



Wisconsin Department of Transportation

DEALER COMPLAINT

DIVISION OF MOTOR VEHICLES
Dealer and Agent Section
P.O. Box 7909
4822 Madison Yards Way
Madison, WI 53707-7909
Telephone: (608) 266-1425

Dear Wisconsin Consumer:

If you have a problem with a vehicle that you bought or leased from a Wisconsin dealer, the Dealer and Agent Section may be able to help.

We may be able to help if:

- you're having trouble getting a title.
- you're having trouble with warranty repairs.
- the dealer did not tell you about a problem your vehicle has.
- you have a question about Wisconsin's new vehicle Lemon Law.
- you think someone tampered with an odometer or misrepresented the reading.
- you think someone is an unlicensed dealer.

We may not be able to help if:

- your complaint is about a problem you repaired without giving the dealership an opportunity to repair it first.
- your complaint is about a vehicle you sold without giving the dealership an opportunity to repair it first.
- A long time has passed since you bought the vehicle.

We cannot help if:

- you bought your car from a private seller.
- your complaint is about a problem that did not exist at the time you bought or leased the vehicle.

What you should do:

1. Contact the dealership if you haven't already.

The law says, before we can help you, you must tell the dealership about the problem and give them an opportunity to resolve it. Keep a record of any contact with the dealer. Get an invoice for any repairs, or write down the date, time, and who you spoke to at the dealership.

2. Follow these tips when talking with the dealership:

- Speak to the owner or manager about your concern.
- Use a friendly, not an angry tone. Assume the problem is unusual and the dealership wants to fix it. Be reasonable, polite, and factual.
- Let the dealer know you're a loyal customer and you're complaining because you want to continue being their customer. They may not try as hard to please you if they've already lost your business.
- Tell them exactly what you want—a repair, refund, apology, etc.

3. If you don't resolve your dispute with the dealer, you may file a complaint with us.

- Complete and return the complaint form in the enclosed envelope.
- Include a *readable* copy of your purchase contract, window label and title application and other supporting documentation if you can.
- Explain your complaint in clear, concise, well-organized language supported by relevant facts and documentation.
- Give us your daytime phone number.

What happens next:

When we get your complaint, we'll call or write and tell you who is working on it. We may try to mediate a settlement between you and the dealer. In many cases, we are able to help consumers get repairs, or money back from the dealer. *However, Wisconsin law does not authorize us to **require** the dealer to give you something to resolve your complaint.*

Other help:

Non-Warranty Repair Problems: Dept. of Agriculture, Trade and Consumer Protection (800) 422-7128

Recalls and Safety Defects: National Highway Traffic Safety Hotline (800) 424-9393

Lawyer Referral and Information Service: (800) 362-9082 or (608) 257-4666

If you have questions, please call us at (608) 266-1425.

Sincerely,

Dealer and Agent Section

If we can't help you:

If we can't help you, you may want to use small claims court or hire an attorney. You can get information about small claims court from the Small Claims Court in the county where the seller is. If you need to contact the prior owner of your vehicle, you can find their name and address in a title history from the state where your car was last titled. To get a Wisconsin title history, call (608) 266-1466.

