

What the MVTR doesn't do, and who else can help

Matters the Registrar does not deal with, but frequently receives enquiries about, are set out here, with information on who else may be able to help you:

Consumer Information Notice (CIN)

If you have a complaint about a CIN (e.g. false or misleading information on a CIN or a missing or inaccurate CIN information, please contact the Commerce Commission at www.comcom.govt.nz or call 0800 943 600 or email contact@comcom.govt.nz.

Problems with a vehicle purchased

If you have problems with a vehicle you recently purchased (i.e. you believe you have been misled regarding the price, standard, quality, origin or history of the goods purchased) you may be covered by the Fair Trading Act 1986. Should you wish to make a complaint you will need to contact the Commerce Commission at www.comcom.govt.nz or call 0800 943 600 or email contact@comcom.govt.nz.

You may also be covered by the Consumer Guarantees Act 1993 which relates to the quality of goods and services. It offers protection to consumers where they believe reasonable expectations have not been met. For more information visit the Ministry of Consumer Affairs at www.consumeraffairs.govt.nz or call +64 4 474 2750.

Citizens Advice Bureau

CAB staff are trained by the Ministry of Consumer Affairs and should be able to offer advice to you on matters relating to problems you have with a vehicle purchased, or if you wish to discuss elements of the Consumer Guarantees Act 1993 or Fair Trading Act 1986. CAB staff also offer advice on a number of other issues. For more information visit their website at www.cab.org.nz/ or call 0800 367 222.

Vehicle licensing

Should you have queries regarding vehicle ownership (registration and licensing of your personal vehicle) you will need to contact Land Transport New Zealand as they are the responsible agency. You can contact them at www.landtransport.govt.nz or call 0800 822 422 or email info@nzta.govt.nz.

Money owing on a vehicle

The Personal Property Securities Register (PPSR) is a government register of security interests in personal property such as cars. The existence of a registered security interest may mean that someone still owes money on the vehicle and therefore it may be repossessed.

Before you buy a second hand vehicle, you can text PPSR to check if money could be owing on the vehicle. There are three basic steps to completing a TXTB4UBUY search. It costs \$NZ1 per submitted search (the fee is charged to your mobile phone). Instructions on how to use this service are available [on the PPSR website](#).

Visit www.ppsr.govt.nz for more information or call 0508 777 746 or email registrar@ppsr.govt.nz.

Motor Vehicle Disputes Tribunal

The Motor Vehicle Disputes Tribunal (MVDT) is administered by the Ministry of Justice. For information on the MVDT process, visit www.justice.govt.nz/MVDT or 0800 367 6838. Please note, there will be a \$NZ50 fee to file a claim with the MVDT.