



Motor Vehicle Sales Authority of BC Consumer Complaint Form

There are 3 steps to file a complaint against a licensed BC motor dealer:

Step 1. Fill out the Consumer Complaint Form, print a copy and sign it.

Step 2. Attach **required documentation:**

- a) A copy of your current Vehicle Registration Form (if applicable)
- b) A copy of Sale or Lease Agreement (if applicable)
- c) For a deposit complaint, proof of payment of the deposit and a copy of the deposit agreement or receipt

Attach all relevant **supporting documentation**, including ICBC Transfer Tax Form APV9T, worksheets, deposit receipts, ICBC vehicle damage enquiries, CarProof and CarFax reports done after purchase/lease, or other.

Step 3. Send your Consumer Complaint Form with attachments to the Motor Vehicle Sales Authority of British Columbia by mail, or by fax, or by e-mail:

Mailing address: Motor Vehicle Sales Authority of BC
Suite 208 - 5455 152nd Street, SURREY, B.C. V3S 5A5

Fax number: 604-574-5886

E-mail address: enquiry@mvsabc.com (You will need to scan your complaint form and **all** attachments)

IMPORTANT: Missing and inaccurate information will result in handling delays and your complaint application may be returned to you.

Complainant's Contact Information

IMPORTANT: Complainant is the person who entered into the transaction with the dealership and whose name appears on the sale, lease, consignment or deposit agreement/worksheet.

First Name _____ Last Name _____

Address _____

City _____ Province _____ Postal Code _____

Home phone _____ Work phone _____

Cell phone _____ E-mail _____

If a representative is acting on your behalf, please provide your representative's contact information:

First Name _____ Last Name _____

Address _____

City _____ Province _____ Postal Code _____

Home phone _____ Work phone _____

Cell phone _____ E-mail _____

Complaint Against

Name of Motor Dealer _____

Address _____

City _____ Province _____ Postal Code _____

Salesperson _____ Manager _____

Vehicle and Transaction Information

Make _____ Model _____ Year _____

Registration number _____ or VIN _____

Odometer reading at purchase _____ now _____

Financed Leased Cash With trade-in: Yes No

Date of Purchase/Lease/Consignment/Payment of the deposit _____

Price _____ (before taxes and extras)

Percentage vehicle is / was / was intended to be used for: _____% business purposes _____% personal use

Details of Your Complaint (Preferably typed)

Please list the events related to your complaint in the order they occurred prior to your purchase, lease, consignment or payment of the deposit. Include names of salesperson and/or manager you dealt with. If you contacted the motor dealer to try to resolve your dispute, provide dates and contents of phone calls, letters and other discussions you had with the motor dealer. If needed, please attach a more detailed statement to this form.

What do you want the dealership to do to resolve your complaint?

Have you made this known to the dealer? No Yes, in writing (Please attach a copy)
Yes, verbally Who did you speak to and when:

Did you receive a response from the dealership? No Yes, in writing (Please attach a copy)
Yes, verbally What was the response:

Required and Supporting Documents

Did you receive the following documents / information at the time of the transaction? Please attach a copy if applicable.

Worksheet	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Deposit agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Deposit receipts	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Sale agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Finance agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Lease agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Warranty information	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/> N/A <input type="checkbox"/>
Mechanical condition report	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/> N/A <input type="checkbox"/>
Vehicle history report	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/> N/A <input type="checkbox"/>
Vehicle registration	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
ICBC tax transfer form (APV9T)	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>

Do you have other related documents, including vehicle history reports done after the transaction? If yes, please list and attach:

Terms of Service

Your private information

The information that you provide is collected in accordance with the VSA Privacy Policy and is needed for your complaint to be evaluated and for the VSA to conduct an investigation or undertake administrative action. This information may need to be shared with the dealership against whom the complaint has been made.

Your responsibilities

By sending a complaint to the VSA you are authorizing the release of this information for investigative and statistical purposes. You are also acknowledging that the information is true and accurate to the best of your knowledge.

Complainant's Signature

Complainant's Representative Signature

Please Print Name

Please Print Name

Date

Date