

What complaints are investigated?

WisDOT investigates consumer complaints against motor vehicle manufacturers, distributors, dealers and salvage dealers for violations related to the following:

- advertising
- sales practices
- product quality or representation
- warranty service

Is there a fee for filing?

There is no fee for DMV complaint mediation activities.

How are complaints handled?

Complaints are usually resolved through informal mediation. WisDOT charges no fee to mediate or investigate a consumer complaint. Annually, Wisconsin consumers receive more than \$1 million back in the form of cash adjustments, free or discounted repairs, vehicle buybacks, and refunds as a result of WisDOT complaint mediations. Complaint investigations may also result in the following disciplinary actions against businesses that violate Wisconsin laws:

What are the most frequent complaints?

The top 10 complaints in 2007 were:

- inadequate vehicle disclosure
- dealer failed to submit title and registration application to DMV
- poor product quality
- unlicensed motor vehicle sales
- dealer failed to give consumer required documentation of purchase
- product misrepresentation
- deceptive advertising
- problems with free merchandise included with purchase
- nonfulfillment of warranty
- nondisclosure of terms of contract

For more information contact:

Bureau of Vehicle Services
 Dealer And Agent Section
 (608) 266-1425
 (608) 266-0323 - FAX
 Email: dealers.dmv@dot.wi.gov
<http://www.dot.wisconsin.gov/safety/consumer/index.htm>

