

**SAMPLE COMPLAINT LETTER  
CAR DEALER**

Your name  
Your address  
Your phone number  
Your email address (if you have one)

Date

Name of dealer  
Street  
Suburb/Town State Postcode

Dear Sir/Madam

Re: (insert vehicle make, model and registration number)

On *(date)* I purchased a motor vehicle from your dealership *(put the vehicle details here, for example, year, make, model and registration number)*. Unfortunately, the vehicle has not been satisfactory because *(say what the problem is, for example, it is leaking oil from the engine. If you have already taken the car back, state what action has been taken and what the results have been, for example, 'Your mechanic inspected my vehicle and agreed to fix the problem under warranty, however, when I collected the vehicle and started using it again, the problem was still there')*.

I would appreciate it if you could organise to *(say what you want the dealer to do, for example, have the problem fixed/use another repairer to fix the problem)* by *(date)*. As I am sure you can appreciate, I rely on my car for transport and apart from the inconvenience, this problem has also caused me to incur additional cost (I have kept the receipts as proof).

I look forward to settling this matter amicably. If, however, the matter is not satisfactorily resolved by *(date)*, I will consider taking further action to resolve the complaint either through the Department of Commerce or through the courts.

Yours faithfully

*(Your signature)*

*(Your name)*