

Acura

Customer Relations Department
1919 Torrance Blvd.
Mail Stop 500-2N7E
Torrance, CA 90501-2746
310-783-2000
Toll free: 1-800-382-2238
www.acura.com

Alfa-Romeo

7454 Brokerage Dr.
Orlando, FL 32809
407-856-5000
www.alfaromeo.com

American Honda Motor Company, Inc.

Honda Automobile Customer Service
1919 Torrance Blvd.
Mail Stop 500 - 2N7D
Torrance, CA 90501-2746
310-783-2000
Toll free: 1-800-999-1009
www.honda.com

American Suzuki Motor Corporation

Customer Relations Department
PO Box 1100
Brea, CA 92822-1100
714-572-1490 (Motorcycle/ATV/
Marine)
Toll free: 1-800-934-0934
(Automotive)
www.suzuki.com

Aston Martin

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

Audi of America, Inc.

Customer Relations
3800 W. Hamlin Rd.
Auburn Hills, MI 483226
Toll free: 1-800-822-2834
✉: auditalk@audi.com
www.audiusa.com

BMW

Customer Relations
300 Chestnut Ridge Rd.
Woodcliff Lake, NJ 07677-7731
201-307-4000
Toll free: 1-800-831-1117
www.bmwusa.com

Contacting Your Automotive Manufacturer

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 mediation, arbitration, or conciliation. 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. See page 55 for an overview of dispute resolution programs.

A local or state consumer agency (p. 112) 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.

Buick

Customer Assistance Center
PO Box 33136
Detroit, MI 48232-5136
Toll free: 1-800-521-7300
TTY: 1-800-735-2900
www.buick.com

Cadillac

Customer Assistance Center
PO Box 33169
Detroit, MI 48232-5169
Toll free: 1-800-458-8006
TTY: 1-800-255-2683
www.cadillac.com

Chevrolet

Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170
Toll free: 1-800-222-1020
TTY: 1-800-833-2438
www.chevrolet.com

Chrysler

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

Dodge

Toll free: 1-800-992-1997
www.dodge.com

Ferrari North America, Inc.

Corporate Office
250 Sylvan Ave.
Englewood Cliffs, NJ 07632
201-816-2600
www.ferrari.com

Ford Motor Company

Customer Relationship Center
PO Box 6248
Dearborn, MI 48126
Toll free: 1-800-392-3673
TTY: 1-800-232-5952
www.ford.com

GMC

PO Box 33172
Detroit, MI 48232-5172
Toll free: 1-800-462-8782
TTY: 1-800-462-8583
www.gmc.com

Hyundai Motor America

PO Box 20850
Fountain Valley, CA 92728-0850
714-965-3000
Toll free: 1-800-633-5151
✉: consumeraffairs@hmausa.com
www.hyundaiusa.com

Infiniti

See: Nissan North America, Inc.
Toll free: 1-800-662-6200
www.infiniti.com

Isuzu Motors America, Inc.

Owner Relations Department
1400 S. Douglass Rd., Suite 100
Anaheim, CA 92806
714-935-9300
Toll free: 1-800-255-6727
www.isuzu.com

Jaguar Cars

555 MacArthur Blvd.
Mahwah, NJ 07430-2327
Toll free: 1-800-452-4827
www.jaguarusa.com

Jeep

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

Kia Motors America, Inc.

PO Box 52410
Irvine, CA 92619-2410
Toll free: 1-800-333-4542
www.kia.com

Land Rover

Customer Relationship Center
555 MacArthur Blvd.
Mahwah, NJ 07430
Toll free: 1-800-637-6837
www.landroverusa.com

Lexus

A Division of Toyota Motor Sales,
USA, Inc.
PO Box 2991
Mail Drop L201
Torrance, CA 90501-2732
Toll free: 1-800-255-3987
TTY: 711
www.lexus.com

Lincoln

See: Ford Motor Company
www.lincoln.com

Mazda North American Operations

PO Box 19734
Irvine, CA 92623-9734
Toll free: 1-800-222-5500
www.mazdausa.com

Mercedes Benz USA, LLC

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

Mercury

See: Ford Motor Company
www.mercuryvehicles.com

Mitsubishi Motors North America, Inc.

Customer Relations
PO Box 6400
Cypress, CA 90630-0014
Toll free: 1-888-648-7820
www.mitsubishicars.com

Nissan North America, Inc.

PO Box 685003
Franklin, TN 37068-5003
Toll free: 1-800-647-7261
www.nissanusa.com

Oldsmobile

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

Peugeot Motors of America, Inc.

Overlook at Great Notch
150 Clove Rd.
Little Falls, NJ 07424
973-812-4444
www.peugeot.com

Pontiac

See: GMC
Toll free: 1-800-762-2737
TTY: 1-800-833-9935
www.pontiac.com

Porsche Cars North America, Inc.

Owner Relations
980 Hammond Dr., Suite 1000
Atlanta, GA 30328
Toll free: 1-800-767-7243
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

See: GMC
Customer Assistance Center
Toll free: 1-800-553-6000
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.

Customer/Dealer Services
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
www.toyota.com

Volkswagen Group of America, Inc.

Customer Care
2200 Ferdinand Porsche Dr.
Herndon, VA 20171
Toll free: 1-800-822-8987
www.vw.com or
volkswagengroupamerica.com

Volvo Cars of North America

Customer Care Center
One Volvo Dr.
PO Box 914
Rockleigh, NJ 07647
Toll free: 1-800-458-1552
www.volvocars.com

Yamaha Motor Corporation

Customer Relations
6555 Katella Ave.
Cypress, CA 90630
714-761-7435
Toll free: 1-800-962-7926
(Customer Relations)
Toll free: 1-800-252-5265 (Yamaha Card)
www.yamaha-motor.com

BBB Auto Line Council of Better Business Bureaus, Inc.

4200 Wilson Blvd., 8th Floor
Arlington, VA 22203-1838
703-276-0100

Toll free: 1-800-955-5100

TTY: 703-276-1862

✉: info@cbbb.bbb.org

www.bbb.org

Third-party dispute resolution program for automobile manufacturers.

DOT Auto Safety Hotline

1200 New Jersey Ave., SE
West Building

Washington, DC 20590

Toll free: 1-888-327-4236

TTY: 1-800-424-9153

**[www.odi.nhtsa.dot.gov/
contact.cfm](http://www.odi.nhtsa.dot.gov/contact.cfm)**

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

www.ialla.net

This organization supports and promotes government agencies that administer motor vehicle warranty and related laws, through consumer and industry education and other intergovernmental activities.

Contacting Automotive Dispute Resolution Programs

An automotive dispute resolution program is another resource to consult if you need to solve a problem with your car's manufacturer or dealership. If you have been unable to reach an agreement your manufacturer, consider contacting the automotive dispute resolution resources listed here. The method used to resolve your dispute may be mediation, arbitration, or conciliation. 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.

Read the contract that you signed when you purchased your car. Manufacturers and dealers may have included a clause that requires you to agree to mandatory arbitration, waiving your right to sue or settle a disagreement in a court of law.

Motorist Assurance Program (MAP)

201 Park Washington Ct.

Falls Church, VA 22046

703-538-3557

✉: map@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 (NADA)

8400 Westpark Dr.

McLean, VA 22102

Toll free: 1-800-252-6232

✉: nadainfo@nada.org

www.nada.org

NADA is a third-party dispute resolution organization. The national office makes referrals to state auto dealer associations.

RV Consumer Group

PO Box 520

Quilcene, WA 98376

www.rv.org

RV Consumer Group is a non-profit 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.

See page 55 for more information about dispute resolution programs.