

## Freeburn, Vicki

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**From:** Greg Kirkpatrick [greg.kirkpatrick@arkansas.gov]  
**Sent:** Wednesday, October 02, 2013 04:09 PM  
**To:** Freeburn, Vicki  
**Subject:** 0320, Motor Vehicle Commission Consumer Protection Report

Ms. Freeburn,

In accordance with Section 3 of the Commission's Appropriation Act (Act 36 of 2013), we are submitting the consumer protection quarterly.

During the first quarter (Q1) of FY2014, the Commission received nine (9) notarized complaints from consumers against dealers:

- a. Six (6) were complaints alleging dealers utilized false and misleading advertising. Five (5) of these complaints will be reviewed by the Commission's ad hoc committee during the next meeting, and one (1) was resolved by the Commission with the consumer withdrawing the complaint;
- b. One (1) complaint involved a consumer alleging a dealer sold a vehicle that was previously wrecked without disclosing it. The Commission mediated this complaint and the consumer withdrew it;
- c. One (1) complaint alleged the dealer sold a consumer a stolen vehicle. The complaint will be reviewed by the Commission's ad hoc committee during the next meeting; and,
- d. One (1) complaint alleged the dealer repossessed a vehicle without cause. Following the dealers response to this complaint, the consumer withdrew it.

During the first quarter (Q1) of FY2014, the Commission received nine (9) consumer complaints by telephone, email or fax. Three (3) of the nine (9) were forwarded from the Attorney General's office Consumer Protection Division. As a direct result of the Commission staff working to resolve, the following action occurred regarding these nine (9) complaints:

- a. Seven (7) complaints related to consumers needing assistance in obtaining vehicle titles. Six (6) received their titles within a few days of contacting us, and one (1) discontinued contact with the Commission while we attempted to resolve the complaint;
- b. One (1) involved a dissatisfied consumer and the Commission mediated a resolution in which the dealer agreed to unwind the deal and sell the consumer a car that fit their needs better; and,
- c. One (1) complaint involved a consumer's bank giving the dealership the wrong pay off amount for a trade-in vehicle. The Commission advised the consumer and the dealership to work through a resolution.

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