

What complaints are investigated?

WisDOT investigates consumer complaints against motor vehicle manufacturers, distributors, dealers and salvage dealers for violations related to the following:

- vehicle title and registration
- product quality or representation
- sales practices
- advertising
- 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. Wisconsin consumers receive significant value 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:

For more information contact:

Bureau of Vehicle Services
Dealer And Agent Section
(608) 266-1425
(608) 266-0323 - FAX
Email: dealers.dmv@dot.wi.gov
<http://wisconsindot.gov/Pages/dmv/cons-protect/file-cmplnt/filedealercomplaint.aspx>

