

**Department of Motor Vehicles (DMV), Investigations Division**

The DMV Investigations Division diligently enforces laws, rules, and regulations that apply to new and used vehicle dealers, brokers, dismantlers, registrations services, vehicle verifiers, misuse of Disabled Person Parking Placard/Plates, driving schools or traffic violator schools, and other vehicle-related businesses. The following is a list of DMV Investigation office locations: <https://www.dmv.ca.gov>

**Office of the Attorney General, Public Inquiry Unit (916) 210-6276** <https://oag.ca.gov>

The AG's office investigates complaints against businesses in California.

**State Bar of California (415) 538-2000 or (800) 843-9053** [www.calbar.ca.gov](http://www.calbar.ca.gov)

The State Bar provides legal resources, such as an attorney referral service, and other legal information for the public.

**Department of Consumer Affairs, Bureau of Automotive Repair (BAR) (800) 952-5210**

[www.bar.ca.gov/](http://www.bar.ca.gov/)

BAR provides information on smog and repair facilities and investigates complaints regarding poor quality auto repairs.

**Department of Insurance (800) 927- 4357** [www.insurance.ca.gov](http://www.insurance.ca.gov)

The Department of Insurance provides information about automobile service contracts, extended warranties, and other repair agreements. The Department of Insurance licenses and regulates Vehicle Service Contract Providers who sell Vehicle Service Contracts in California.

**National Highway Traffic Safety Administration (NHTSA) (888) 327-4236**

<https://www.nhtsa.gov>

The NHTSA operates under the federal U.S. Department of Transportation and oversees matters related to vehicle safety recalls. The NHTSA accepts complaints related to vehicle safety issues or if a manufacturer fails to comply with recall repairs.

**California Department of Financial Protection and Innovation (DFPI)**

1-866-275-2677 <https://dfpi.ca.gov/submit-a-complaint/>

The DFPI is the California state agency that regulates bank and non-bank auto lenders in California.