

**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 \$1.5 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:

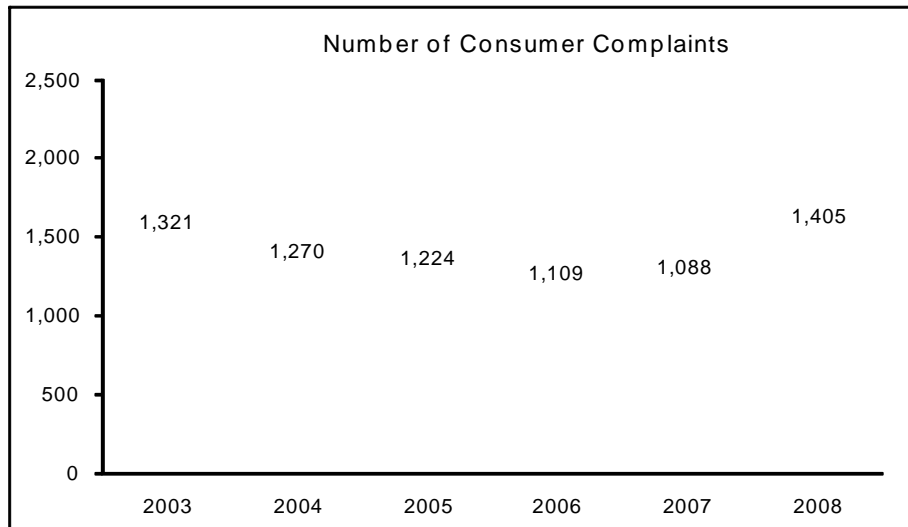
**What are the most frequent complaints?**

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.state.wi.us](mailto:dealers.dmv@dot.state.wi.us)  
<http://www.dot.wisconsin.gov/safety/consumer/index.htm>



Source: Customer Service Unit Work Statistics