



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

Division of Motor Vehicles

5707 MacCorkle Avenue, Southeast - P.O. Box 17100
Charleston, West Virginia 25317-0010 - (304) 558-3900
TDD (800) 742-6991 - (800) 642-9066

REQUEST FOR INVESTIGATION

Note: It is requested that prompt attention be given to completing the following requested information. An envelope is enclosed for the return of this form. YOUR COMPLAINT WILL NOT BE INVESTIGATED UNTIL THIS FORM HAS BEEN COMPLETED AND RETURNED.

PERSON FILING COMPLAINT

NAME HOME PHONE NUMBER WORK PHONE NUMBER

STREET ADDRESS CITY STATE & ZIP CODE

DEALER INFORMATION

DEALER NAME DEALER PHONE NUMBER COUNTY

DEALER ADDRESS CITY STATE & ZIP CODE

SALESPERSON NAME NAME & ADDRESS APPEARING ON PURCHASE ORDER

VEHICLE INFORMATION

YEAR MAKE VEHICLE IDENTIFICATION NUMBER

DATE OF PURCHASE PURCHASE PRICE TEMPORARY PLATE NUMBER.

PLEASE SPECIFY BELOW THE NATURE OF THE COMPLAINT AND INCLUDE A COPY OF ANY PAPERS IN YOUR POSSESSION TO INCLUDE CONTRACT, PURCHASE ORDER, RECEIPTS OR CANCELLED CHECKS. BE SURE TO SIGN THE COMPLAINT FORM IN THE SPACE PROVIDED ON EACH PAGE. AN ADDITIONAL PAGE IS ATTACHED FOR YOU TO OUTLINE YOUR SPECIFIC COMPLAINT.

SIGNATURE DATE:

A DMV Investigator cannot act as an attorney or give you legal advice. You may wish to consult with an attorney to determine your specific rights and remedies.

If your complaint relates to failure of a licensed WV dealer to honor a warranty agreement, you must contact the Division of Consumer Protection and Anti-trust of the Office of the West Virginia Attorney General at 1-800-368-8808 and state your complaint and request a complaint form be mailed to you. A consumer advocate will review your written complaint and advise you of your rights and pursuit of remedy.

PLEASE RESPOND TO THE FOLLOWING REQUESTED INFORMATION.

PROVIDE THE MILEAGE OF THE VEHICLE ON THE DATE OF PURCHASE _____

HOW MANY MILES HAVE YOU DRIVEN THIS VEHICLE SINCE PURCHASED?
_____ WHAT IS THE MILEAGE ON THE ODOMETER AT THIS TIME (DATE OF COMPLAINT) _____

WAS YOUR REGISTRATION TRANSFERRED FROM ANOTHER VEHICLE? PROVIDE NUMBER

WAS THERE A TRADE INVOLVED? IF SO, GIVE YEAR, MAKE AND VIN: _____

WHAT WAS THE TRADE ALLOWANCE (IF APPLICABLE)

DID YOU FINANCE THIS VEHICLE WITH THE DEALER? _____

IF SO, DO YOU HAVE A COPY OF CONTRACT AGREEMENT? _____

IF NOT, DO YOU HAVE ANY DOCUMENT DEFINING, OUTLINING OR EXPLAINING THE TERMS OF THE FINANCE AGREEMENT? _____

DID THE DEALER COLLECT THE TITLE, TAX AND LICENSE FEES FROM YOU? _____

IF YOU PAID THE TITLE, TAX AND LICENSE FEES TO THE DEALER, PROVIDE THE AMOUNT COLLECTED AND THE DATE YOU PAID THESE FEES. (PROVIDE A COPY OF THE RECEIPT FOR THESE FEES IF YOU HAVE ONE.)

HAVE YOU RECEIVED YOUR TITLE (LIEN HOLDER IF A LIEN IS INVOLVED) _____

HAVE YOU RECEIVED YOUR PERMANENT REGISTRATION CARD FROM THE DMV FOR THIS VEHICLE? _____

DID YOU RECEIVE A WARRANTY AGREEMENT FROM THE DEALER? PROVIDE A COPY WITH THIS COMPLAINT IF THE DEALER PROVIDED YOU WITH AN AGREEMENT.

HAVE YOU CONTACTED THE DEALER ABOUT THIS PROBLEM? _____
WHAT WAS THE DEALER'S RESPONSE TO YOUR INQUIRY? _____

MAIL INFORMATION TO. DIVISION OF MOTOR VEHICLES
 DEALER SERVICES
 5707 MacCorkle Avenue, Southeast – P.O. Box 17100
 CHARLESTON, WV 25317

SIGNATURE _____ DATE _____

