

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

There are several agencies who can help if you have problems related to buying a motor vehicle. Below are some of the most common issues that the Registrar of Motor Vehicle Traders doesn't deal with and find details of who may be able to help.

### Issues with a Consumer Information Notice (CIN)

#### Commerce Commission

If you have a complaint about a CIN (for example, false or misleading information on a CIN or a missing or inaccurate CIN information, please contact the Commerce Commission.

Website | [www.comcom.govt.nz](http://www.comcom.govt.nz)

Phone | 0800 943 600

Email | [contact@comcom.govt.nz](mailto:contact@comcom.govt.nz)

### Problems with a vehicle purchased

#### Commerce Commission

If you have problems with a vehicle you recently purchased (for example, 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.

Website | [www.comcom.govt.nz](http://www.comcom.govt.nz)

Phone | 0800 943 600

Email | [contact@comcom.govt.nz](mailto:contact@comcom.govt.nz)

#### Consumer Protection

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. You can find out more at Consumer Protection.

Website | [www.consumerprotection.govt.nz](http://www.consumerprotection.govt.nz)

Phone | +64 4 474 2750

#### Citizens Advice Bureau

Citizens Advice Bureau (CAB) staff are trained by 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.

Website | [www.cab.org.nz](http://www.cab.org.nz)

Phone | 0800 367 222

### Vehicle licensing

#### New Zealand Transport Agency

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.

Website | [www.nzta.govt.nz](http://www.nzta.govt.nz)

Phone | 0800 822 422

Email | [info@nzta.govt.nz](mailto:info@nzta.govt.nz)

#### Dealer plates

#### New Zealand Transport Agency

If you are a motor vehicle trader and have a query regarding dealer plates, the New Zealand Agency is the responsible agency.

Website | [www.nzta.govt.nz](http://www.nzta.govt.nz)

Phone | 0800 822 422

Email | [info@nzta.govt.nz](mailto:info@nzta.govt.nz)

### Business tax

#### Inland Revenue

If you are new to the business of motor vehicle trading and are not sure about taxation requirements when selling motor vehicles, please contact Inland Revenue who offer information on business taxation queries.

Website | [www.ird.govt.nz](http://www.ird.govt.nz)

Phone | 0800 377 774

### Money owing on a vehicle

#### Personal Property Securities Register (PPSR)

The Personal Property Securities Register (PPSR) is a government register of security interests in personal property such as cars. If a registered security interest exists, it may mean that someone still owes money on the vehicle and consequently it could 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 steps to completing a TXTB4UBUY search. It costs NZ\$1.02 per submitted search (and the fee is charged to your mobile phone). Instructions on how to use this service are available on the PPSR website.

Website | [www.ppsr.govt.nz](http://www.ppsr.govt.nz)

Phone | 0508 777 746

Email | [registrar@pps.govt.nz](mailto:registrar@pps.govt.nz)

## Motor vehicle disputes

### Motor Vehicle Disputes Tribunal (MVDT)

The Motor Vehicle Disputes Tribunal (MVDT) is administered by the Ministry of Justice and can hear claims about motor vehicle sales that may have breached the Consumer Guarantees Act 1993, the Fair Trading Act 1986, or the Sale of Goods Act 1908.

For information on the Motor Vehicle Disputes Tribunal process contact the MVDT.

Website | [www.justice.govt.nz/tribunals/motor-vehicle-disputes-tribunal/motor-vehicles](http://www.justice.govt.nz/tribunals/motor-vehicle-disputes-tribunal/motor-vehicles)

Phone | 0800 367 6838