



DEPARTMENT OF TRANSPORTATION
DRIVER AND MOTOR VEHICLE SERVICES
1905 LANA AVE NE, SALEM OREGON 97314

VEHICLE DEALER, DISMANTLER, UNLICENSED ACTIVITY REQUEST FOR INVESTIGATION

You can use this form to file a complaint against a business as shown below that is licensed or regulated by DMV. You may also use this form to report unlicensed dealer or dismantler activity. Instead of using this form, you can also file your complaint online at DMV2U.Oregon.gov. If you have questions, please visit the DMV website at www.oregondmv.com or call 503-945-5281.

DMV does not regulate issues involving the condition of the vehicle, mechanical issues, warranties, financing issues or vehicle safety concerns. Please visit the DMV website shown above for information on agencies to contact for these issues.

Mail your complaint and the required attachments to the address below. You may also fax your complaint and supporting documents to the DMV Dealer Investigations Unit at 503-945-5289 or scan and email the complaint and documents to bizregs@odot.oregon.gov.

Mailing address: DMV Dealer Investigations Unit
1905 Lana Ave NE
Salem OR 97314

Please note the following when submitting your complaint:

- Include a detailed explanation of your complaint; this includes dates, other parties involved, and a summary of any efforts you have already made to resolve the problem.
- Include copies of all documents that relate to the complaint.
- For unlicensed activity complaints include photos, license plate or other vehicle identification information, telephone, address or contact information of the suspected violator(s) and copies of ads.

Note: Complaints lacking information or documentation and anonymous complaints may not be investigated.

The DMV investigation report, including copies of your complaint, will become a public record and is subject to public disclosure.

What happens after you submit your complaint:

DMV determines if the complaint falls within its regulatory authority.

- If the complaint is not covered by our laws, we will notify you.
- If the complaint appears to fall within DMV's authority, an investigator may conduct an investigation. The investigator is an impartial fact-finding party. During the investigation they are not representing you (the complainant), the dealer, dismantler, business or other individuals. The investigator may contact the person you filed the complaint against to ask for a response, which may include providing them with a copy of your complaint. The length of time an investigation takes depends on current case load and the complexity of the case.

After the facts have been gathered, DMV evaluates the information.

- If the evidence fails to support a violation of the law(s), the case will be dismissed.
- If a violation has occurred, DMV may recommend disciplinary action depending on the severity of the violation. Disciplinary action generally involves one or more of the following:
 - Citation/Violation Notice
 - Civil Penalties
 - Sanctions including probation, suspension, revocation, or cancellation of the vehicle dealer certificate.
- The dealer, dismantler, business or individual may request a hearing to dispute DMV's decision.
- DMV will notify you of the outcome of your complaint.

DMV's decisions do not constitute legal opinion. DMV does not have the authority to recover funds, award damages, or make judicial determinations. To pursue these type of remedies, please seek legal advice.



VEHICLE DEALER, DISMANTLER, UNLICENSED ACTIVITY REQUEST FOR INVESTIGATION

Mail / Fax / Email

DMV Dealer Investigations Unit
1905 Lana Ave NE
Salem OR 97314

Fax: 503 945-5289
Email: bizregs@odot.oregon.gov

OFFICE USE ONLY

Dealer/Dismanter No. _____
Date Rec'd: _____
Assigned To: _____
Other Disposition: _____
Dealer Out of Business: _____
Confirmation Notice: _____

Business or person you are filing a complaint about: Was dealer notified of complaint? Yes No

<input type="checkbox"/> Vehicle Dealer		<input type="checkbox"/> Vehicle Dismantler		<input type="checkbox"/> Dealer Out of Business	
<input type="checkbox"/> Unlicensed Vehicle Dealer		<input type="checkbox"/> Unlicensed Vehicle Dismantler			
BUSINESS or INDIVIDUAL'S NAME				DEALER CERTIFICATE NUMBER (IF KNOWN)	
BUSINESS ADDRESS					
CITY			STATE		ZIP CODE
TELEPHONE NUMBER			EMAIL or WEB ADDRESS		

Your contact information:

NAME (LAST, FIRST MIDDLE)				DATE OF BIRTH (MM-DD-YYYY)	
BUSINESS NAME (IF ANY)				DRIVER LICENSE NUMBER	
MAILING ADDRESS					
CITY			STATE		ZIP CODE
TELEPHONE NUMBER			EMAIL or WEB ADDRESS		

Name of Purchaser: (If different from above)

Vehicle information:

YEAR	MAKE	DATE OF PURCHASE	PLATE	VIN
YEAR	MAKE	DATE OF PURCHASE	PLATE	VIN
YEAR	MAKE	DATE OF PURCHASE	PLATE	VIN
YEAR	MAKE	DATE OF PURCHASE	PLATE	VIN
YEAR	MAKE	DATE OF PURCHASE	PLATE	VIN

Instructions for filing a complaint

1. Check appropriate box;
2. Provide a written statement;
3. Include legible copies of any documents you have (i.e. purchase order, contract, receipts, cancelled checks);
4. Be sure to **sign the complaint**.

- No title received**
- No registration, plates or stickers received**
- The dealer did not provide me with documents needed to obtain a title**
- My consigned vehicle was sold more than 10 days ago and I have not been paid**
- Unlicensed dealer or dismantler activity**
- Other** (explain below):

The dealer did not provide me with documents or I lost/misplaced the documents.

Complaint summary: (State your complaint. Use additional sheets if necessary.)

Attach copies of documents related to the complaint...

This statement is true to the best of my knowledge.

SIGNATURE

X

DATE