MVD–10769
REV. 07/11

New Mexico Taxation & Revenue Department, Motor Vehicle Division

MVD DEALER LICENSING BUREAU COMPLAINT FORM

Explanation and Instructions

The Dealer Licensing Bureau (DLB) of the New Mexico Motor Vehicle Division (MVD) investigates and seeks appropriate resolution of complaints regarding the operations of automobile dealerships, auto recyclers and title service companies (TSCs). This form is provided for use by consumers to register complaints regarding dealerships, auto recyclers and TSCs and to request that those complaints be investigated and resolved by the DLB.

Please submit a copy of any and all documentation (i.e. invoice, odometer statements, titles, cancelled checks, photos, etc.) to support your complaint. Each complaint will be investigated and reviewed by the DLB. In accordance with privacy laws, there may be instances when the DLB will not be able to share all the details of the investigation or any subsequent administrative action. You may file your complaint anonymously. However, if we do not have enough information to investigate and cannot reach you for additional information, we may have to close the investigation for lack of evidence.

Send this completed form and any attachments to:

Motor Vehicle Division
Dealer Licensing Bureau
505 Marquette NW , Suite 1501
Albuquerque, NM 87102

Phone (505) 383-2316 ■ Fax (505) 383-2372

Type of Complaint

❑ Failure to deliver title/registration (01) ❑ Fraud/forgery (02) ❑ Odometer Discrepancy (03)

❑ Salvage violation (04) ❑ Unlicensed dealer (05) ❑ Curbing/Zoning (06)

❑ Other:

Complainant Name and Information

Name (Last, First, M.I.)			Home Phone ( )
Mailing Address			Work Phone ( )
City	State	Zip Code	Cell Phone ( )
Driver's License Number	Email Address		

Automobile Dealership, Auto Recycler or Title Service Company Information

Business Name	Name and Title/Position of Individual		
Business Address			Business License Number
City	State	Zip Code	Business Phone ( )

Complete this Section if Complaint Concerns a Vehicle Purchase

Year	Make	Model	Color

Vehicle Identification Number (VIN)	Purchase Date

Total Purchase Price	Amount Paid	Unpaid Balance	Payment by cash, check or both?
			❑ cash ❑ check ❑ both

Was vehicle financed?	If Yes, Name of Lender
❑ yes ❑ no	

Did you pay tax, title and license?	Temporary Permit Issued?	How many temporary permits have you received?
❑ yes ❑ no	❑ yes ❑ no	

Complainant's Statement of Facts

The following is a brief detailed statement of facts concerning this case. This information is true and correct to the best of my knowledge. I hereby request that the Motor Vehicle Division investigate this complaint.

Signature of Complainant	Date

For Dealer Licensing Bureau Use Only