance Investigator, you will be notified in writing the name and contact information of the Investigator assigned to your complaint. Please attach copies of any relevant documents such as letters, bill of sale, contracts, warranties, advertisements, work orders, bills, etc. Please allow four (4) weeks for the investigation to be completed. Be advised that in some circumstances the timeframe for completing the investigation may be longer than the allotted timeframe; this will depend upon the complexity of the matter. Please notice below.

The Louisiana Used Motor Vehicle Commission MAY be able to help if:

- You are having trouble getting a title.
- You have trouble with warranty repairs.
- The dealer did not disclose a problem with your vehicle.
- You think someone tampered with the odometer or misrepresented the reading.
- You think someone is an unlicensed dealer or salesperson.
- If the dealer is in violation of any of Louisiana Used Motor Commission statutes particularly R.S. 32:792.
- Other fraudulent misrepresentations.

The Louisiana Used Motor Vehicle Commission MAY NOT be able to help if:

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

The Louisiana Used Motor Vehicle Commission CANNOT:

- Give legal advice or discuss a case prior to investigation of a complaint.
- Act as a go-between to settle contract terms for buyer and dealer.
- Investigate complaints against private parties.
- Recover money or property for the consumer.
- Investigate complaints about a problem that did not exist at the time you bought the vehicle.
- Investigate most complaints about the condition of used cars. "AS-IS" on a contract means you 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 all agreements are in writing.