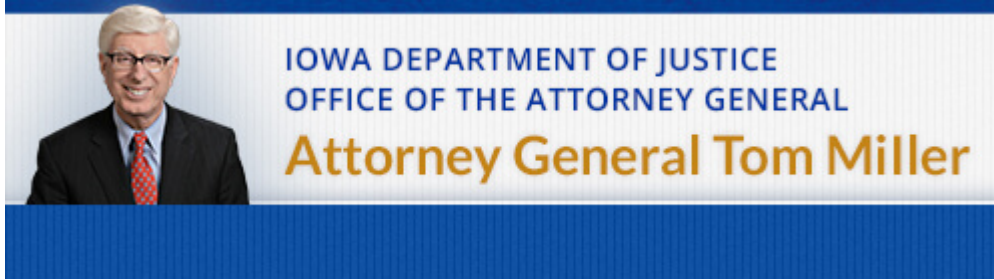


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February 15, 2017

## Used Auto Sales Complaints Top 2016 Consumer Complaint List

### Top three complaints for 2016: Used auto sales, home improvements and home mortgages

DES MOINES – For the second year in a row, used auto sales topped the list of complaints consumers filed with the Consumer Protection Division in 2016, followed by home improvements and home mortgage complaints.

The list of top three complaints consumers filed last year is unchanged from a year earlier.

Out of approximately 2,800 written complaints filed in 2016, 207 related to used vehicle sales practices, which include credit issues. Home improvement complaints rank second at 172 complaints, and home mortgage complaints are third on the list at 149 complaints.

“Our office receives a steady stream of complaints about used vehicle sales, the majority of which are related to credit issues,” Attorney General Tom Miller said. “Buyers who take a little time to learn more about their rights before they sign a contract and take time to research the vehicle they want to buy are often a step ahead of the most common problems.”

#### 2016 Top Ten Consumer Protection Division Complaints

Category	Complaints
1. Used vehicle sales practices	207
2. Home improvements	172
3. Home mortgages	149
4. Internet service providers and bundles	135
5. Cell phones	104
6. Magazine and newspaper subscriptions	93

Category	Complaints
8. Auto repairs	69
9. New vehicle sales and leases	64
10. Satellite TV service	63
Total written consumer complaints:	2,836

Consumers with questions or complaints can contact the Consumer Protection Division through the Attorney General's website, by email or by phone:

Website: [www.iowaAttorneyGeneral.gov](http://www.iowaAttorneyGeneral.gov)

Email: [consumer@ag.iowa.gov](mailto:consumer@ag.iowa.gov)

Phone: 515-281-5926 (outside the Des Moines area, call toll-free: 888-777-4590)

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