



**LOUISIANA USED MOTOR VEHICLE COMMISSION**  
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## CONSUMER COMPLAINT PROCESS

**TAKE A FEW MINUTES TO REVIEW THIS PROCESS SHEET AND COMPLETE ALL SECTIONS OF THE COMPLAINT FORM.**

1. Discuss the situation with the dealer before you file the complaint to allow the dealer the opportunity to resolve the problem.
2. Complaints must be submitted on the consumer complaint form. Fill out the form as completely as possible. You can submit the form and relating paperwork via mail, email, or fax.
3. It is important to attach copies of all paperwork relating to this transaction including; contracts, bill of sale, receipts, repair orders, warranties, etc. Do not send originals.
4. The Commission will process your complaint and a Compliance Investigator will be assigned to your case.
5. There is no fee for the mediation of complaints through this agency.

### The Louisiana Used Motor Vehicle Commission (“LUMVC”) handles complaints regarding:

- Used Motor Vehicles Sales
- Auctions
- Motor Vehicle Crushers
- Automotive Dismantlers
- Rent with the Option to Purchase
- Daily Rentals
- Used Auto Parts And Accessories

\*\*We DO NOT handle complaints with private parties or individual sales.

### What happens after the LUMVC receives my complaint?

- Typically, within 1-2 weeks of receiving your complaint, the LUMVC will send you an acknowledgment letter noting:
  - Your case number
  - The name and contact information of the Compliance Investigator in charge of investigating your complaint.
- Your Investigator will review your complaint and get an explanation from the dealer on their position.
- Your Investigator may contact you if more information, details, or documents are needed.
- Your Investigator will review all paperwork, responses, and documents.
- Your Investigator will contact you pertaining the results of the investigation.
  - If no evidence of a violation is found, the Investigator will so advise and explain why the investigation is being closed.
  - If we feel that the law has been violated, the agency will pursue administrative action.

**NOTE:** Please allow 4-6 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.

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

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

- You repaired the vehicle 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.
- Recover money or property for the consumer.
- Act as a go-between to settle contract terms for buyer and dealer.
- Investigate complaints against private parties.
- 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.