

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. 127) 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 Dept.
1919 Torrance Blvd. 500-2N-7E
Torrance, CA 90501-2746
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.
7453 Brokerage Drive
Orlando, FL 32809
407-856-5000
www.alfaromeo.com

American Honda Motor Co.

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.

Customer Relations Dept.
PO Box 1100
3251 East Imperial Hwy.
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 Dept.
U.S. National Headquarters
One Premier Place
Irvine, CA 92618
949-341-5800
www.astonmartin.com

Audi of America, Inc.

Client Relations
3499 West Hamlin Rd.
Rochester Hills, MI 48309
Toll free: 1-800-822-2834
Fax: 248-754-6504
www.audiusa.com

BMW of North America, Inc.

Corporate Office
Customer Relations
300 Chestnut Ridge Rd.
Woodcliff Lake, NJ 07675
201-307-4000
Toll free: 1-800-831-1117
Fax: 201-930-8362
www.bmwusa.com

Buick Division, General Motors

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: 1-800-832-8425
www.buick.com

Cadillac Motor Car Division

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

Chevrolet Motor Division, General Motors

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

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

Ferrari North America Inc.


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 48121
Toll free: 1-800-392-3673
TTY: 1-800-232-5952 (Toll free)
www.ford.com


AUTOMOTIVE MANUFACTURERS

- General Motors Corporation**
100 Renaissance Center
Detroit, MI 48265
313-667-3800
313-556-5000
Toll free: 1-800-462-8782
www.gmc.com
- GMC Division, General Motors**
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 92708-0850
714-965-3000
Toll free: 1-800-633-5151
e-mail: cmd@hma.service.com
www.hyundaiusa.com
- Isuzu Motors America, Inc.**
Owner Relations Department
13340 183rd St.
Cerritos, CA 90703
562-229-5000
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
- Kia Motors America, Inc.**
PO Box 52410
Irvine, CA 92619-2410
Toll free: 1-800-333-4542
Fax: 949-470-2812
www.kia.com
- Land Rover**
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 L203
19001 South Western Ave.
Torrance, CA 90509-2732
Toll free: 1-800-255-3987
Fax: 310-468-2992
www.lexus.com
- Mazda North America**
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
3 Paragon Dr.
Montvale, NJ 07645
Toll free: 1-800-367-6372
Fax: 201-476-6213
www.mbusa.com
- Mitsubishi Motor**
Mitsubishi Motors North America, Inc.
Customer Relations
PO Box 6400
Cypress, CA 90630
Toll free: 1-888-648-7820
www.mitsubishicars.com
- Nissan Motor Corp. in USA**
Nissan North America, Inc.
Consumer Affairs Group
PO Box 685003
Franklin, TN 37068
Toll free: 1-800-647-7261
Fax: 310-771-2025
www.nissan-usa.com
- Oldsmobile Division, General Motors**
Customer Assistance Network
PO Box 33171
Detroit, MI 48232-5171
Toll free: 1-800-442-6537
TTY: 1-800-833-9935 (Toll free)
www.oldsmobile.com
- Peugeot Motors of America, Inc.**
Overlook at Great Notch
150 Clove Rd.
Little Falls, NJ 07424
973-812-4444
Fax: 973-812-2148
e-mail: peugeot2@bellatlantic.net
www.peugeot.com
- Pontiac Division, General Motors**
Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172
Toll free: 1-800-762-2737
Toll free: 1-800-762-3743
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
Toll free: 1-800-545-8039
Fax: 770-360-3711
www.porsche.com
- Saab Cars USA, Inc.**
4405-A International Blvd.
Norcross, GA 30093
Toll free: 1-800-955-9007
www.saabusa.com
- Saturn 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

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

-  **Toyota Motor Sales USA, Inc.**
 Customer Assistance Center
 Department H200
 19001 S. Western Ave.
 Torrance, CA 90509
 310-468-4000
 Toll free: 1-800-331-4331
 TTY: 1-800-443-4999 (Toll free)
 Fax: 310-468-7800
www.toyota.com

-  **Volkswagen of America**
 Hills Corporate Center
 3499 West Hamlin Rd.
 Rochester Hills, MI 48309
 Toll free: 1-800-822-8987
 Fax: 248-340-4660
www.vw.com

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

AUTOMOTIVE DISPUTE RESOLUTION RESOURCES

BBB Auto Line

Council of Better
Business Bureaus, Inc.
4200 Wilson Blvd., Ste. 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 Hotline

Office of Defects Investigation
400 7th St., SW
Washington, DC 20590
Toll free: 1-888-327-4236
TTY: 1-800-424-9153 (Toll free)
Fax: 202-366-7882

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

7101 Wisconsin Ave., Ste. 1200
Bethesda, MD 20814
301-634-4954
301-634-4955
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, Ste. 101
Leesburg, VA 20175
703-669-6600
Toll free: 1-888-273-8378
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

PO Box 520
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.