



DIVISION OF MOTORIST SERVICES

CONSUMER COMPLAINT FORM

FOR OFFICIAL USE ONLY

TYPE OF COMPLAINT:

- Motor Vehicle Dealer
 Mobile Home Dealer
 Mobile Home Manufacturer
 RV Dealer or Manufacturer

- Odometer Fraud
 Other

Date Opened: _____
Date Closed: _____
Closing Code: _____
Complaint Number: _____
Investigator: _____

COMPLAINANT INFORMATION

Name: _____ Driver License Number: _____
Address: _____ Date of Birth: _____
City: _____ County: _____ State: _____ Zip Code: _____
Home or Cell Phone Number: _____ Work Phone Number: _____
Fax Number: _____ Email Address: _____

DEALERSHIP INFORMATION

Dealership Name: _____ Dealer License Number: _____
Address: _____
City: _____ County: _____ State: _____ Zip Code: _____
Fax Number: _____ Email Address: _____
Salesperson Name: _____

VEHICLE OR MOBILE HOME (MH) INSPECTION INFORMATION

Year/Make/Model: _____ Date Purchased: _____ Date Delivered: _____
Vehicle Identification Number (VIN): _____ Tag Number: _____

MOBILE HOME, RECREATIONAL VEHICLE OR PARK TRAILER INFORMATION

(Complete this section only if a mobile home, recreational vehicle, or park trailer is involved in your complaint.)

Name of Manufacturer: _____
Address: _____
City: _____ County: _____ State: _____ Zip Code: _____

*HUD Label: _____ *Florida Seal Number: _____
***HUD Label is a red or silver metal tag on rear of unit. *If unit is a recreational vehicle or park trailer, Florida Seal # will either be near the HUD label or front of unit.**

Please complete page two of this form.

COMPLAINT AFFIDAVIT

DESCRIBE THE NATURE OF YOUR COMPLAINT: Please explain your complaint, listing events in the order in which they occurred. It is important to verify that dates listed are accurate. **Please enclose copies of any documentation you have related to your complaint.**

WHAT ACTIONS DO YOU FEEL WILL SATISFY YOUR COMPLAINT? Please explain what actions you feel will satisfy your complaint.

Note: You may complete the form, save the document to your computer, scan and attach ALL supporting documents, including purchase agreement, contracts receipts, cancelled checks, proof of vehicle insurance, registration, inspection reports, warranty documents, repair invoices or any other documents relating to your complaint and email us your completed file. Otherwise, please print off the form and mail the complaint form and copies of all related documentation so that we may address your concerns as quickly as possible.

Pursuant to s. 320.861, Florida Statutes, information received by the department as a result of an investigation or examination conducted pursuant to this section is confidential and exempt from Chapter 119, Florida Statutes, until the investigation or examination ceases to be active or administrative action taken by the department has concluded or been made part of a hearing or court proceeding.

Please view the list below and locate the Regional Office responsible for the county the dealer is located and either email or mail your complaint and all supporting documents to the appropriate regional office.

Signature: _____

Date: _____

Division of Motorist Services
BUREAU OF DEALER SERVICES
MOTOR VEHICLE FIELD OPERATIONS – REGIONAL OFFICES

Region 1

Motor Vehicle Field Operations
1135 Banks Road
Margate, Florida 33063
Telephone: (954) 969-4216 option 0
FAX: (954) 969-4237

Responsible for Broward County
DmvRegion1@flhsmv.gov

Region 2

Motor Vehicle Field Operations
318 Southeast 25th Avenue
Ocala, Florida 34471
Telephone: (352) 512-6782 option 3
FAX: (352) 732-1459

Responsible for Alachua, Gilchrist, Lake, Levy, Marion and Putnam Counties
DmvRegion2@flhsmv.gov

Region 3

Motor Vehicle Field Operations
9550 Regency Square Boulevard, Suite 100
Jacksonville, Florida 32225
Telephone: (904) 365-2681
FAX: (904) 723-2001

Responsible for Baker, Bradford, Clay, Columbia, Flagler, Duval, Nassau, St. Johns and Union Counties
DmvRegion3@flhsmv.gov

Region 4

Motor Vehicle Field Operations
1697 N Woodland Blvd Suite 111D
Deland, Florida 32720
Telephone: (386) 327-9220 option 3
FAX: (386) 736-5092

Responsible for Brevard, Seminole and Volusia Counties
DmvRegion4@flhsmv.gov

Region 5

Motor Vehicle Field Operations
4101 Clarcona-Ocoee Road, Suite 160
Orlando, Florida 32810
Telephone: (407) 445-7400 option 3
FAX: (407) 445-7411

Responsible for Orange and Osceola Counties
DmvRegion5@flhsmv.gov

Region 6

Motor Vehicle Field Operations
5701 East Hillsborough Avenue Suite 2228
Tampa, Florida 33610
Telephone: (813) 612-7110 option 4
FAX: (813) 612-7111

Responsible for Citrus, Hernando, Hillsborough, Pasco, Pinellas, Polk and Sumter Counties
DmvRegion6@flhsmv.gov

Region 7

Motor Vehicle Field Operations Neil Kirkman Building'
2900 Apalachee Parkway, Room B-152, MS-76
Tallahassee, Florida 32399-0600
Telephone: (850) 617-2999 option 2
FAX: (850) 617-5180

Responsible for Dixie, Franklin, Gadsden, Hamilton, Jefferson, Lafayette, Leon, Liberty, Madison, Suwanee, Taylor and Wakulla Counties
DmvRegion7@flhsmv.gov

Region 71 - Panama City Sub-Office

6030 County Road 2321
Panama City, Florida 32404
Telephone: (850) 767-3660 option 1
FAX: (850) 872-7764

Responsible for Bay, Calhoun, Gulf, Jackson, Holmes, Walton and Washington Counties
DmvRegion7@flhsmv.gov

Region 72 - Pensacola Sub-Office

100 Stumpfield Road
Pensacola, Florida 32503
Telephone: (850) 475-5415 option 1
FAX: (850) 475-5423

Responsible for Escambia, Okaloosa and Santa Rosa Counties
DmvRegion7@flhsmv.gov

Region 8.

Motor Vehicle Field Operations
323 10th Avenue West, Suite 200
Palmetto, Florida 34221
Telephone: (941) 723-4551 option 6
FAX: (941) 723-4553

Responsible for Charlotte, Collier, Desoto, Glades, Hardee, Hendry, Highlands, Lee, Manatee and Sarasota Counties
DmvRegion8@flhsmv.gov

Region 9.

Motor Vehicle Field Operations
901 Northpoint Parkway, Suites 115 & 116
West Palm Beach, Florida 33407
Telephone: (561) 640-6820 option 5
FAX: (561) 640-6835

Responsible for Indian River, Okeechobee, Martin, Palm Beach and St. Lucie Counties
DmvRegion9@flhsmv.gov

Region 10

Motor Vehicle Field Operations
12601 NW 42nd Avenue
Opa Locka, Florida 33054
Telephone: (786) 804-4180
FAX: (305) 953-3160

Responsible for Dade and Monroe Counties
DmvRegion10@flhsmv.gov