



Occupational and Business Licensing  
555 Wright Way  
Carson City, Nevada 89711  
(775) 684 - 4690  
[www.dmvnv.com](http://www.dmvnv.com)

Case No. \_\_\_\_\_ ☐ **COMPLAINT** ☐ **VOLUNTARY STATEMENT** File Date \_\_\_\_\_

I wish to file a complaint against the business or individual named below. I understand that the Department of Motor Vehicles **DOES NOT** represent private citizens seeking return of monies or other personal remedies as a result of contractual disputes or civil actions.

**Person Filing Complaint:**

Name \_\_\_\_\_ Day Time Phone \_\_\_\_\_

Address \_\_\_\_\_ Home Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Business or Individual Complaint Filed Against:**

Business License No \_\_\_\_\_  
(If applicable)

Business Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_  
Street City State Zip code

Representative's Name \_\_\_\_\_

**Vehicle Involved:** (If applicable)

VIN | | | | | | | | | | | | | | | | | | | | | |

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ Color \_\_\_\_\_

☐ **Other complaint not involving a motor vehicle sale or repair.**

**Explain Complaint:** (Please attach copies of any documents you have to support your complaint.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I, \_\_\_\_\_ freely and voluntarily give this affidavit to the State of Nevada, Department of Motor Vehicles. I further certify and affirm that all information is true and correct to the best of my knowledge and that I will testify to these facts if requested to do so in any action brought against the business or individual named above.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Notary or Authorized DMV Representative

\_\_\_\_\_  
Date

Forward the completed form to your local Compliance Enforcement Division office as listed below.

**SOUTHERN NEVADA**  
Department of Motor Vehicles  
Compliance Enforcement Division  
8250 West Flamingo Road  
Las Vegas, NV 89147

**NORTHERN NEVADA**  
Department of Motor Vehicles  
Compliance Enforcement Division  
305 Galletti Way  
Reno, NV 89512



Compliance Enforcement Division  
555 Wright Way  
Carson City, Nevada 89711  
(775) 684 – 4690  
[www.dmvnv.com](http://www.dmvnv.com)

## **“WHAT YOU SHOULD KNOW, BEFORE FILING A COMPLAINT”**

### **How to File a Complaint**

To file a complaint with the Department you must complete a CED 20 Complaint Form and return it to the Department's Compliance Enforcement Division (CED). Forms may be obtained at a CED office or on the Department website.

### **Investigations Typically Conducted by the Department**

- Dealer failed to issue Dealer Report of Sale (DRS)
- Dealer failed to submit title documentation or fees
- Dealer failed to issue emission control certificate
- Dealer failed to inspect drive train when required
- Dealer fraud and misrepresentations
- Counterfeit, fraudulent or forged DMV documents
- Odometer fraud
- Violations of sales, financing or leasing laws
- Unlicensed dealer, lessor, driving school, etc.

### **Common Outcomes of Investigations**

Licensees often volunteer to resolve complaints once contacted by a CED investigator. However, if violations of law are suspected, CED will take the appropriate criminal or administrative actions in accordance with Nevada law. Should that occur, you may be asked to testify in a court of law or administrative hearing.

### **Alternatives**

**Surety Bonds** You may be able to file a claim against a licensee's surety bond. CED can provide you with more information as what a licensee's bond covers and to make a claim.

**Civil Action** You may be able to seek remedy through the courts by contacting an attorney or legal aid group. Small claims are limited to \$5,000 or less. The Department cannot give legal advice nor recommend an attorney.

### **Complaints may also be filed with:**

- Nevada Department of Business and Industry, Consumer Affairs Division (*garage repair disputes*)
- Nevada Transportation Services Authority (*Towing Complaints*)
- Better Business Bureau
- Chamber of Commerce

### **The Compliance Enforcement Division does not:**

Investigate complaints against towing or impound services or insurance disputes.

Investigate all complaints received. Complaints are assigned based on the Division's legal jurisdiction, case priorities, severity of allegations, history of similar allegations and available personnel.

Help you get a refund or cancel a sale. The Department does not have the authority to represent private citizens seeking a return of money or personal property as part of a dispute or complaint. (*See alternatives above.*)

Intervene in most disputes involving a vehicle sales contract or repair dispute. The Department will not attempt to change the terms of a valid sales contract, lease or warranty. Complaints involving repairs should be filed with the Department of Business and Industry, Consumer Affairs Division.

Investigate most private party sales. Sales which do not involve a "Division Licensee" or "Employee" will not be investigated unless document fraud or forgery is involved or the Division believes one of the parties should be licensed.

## Tips for Buying a Car

### **“AS IS”**

The term **“AS IS”** means exactly that. Inspect a vehicle you intend to purchase carefully or have it inspected by a qualified mechanic. Warranties or repairs promised on used vehicles must be specified in writing and disclosed on the sales contract or other written form of disclosure. A verbal promise is not binding.

### **No “Cooling Off” Period**

The State of Nevada does not have any type of waiting period that allows you to return a vehicle you have purchased. Once you have signed a sales contract, you have purchased the vehicle and are liable for payments.

### **Understand the Sales Contract**

It is your responsibility to understand the terms of the sale and financing before you enter into an agreement and do not sign a contract that contains blank spaces.

### **Private Party Sales**

The Department recommends that sales between private parties occur at a residence. Consumers who buy vehicles displayed for sale from roadsides, vacant lots or commercial parking lots often have no recourse if there is a problem with registration or titling. In most cases it is illegal to sell a vehicle from an empty lot. Nevada law allows private parties to sell only three personally owned vehicles per year without a dealer's license.

## **Responsibilities of a Dealer**

- ✓ **Dealer's report of sale** - You must receive this document within 20 day of the date of sale from the dealer to register your vehicle. You have 30 days to register the vehicle.
- ✓ **Used Vehicle Inspection Report** - Dealers are required to visually inspect the engine and drivetrain on any vehicle, which registers 75,000 miles or more on its odometer, and provide you with a copy of that inspection.
- ✓ **Emission Control Certificate** - Dealers must provide this to buyers if vehicles are sold to residents of counties where an emissions control check is required.
- ✓ **Title Documentation** - Dealers must submit the required documentation needed to create a Nevada title on any used vehicle sold in this state within 30 days of sale. Documents applicable to new vehicle sales must be submitted to the Department within 20 days. DMV will then forward the new Nevada title to the lien holder or legal owner.

## **Responsibilities of the Department of Motor Vehicles**

**Licensing and Law Enforcement** - DMV licenses the following types of businesses, their business principals and sales staff.

- |                               |   |
|-------------------------------|---|
| • Vehicle dealers and brokers | • Wreckers  |
| • Car rental agencies         | • Body shops  |
| • Manufacturers               | • Emission inspection stations                              |
| • Re-builders                 | • Drive Schools   |
| • Transporters                | • Garages must register with the Department and post a bond |
| • Salvage pools               |   |

## **Contact Information**

### **Carson City**

555 Wright Way  
Carson City, NV. 89711  
PH: 775-684-4690  
FAX: 775-684-4691

### **Reno**

305 Galletti Way  
Reno, NV. 89512  
PH: 775-684-3562  
FAX: 775-684-3544

### **Las Vegas**

8250 W. Flamingo Rd.  
Las Vegas, NV. 89117  
PH: 702-486-8620  
Fax: 702-486-8602

### **Elko**

3920 E. Idaho St.  
Elko, NV. 89801  
PH: 775-753-1175  
FAX: 775-753-1127

### **Nevada Department of Motor Vehicles**

[www.dmvnv.com](http://www.dmvnv.com)  
[info@dmv.state.nv.us](mailto:info@dmv.state.nv.us)