



MOTOR VEHICLE DEALER
CONSUMER COMPLAINT FORM -
ENFORCEMENT DIVISION

Form ENF-GC1
(04/13)
(Replaces Form MVD-ENF-GC1)
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EPC

1) YOUR INFORMATION: NAME (Please Print Clearly): _____
HOME ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____
HOME PHONE: (_____) _____ DAY PHONE: _____
EMAIL ADDRESS: _____ FAX # (_____) _____
HOW DO YOU WANT US TO CONTACT YOU? EMAIL HOME DAY PHONE _____ FAX MAIL TO ADDRESS

2) PERSON COMPLAINING OF: BUSINESS NAME: _____
NAMES OF PERSON(S) YOU SPOKE TO: _____
ADDRESS: _____ CITY: _____ ZIP: _____ PHONE: (_____) _____
IS THIS THE SAME ADDRESS WHERE YOU FIRST SAW THE VEHICLE? YES NO
IF NOT, WHERE DID YOU FIRST SEE VEHICLE? _____
IF YOU ARE A LICENSEE OF MVD, SKIP TO NUMBER 7

3) DESCRIPTION OF VEHICLE: DID YOU BUY THIS VEHICLE NEW OR USED? NEW USED YEAR MODEL: _____
MAKE: _____ BODY STYLE: _____ COLOR: White
HOW MANY PAPER TAGS DID YOU RECEIVE? 1 VIN NUMBER: 552130
WHAT WAS THE NUMBER ON THE TAGS? 552130 HAVE YOU RECEIVED YOUR METAL PLATES? YES NO

4) INTERNET SALE: NAME OF WEBSITE VEHICLE ON: EBAY: AUTOTRADER: DEALER SITE:
CRAIG'S LIST: OTHER-- LIST NAME: _____

5) SALE/LEASE INFORMATION: WAS THIS A LEASE? YES NO
DATE OF SALE: 8-16-2013 SALES PRICE: _____
DID YOU PAY CASH? YES NO IF YES, DID YOU PAY TT&L AT THE SAME TIME? YES NO
DID YOU SIGN A BAILMENT OR CONDITIONAL CONTRACT SUBJECT TO FINANCING BEING FOUND? YES NO
DID YOU FINANCE WITH THE DEALER? YES NO
DID YOU RECEIVE A COPY OF THE SALES CONTRACT AND ALL OTHER PAPERS YOU SIGNED? YES NO
DID YOU RECEIVE A COPY OF THE BUYER'S GUIDE? YES NO
DID THE DEALER OFFER A LIMITED WARRANTY ON THE BUYER'S GUIDE? YES NO
DID YOU BUY AN EXTENDED WARRANTY? YES NO
DID YOU SIGN A POWER OF ATTORNEY TO THE DEALER? YES NO
DID YOU SIGN A FORM TO CHOOSE WHAT COUNTY TO REGISTER THE VEHICLE IN? YES NO

6) TRADE-IN VEHICLE: DID YOU TRADE IN A VEHICLE? YES NO VIN NUMBER: _____
WAS THERE MONEY OWED ON YOUR TRADE-IN? YES NO
DID YOU GIVE DEALER THE TITLE ON YOUR TRADE-IN VEHICLE? YES NO

TxDMV
JUN 08 2015
ENFORCEMENT DIVISION