



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, lease or consignment agreement (if applicable)
c) For a deposit complaint, proof of payment of the deposit, 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/consignment, or other.

Step 3.

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

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

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

Fax number: (604) 574-5886

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.

Form fields for complainant contact information: 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:

Form fields for representative contact information: First name, Last name, Address, City, Province, Postal code, Home phone, Work phone, Cell phone, E-mail

Complaint Against

Form fields for complaint against: Name of motor dealer, Address, City, Province, Postal code, Salesperson, Manager

Vehicle and Transaction Information

Year: _____ Make: _____ Model: _____

VIN: _____ Registration number: _____

Odometer reading: At purchase _____ Now _____

Financed Leased Cash With trade-in: Yes No

Date of purchase / lease / consignment / payment of deposit: _____

Price: _____ (before taxes and extras) Extended warranty: Yes No

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 name 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.

Additional statement attached: Yes No

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

Have you made this known to the dealer? Yes In writing (Please attach a copy) No
Verbally (Who did you speak to? When?)

Did you receive a response from the dealership? Yes In writing (Please attach a copy) No
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"/>	
Consignment 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)

Additional Information
(That will not affect your complaint)

How did you find out about the VSA?

Advertising: Print Radio TV Online Other _____

Automotive industry: ARA CVSE NCDA RVDA Other _____

Consumer organization: BBB Consumer Protection BC Other _____

Auto insurance broker BCAA ICBC Automotive dealer _____

Internet search News feature Personal referral Lawyer Courts Police

Other _____

Was this your first vehicle purchase? Yes No

How did you pick the dealership that you bought from?

Advertising: Print Radio TV Online Other _____

Word of mouth Drop in Previous purchase Other _____

Did you take the vehicle for a mechanical inspection prior to purchase / lease?

Yes No Dealer provided Dealer did not allow

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's signature

Name (please print)

Name (please print)

Date

Date