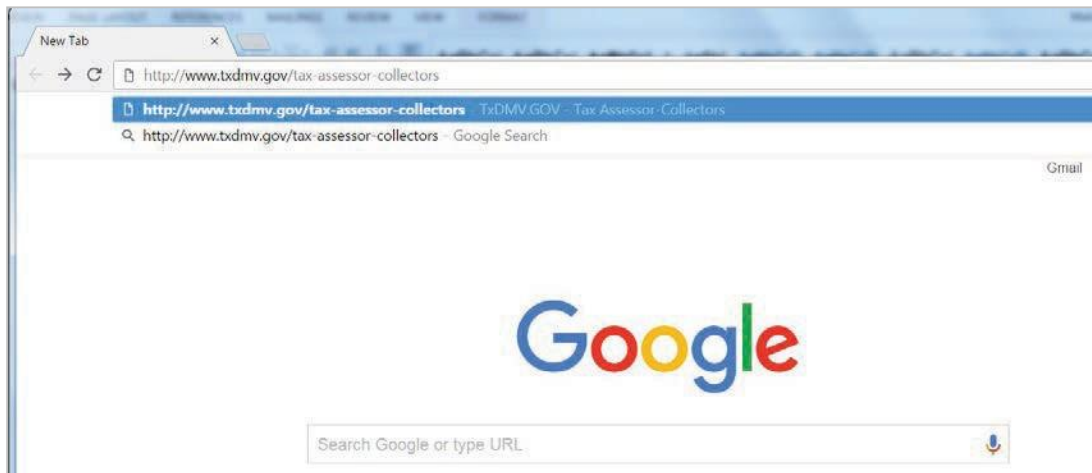


Filing a Dealer Complaint in eLICENSING

As a TAC staff member, you can submit a complaint about a dealer who has not submitted their required monthly reports/declarations, such as their vehicle inventory declaration 30 days after opening, their monthly declaration of motor vehicle inventory tax statement, or their annual tax statement. You can also file a complaint about a dealer who has been open for one year and has not sold at least 5 vehicles.

1. Open a web browser (preferably Google Chrome) and type in the TxDMV TAC Hub URL (www.txdmv.gov/tax-assessor-collectors).



2. Locate and click the **Complaints Against Dealers** button.

Tax Assessor-Collectors

TxDMV » Tax Assessor-Collectors

Latest Communication

Full list of Communications

Take Note | **InfoXchanges & Presentations** | **Release Notes & Support** | **Resources**

eLICENSING: Dealer Complaints

For your convenience, the TxDMV is providing step by step instructions on how to file dealer complaints using the new eLICENSING system.

Filing a Dealer Complaint in eLICENSING - For Tax Assessor-Collectors

eLICENSING for Tax Assessor-Collectors: How to Submit a Complaint (6 minutes)

New and Revised Learning Modules

The Vehicle Titles and Registration (VTR) Division has recently made available the following redesigned Learning Module System (LMS) modules:

- R-105 Miscellaneous Registration Transactions
- R-106 Permits
- T-104 Texas Title for New Resident
- T-105 Title Only and Registration Purposes Only
- T-106 Odometer

Additionally, VTR has introduced a new LMS Module, T-205 Licensed Vehicle Storage Facility Lien Foreclosure, which covers the VSF foreclosure process and details the requirements for transferring ownership of one of these vehicles.

These new and revised lessons feature the latest forms, policies, procedures, and Registration and Title System demonstrations. If you, your staff, or coworkers have already completed these lessons previously, you may retake the lessons to check your understanding.

Go To TxDMV Learning Center

Title Related Forms Update

The department previously made you aware that the Vehicle Titles and Registration Division launched an initiative to review, revise, and consolidate more than 60 internal and external title

Find Your RSC

Find your Regional Service Center

Manuals & Guides

Select from list

TAC Toolbox

- Forms
- Photo ID Requirements
- Publications
- Single Sticker Resources
- RTS Refactoring Resources
- NMTIS Resources
- Continuing Education Credit
- TxDMV Learning Center Info
- Go to TxDMV Learning Center
- RTBs
- Subcontractors
- Exempt Agency Listing
- Performance Quality Recognition
- Complaints Against Dealers**

3. On the *Submit a Complaint* page:

Texas Department of Motor Vehicles
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Submit a Complaint

Be advised provide as much information and documentation as possible in order to facilitate timely processing of your complaint.

* Please Select Complaint Type

- None--
- Motor Vehicle General
- Motor Vehicle Advertising
- Declaration/Monthly Reports
- Lemon Law

--None--

- a. For **Complaint Type**, select the applicable complaint type based on the following descriptions:
- Complaint type **Declaration/Monthly Reports** is to be used by a Tax Authority to file complaints for failure to file an Internal, Annual, or Monthly Declaration or failure to sell at least 5 vehicles in a tax year.
 - Complaint type **Motor Vehicle General** is to be used by a Tax Authority to file all other types of complaints (e.g. failure by dealer to transfer title; request a site visit by an enforcement investigator).

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Submit a Complaint

Be advised provide as much information and documentation as possible in order to facilitate timely processing of your complaint.

* Please Select Complaint Type

Declaration/Monthly Reports

Complaint Type "Declaration/Monthly Reports" to be used by a Tax Authority to file complaints for failure to file an Initial, Annual or Monthly declaration or failure to sell at least 5 vehicles in a tax year.

* Please select a term below that best describes you as the Complainant

Tax Assessor Collector

CANCEL NEXT

- b. For **Term** below that best describes you, click **Tax Assessor Collector** or **Appraisal District**.
 - c. Click outside the boxes then click the **NEXT** button.
4. On the *Your Information* page:

- a. For **Business Name**, type in the name of your county office.
- b. For **First Name**, type in your legal first name.
- c. For **Last Name**, type in your legal last name.
- d. For **Email Address**, type in your email address where you can receive email about this complaint.

- e. For **Confirm Email Address**, type in the identical information.
- f. For **Contact Name for TxDMV Communication**, type in the name of the person at the Tax Authority office, whom TxDMV staff may contact regarding this complaint. Include the **Phone Number** at which this person can be contacted.
- g. For **Contact Name for Dealer Communication**, type in the name of the person at the Tax Authority office whom the dealer may contact regarding this complaint. Include the **Phone Number** at which this person can be contacted.
- h. For **Home/Work Phone**, type in your daytime business telephone number.
- i. For **Fax**, optionally type in a fax telephone number to which written information may be sent.
- j. For Address Information section, type in and select the appropriate information.
- k. Click the **NEXT** Button.

5. On the spreadsheet page:

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Please choose a spreadsheet listed below by checking the box and clicking the TEMPLATE button. An Excel spreadsheet will be provided for your use in submitting the required licensee information. You may click enable editing for input but otherwise do not alter the spreadsheet. Complete and save the spreadsheet to your desktop. You will be prompted to attach the spreadsheet file at the next step in this complaint process.

If you have more than 350 dealers per spreadsheet, please submit multiple spreadsheets.

Dealer has been in business for at least 1 year and has failed to sell at least 5 vehicles (Wholesale and retail sales combined) for the year ending December 31

RA spreadsheet -
To obtain template, click here
TEMPLATE

Dealer failed to file initial declaration 30 days after commencing business (dealer's motor vehicle inventory declaration)

VT Initial Declaration spreadsheet -
To obtain template, click here
TEMPLATE

Dealer failed to file annual declaration for Tax year(s)(dealer's motor vehicle inventory tax statement)

VT Annual spreadsheet -
To obtain template, click here
TEMPLATE

Dealer failed to file monthly report(s) [TAX CODE 23.121(f)] include (dealer's motor vehicle inventory tax statement)

VT Monthly spreadsheet -
To obtain template, click here
TEMPLATE

CANCEL
PREVIOUS
NEXT

- a. Click the checkbox of the appropriate information and then click the Template button.

Sample County/VIT Violations - Monthly [Read-Only] - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW Barnett, Michelle

*Business Name	*DBA	*License #	*Dealer Mailing Address1	*Dealer Mailing Address2	*City	*State	*Zip	*Filing Year	Violation	Initial Declaration	Month
Comfort Sales	Comfort Inc	P12345	1025 US Highway 66		Any City	TX	78013	2014	VIT	Monthly	January
Comfort Sales	Comfort Inc	P12345	1025 US Highway 66		Any City	TX	78013	2014	VIT	Monthly	August
Comfort Sales	Comfort Inc	P12345	1025 US Highway 66		Any City	TX	78013	2015	VIT	Monthly	September
Comfort Sales	Comfort Inc	P12345	1025 US Highway 66		Any City	TX	78013	2015	VIT	Monthly	October
Comfort Sales	Comfort Inc	P12345	1025 US Highway 66		Any City	TX	78013	2015	VIT	Monthly	December
Eye Electronics		P56789	123 Business Ave	Building G - Suite 25	One Town	TX	78006	2016	VIT	Monthly	January
Eye Electronics		P56789	123 Business Ave	Building G - Suite 26	One Town	TX	78006	2016	VIT	Monthly	February
Eye Electronics		P56789	123 Business Ave	Building G - Suite 27	One Town	TX	78006	2016	VIT	Monthly	March
Eye Electronics		P56789	123 Business Ave	Building G - Suite 29	One Town	TX	78006	2016	VIT	Monthly	May
Eye Electronics		P56789	123 Business Ave	Building G - Suite 36	One Town	TX	78006	2016	VIT	Monthly	December
First Choice Sales	Jones Auto Sales	P98765	40175 IH 35		Rosey	TX	78006	2014	VIT	Monthly	May
First Choice Sales	Jones Auto Sales	P98765	40175 IH 35		Rosey	TX	78006	2014	VIT	Monthly	June
First Choice Sales	Jones Auto Sales	P98765	40175 IH 35		Rosey	TX	78006	2016	VIT	Monthly	July
First Choice Sales	Jones Auto Sales	P98765	40175 IH 35		Rosey	TX	78006	2016	VIT	Monthly	August
First Choice Sales	Jones Auto Sales	P98765	40175 IH 35		Rosey	TX	78006	2016	VIT	Monthly	September
First Choice Sales	Jones Auto Sales	P98765	40175 IH 35		Rosey	TX	78006	2016	VIT	Monthly	October
S A M P L E T E M P L A T E - M O N T H L Y											

- In the Excel spreadsheet template, carefully type in the correct dealer information
- Save the completed template to your local computer (or a shared resource you can access).
- Click the **NEXT** button.

6. To upload and attach the completed/saved complaint spreadsheet:

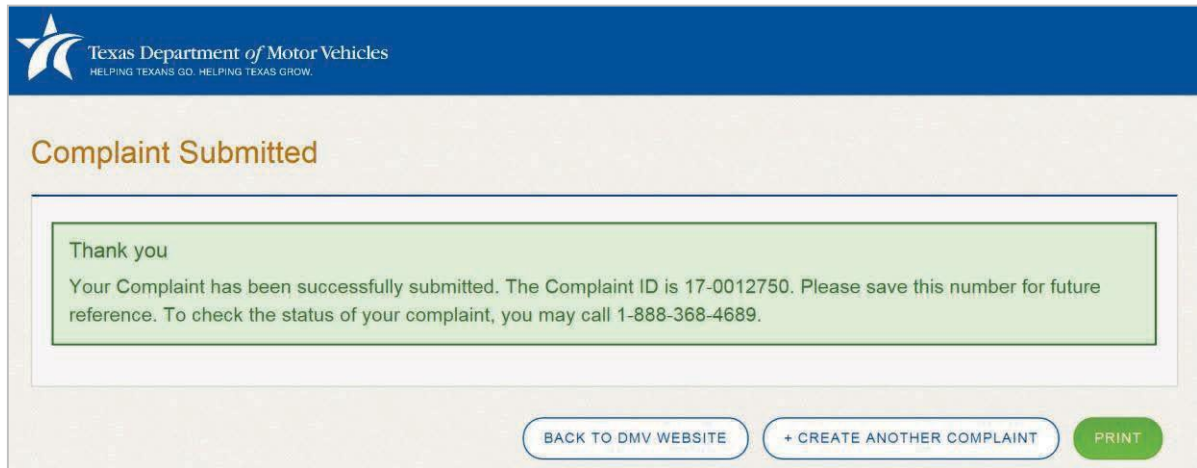
- a. Type the name of the document you saved.
- b. Click the **Browse** button to navigate to the saved spreadsheet file and select it.
- c. Click the **ADD** button.

Note: To upload additional supporting documents, repeat steps a-c choosing the name of the document you wish to upload.

- d. Scroll down and click the agreement checkbox.
- e. Click the **SUBMIT** Button

7. On the *Submit* confirmation popup, click the **SUBMIT** button.

8. On the *Complaint Submitted* page:



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Complaint Submitted

Thank you
Your Complaint has been successfully submitted. The Complaint ID is 17-0012750. Please save this number for future reference. To check the status of your complaint, you may call 1-888-368-4689.

[BACK TO DMV WEBSITE](#) [+ CREATE ANOTHER COMPLAINT](#) [PRINT](#)

9. Carefully note the complaint ID for future reference and then, to continue, click the:

- **PRINT** button to send this page to your local default printer.
- **BACK TO DMV WEBSITE** to close this page and return to the page you began on
- **CREATE ANOTHER COMPLAINT** to go back to the page where you can submit another complaint.