

Complaints

Different agencies are responsible for different parts of the MVSA.

National Enforcement Unit

The Registrar's National Enforcement Unit (NEU), part of the Ministry of Economic Development, is responsible for sections 95-119 of the MVSA. This includes investigating odometer tampering and motor vehicle traders who are trading illegally.

If you wish to make a complaint to the NEU about a suspected illegal trader or odometer tampering, complete the [complaint form](#).

Open and print the form to complete by hand, or complete onscreen using the tab button or mouse to move from field to field, then print and post to the address on the bottom of the form.

Complaints must be made in writing. You may file this complaint anonymously, but if you do not provide enough information to investigate, and cannot be contacted for additional information, the investigation may be closed due to lack of evidence. The NEU is not required to act on every complaint it receives.

To find out more about the NEU visit their website www.enforcement.med.govt.nz.

Requests to register

The Registrar has information gathering powers under sections 120-123 of the [MVSA](#). These sections allow for information to be exchanged with the New Zealand Customs Service (to identify persons who import more than three motor vehicles) and the Ministry of Transport (to identify persons who sell more than six motor vehicles).

Where a person is identified as importing more than three motor vehicles or selling more than six motor vehicles and does not appear to be a registered motor vehicle trader, the Registrar will write to that person requesting they register under the MVSA.

Should you receive such a letter you will be required to do one of two things:

- Register if you are carrying on the business of motor vehicle trading; or
- Write to the Registrar if you believe you are not caught by the definition of a motor vehicle trader

[See more information](#) on who is treated as a motor vehicle trader.

Commerce Commission

If your complaint is about a Consumer Information Notice (CIN) (e.g. false or misleading information on a CIN or a missing or inaccurate CIN), contact the Commerce Commission at 0800 943 600 or email contact@comcom.govt.nz.

The Registrar of Motor Vehicle Traders is unable to assist with CIN related complaints.

Ministry of Consumer Affairs

If your complaint is about any other issue with a trader or vehicle, you may like to read information on buying a vehicle and problems with a vehicle available online at the [Ministry of Consumer Affairs website](#).

Motor Vehicle Disputes Tribunal

The Motor Vehicle Disputes Tribunal (MVDT) is a specific tribunal set up under the MVSA to hear claims about motor vehicles that cannot be resolved with the trader. The MVDT is administered by the Ministry of Justice.

Consumers will be able to take claims under the Consumer Guarantees Act 1993, the Sale of Goods Act 1908, and the Fair Trading Act 1986 directly to the MVDT. Its membership will consist of an adjudicator and an assessor appointed from a panel of pre-approved assessors.

Disputes will be referred to the trader concerned for resolution in the first instance. The names of traders who have been found against will be published in the Gazette. The New Zealand Gazette is the official newspaper of the Government of New Zealand and can be accessed online at www.gazette.govt.nz or check your local library.

For information on the MVDT please [visit the website](#).

Note – there will be a \$NZ50 fee to file a claim with the MVDT.