

If you have a problem with a car purchased from a local dealer, first try to work it out with the dealer. If the problem is not resolved, contact the manufacturer's regional or national office. Ask for the consumer affairs office.

If you are still unsuccessful, consider contacting the automotive dispute resolution resources listed at the end of this section. The method used to resolve your dispute may be arbitration, conciliation or mediation. Decisions of arbitrators are usually binding and must be accepted by both the customer and the business. Ask for a copy of the rules of the program before you file your case.

A local or state consumer agency (p. 130) could also be a useful resource in resolving problems with your vehicle. If you have a new vehicle, be sure to ask whether you have any protection under a state lemon law.

Acura

Customer Relations Department
1919 Torrance Blvd. 500-2N-7E
Torrance, CA 90501-2746
310-783-2000
Toll free: 1-800-382-2238
Toll free: 1-800-594-8500
(Roadside Assistance)
Fax: 310-783-3535
www.acura.com

Alfa

Alfa Romeo Distributors of North America, Inc.
1500 Tradeport Drive
Orlando, FL 32824
407-856-5000
www.alfaromeo.com

American Honda Motor Co., Inc.

Consumer Affairs Department
1919 Torrance Blvd.
Torrance, CA 90501-2746
310-783-2000
Toll free: 1-800-999-1009
Fax: 310-783-3273
www.honda.com

American Suzuki Motor Corp.

Consumer Relations Department
PO Box 1100
3251 East Imperial Hwy. (Zip: 92821-6795)
Brea, CA 92822-1100
714-572-1490 (Motorcycle/ATV/Marine)
Toll free: 1-800-934-0934 (Automotive)
Fax: 714-524-8499 (Automotive)
www.suzuki.com

Aston Martin

Customer Relations Department
U.S. National Headquarters
One Premier Place
Irvine, CA 92618
949-341-5800
www.astonmartin.com

Audi of America, Inc.

Client Relations
3800 Hamlin Rd.
Auburn Hills, MI 48326
Toll free: 1-800-822-2834
Fax: 248-754-6504
www.audiusa.com

BMW of North America, Inc.

BMW of North America, Inc.
Corporate Office
Customer Relations
300 Chestnut Ridge Rd.
Woodcliff Lake, NJ 07677
201-307-4000
Toll free: 1-800-831-1117
Fax: 201-930-8362
www.bmwusa.com

Buick

Customer Assistance Center
PO Box 33136
Detroit, MI 48232-5136
Toll free: 1-800-521-7300
Toll free: 1-800-252-1112 (Roadside Assistance)
TTY: 1-800-323-9935
www.buick.com

Cadillac

Consumer Assistance Center
PO Box 33169
Detroit, MI 48232-5169
Toll free: 1-800-458-8006
TTY: 1-800-833-2622 (Toll free)
www.cadillac.com

Chevrolet

Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170
Toll free: 1-800-222-1020 (Customer Service)
Toll free: 1-800-243-8872 (Roadside Assistance)
TTY: 1-800-833-2622 (Toll free)
Fax: 313-556-5108
www.chevrolet.com

Chrysler

Chrysler LLC
Chrysler Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004
Toll free: 1-800-992-1997
Fax: 248-512-8084
www.chrysler.com

Dodge

See: Chrysler LLC
Toll free: 1-800-992-1997
www.dodge.com/en

Ferrari North America Inc.

Corporate Office
250 Sylvan Ave.
Englewood Cliffs, NJ 07632
201-816-2600
Fax: 201-816-2626
E-mail: administrative@ferrariworld.com
www.ferrariworld.com

Ford Motor Company

Customer Relationship Center
16800 Executive Plaza Dr.
PO Box 6248
Dearborn, MI 48126
313-332-3000
Toll free: 1-800-392-3673
TTY: 1-800-232-5952 (Toll free)
www.ford.com

Ford Dispute Settlement Board
PO Box 5120
Southfield, MI 48086-5120
Toll free: 1-800-428-3718
Toll free: 1-800-392-3673
(Ford Customer Service)

GMC

Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172
Toll free: 1-800-462-8782
Toll free: 1-800-223-7799
(Roadside Assistance)
TTY: 1-800-462-8583
www.gmc.com

Hyundai Motor America

Consumer Affairs
10550 Talbert Ave.
PO Box 20850
Fountain Valley, CA 92728-0850
714-965-3000
Toll free: 1-800-633-5151
www.hyundaiusa.com

Infiniti

Consumer Affairs
PO Box 685003
Franklin, TN 37068-5003
Toll free: 1-800-662-6200
Toll free: 1-800-627-4437
(Loan or Lease)
www.infiniti.com

Isuzu Motors America, Inc.

Owner Relations Department
1950 Concept Drive
Warren, MI 48091
Toll free: 1-800-255-6727
Fax: 562-921-9523
www.isuzu.com

Jaguar Cars

Customer Relationship Center
555 MacArthur Blvd.
Mahwah, NJ 07430-2327
Toll free: 1-800-452-4827
Fax: 201-818-9770
www.jaguarusa.com

Jeep

See: Chrysler LLC
www.jeep.com/en

Kia Motors America, Inc.

Consumer Assistance Center
PO Box 52410
Irvine, CA 92619-2410
Toll free: 1-800-333-4542
Fax: 949-468-4805
www.kia.com

Land Rover

A Division of Toyota Motor
Sales, USA, Inc.
Customer Relationship Center
555 MacArthur Blvd.
Mahwah, NJ 07430
Toll free: 1-800-637-6837
Fax: 201-760-8514
E-mail: asklr@landrover.com
www.landroverusa.com

Lexus

Mail Drop L201
19001 South Western Ave.
Torrance, CA 90501-2732
Toll free: 1-800-255-3987
TTY: 1-800-443-4999
Fax: 310-468-2992
www.lexus.com

Lincoln

PO Box 6128
Dearborn, MI 48121
Toll free: 1-800-521-4140
www.lincoln.com

**Mazda North American
Operations**

Customer Assistance Center
PO Box 19734
Irvine, CA 92623-9734
Toll free: 1-800-222-5500
Fax: 949-727-6703
www.mazdausa.com

Mercedes Benz USA, Inc.

Customer Assistance Center
Three Mercedes Dr.
Montvale, NJ 07645
Toll free: 1-800-367-6372
Fax: 201-476-6213
www.mbusa.com

Mercury

See: Lincoln
www.mercury.com

**Mitsubishi Motors North
America, Inc.**

PO Box 6400
Cypress, CA 90630
Toll free: 1-888-648-7820
www.mitsubishicars.com

Nissan North America, Inc.

Consumer Affairs Group
PO Box 685003
Franklin, TN 37068-5003
Toll free: 1-800-647-7261
Fax: 310-771-2025
www.nissanusa.com

Oldsmobile


Customer Assistance Center
PO Box 33171
Detroit, MI 48232-5171
Toll free: 1-800-442-6537
(Roadside Assistance)
TTY: 1-800-833-9935 (Toll free)
www.oldsmobile.com

**Peugeot Motors of
America, Inc.**

Consumer Relations
Overlook at Great Notch
150 Clove Rd.
Little Falls, NJ 07424
973-812-4444
Fax: 973-812-2280
E-mail: rdariento@peugeotusa.net
www.peugeot.com



 **Pontiac**
 PO Box 33172
 Detroit, MI 48232-5172
 Toll free: 1-800-762-2737
 Toll free: 1-800-762-3743
 (Roadside Assistance)
 TTY: 1-800-833-9935 (Toll free)
www.pontiac.com

Porsche Cars North America, Inc.
 Customer Commitment
 Owner Relations
 980 Hammond Dr., Suite 1000
 Atlanta, GA 30328
 770-290-3500
 Fax: 770-390-3700
www.porsche.com/usa

 **Saab Automobile USA**
 Customer Assistance Center
 PO Box 33166
 Detroit, MI 48232-5166
 Toll free: 1-800-955-9007
www.saabusa.com

 **Saturn (GMC Corporation)**
 Saturn Customer Assistance Center
 100 Saturn Pkwy.
 Spring Hill, TN 37174
 Toll free: 1-800-553-6000
 TTY: 1-800-833-6000 (Toll free)
 Fax: 931-486-5059
www.saturn.com

Smart USA
 2555 Telegraph Rd.
 Bloomfield Hills, MI 48302
 Toll free: 1-800-762-7887
www.smartusa.com

 **Subaru of America, Inc.**
 National Customer Service Center
 Subaru Plaza
 PO Box 6000
 Cherry Hill, NJ 08034-6000
 Toll free: 1-800-782-2783
www.subaru.com

 **Toyota Motor Sales USA, Inc.**
 Customer Experience Center
 Department WC 11
 19001 S. Western Ave.
 Torrance, CA 90501
 310-468-4000
 Toll free: 1-800-331-4331
 TTY: 1-800-443-4999 (Toll free)
 Fax: 310-468-7814
www.toyota.com

 **Volkswagen Group of America, Inc.**
 Customer Relations
 Hills Corporate Center
 3499 West Hamlin Rd.
 Rochester Hills, MI 48309
 Toll free: 1-800-822-8987
 (Volkswagen)
 Toll free: 1-800-822-2834 (Audi)
 Fax: 248-754-6504 (Volkswagen)
 or 248-754-6521 (Audi)
www.vw.com

 **Volvo Cars of North America**
 Volvo Cars of North America
 Corporate Office
 Customer Service
 One Volvo Dr., Bldg. B
 Rockleigh, NJ 07647-0915
 Toll free: 1-800-458-1552
 Fax: 1-800-992-3970 (Toll free)
www.volvocars.com

BBB Auto Line

Council of Better Business Bureaus, Inc.
4200 Wilson Blvd., Suite 800
Arlington, VA 22203-1838
703-276-0100
Toll free: 1-800-955-5100
TTY: 703-276-1862
Fax: 703-525-8277
E-mail: info@cbbb.bbb.org
www.bbb.org
BBB Auto Line is a third-party dispute resolution program for automobile manufacturers.

DOT Auto Safety Line

Office of Defects Investigation
1200 New Jersey Ave., SE
Washington, DC 20590
Toll free: 1-888-327-4236
TTY: 1-800-424-9153 (Toll free)
Fax: 202-366-7882
www.odi.nhtsa.dot.gov/ivoq/
Consumers can contact the DOT Auto Safety Hotline to report safety defects in vehicles, tires, and child safety seats. Information is available about air bags, child safety seats, seat belts, and general highway safety. Consumers who experience a safety defect in their vehicle are encouraged to report the defect to the Hotline in addition to the dealer or manufacturer.

International Association of Lemon Law Administrators

E-mail: ialla@ialla.net
www.TheLemonLaw.org
This organization supports and promotes government agencies that administer motor vehicle warranty and related laws, through the publication of a newsletter, consumer and industry education, and other intergovernmental activities.

Motorist Assurance Program

Falls Church, VA 22046
703-532-2027
Fax: 202-318-0378
E-mail: webmaster@motorist.org
www.motorist.org
MAP accredits those auto repair shops that apply and follow industry developed standards for inspecting vehicles as well as meet other requirements. MAP handles inquiries/disputes between accredited shops and customers and offers information to consumers about how to locate a repair shop, how to talk to a technician and how to work successfully with auto repair shops.

National Automobile Dealers Association

AUTOCAP
8400 Westpark Dr.
McLean, VA 22102
Toll free: 1-800-252-6232
www.nada.org
NADA is a third-party dispute resolution program administered through the National Automobile Dealers Association. The national office makes referrals to state auto dealer associations.

National Institute for Automotive Service Excellence (ASE)

101 Blue Seal Dr. SE, Suite 101
Leesburg, VA 20175
703-669-6600
Toll free: 1-888-273-8373
www.ase.com
ASE is an independent, national nonprofit organization founded in 1972 to help improve the quality of automotive service and repair through the voluntary testing and certification of automotive repair professionals. More than 424,000 ASE-certified technicians work in dealerships, independent repair shops, service stations, auto parts stores, fleets and schools. ASE publishes several consumer publications about auto maintenance and repair.

RV Consumer Group

Quilcene, WA 98376
360-765-3846
Toll free: 1-800-405-3325
(Order Desk)
Fax: 360-765-3233
E-mail: rvgroup@rv.org
www.rv.org
RV Consumer Group is a nonprofit organization dedicated to the safety of recreational vehicles. This group is not aligned or affiliated with the RV industry. It offers books and memberships to help consumers select the best RV for them.