

MANUFACTURERS' NATIONAL OFFICES AND DISPUTE RESOLUTION PROGRAMS

TABLE OF CONTENTS

	Page No.
Acura	1
Audi	1
BMW	2
Buick	2
Cadillac	3
Chevrolet/Geo	3
Chrysler	4
Dodge	4
Eagle	4
Fiat	4
Ford	5
General Motors	5
GMC Truck	5
Honda	6
Hummer	6
Hyundai	7
Infiniti	7
Isuzu	8
Jaguar	8
Jeep	8
Kia Motors America, Inc.	8
Lexus	9
Lincoln	9
Mazda	9
Mercedes-Benz	9
Mercury	10
Merkur	10
Mitsubishi	10
Nissan	10
Oldsmobile	10
Plymouth	11
Pontiac	11
Porsche	11
Range Rover/Land Rover	12
Rolls-Royce	12
Saab	12
Saturn	13
Subaru	13
Suzuki	13
Toyota	14
Volkswagen	14
Volvo	15

MANUFACTURERS' INFORMATION
As of September 2011

ACURA

National Office: Acura Client Services
Attn: Mediation Department
1919 Torrance Blvd.
Torrance, CA 90501
1-800-382-2238
www.acura.com

BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

AUDI

National Office: Customer Relations
Audi of America, Inc
3800 Hamlin Road
Auburn Hills, MI 48326
1-800-822-2834

*Zone Office: Audi Central Zone
Volkswagen of America, Inc.
420 Barclay Boulevard
Lincolnshire, IL 60069
(Call National Office Phone Number)

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
NON-CERTIFIED

BMW

National Office: National Customer Relations Manager
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675
1-800-831-1117

Zone Office: Central Region
BMW of North America, Inc.
498 E. Commerce Drive
Schaumburg, IL 60173
Call National Office Phone Number

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

BUICK

National Office: Buick Motor Division
Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136
1-800-521-7300
www.buick.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

CADILLAC

National Office: Cadillac Motor Car Division
Consumer Relations Center
P.O. Box 33169
Detroit, MI 48232-5169
1-800-458-8006

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

CHEVROLET/GEO

National Office: Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O.Box 33170
Detroit, MI 48232-5170
1-800-222-1020
www.chevrolet.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

CHRYSLER

National Office: National Owner Relations Manager
Chrysler Customer Center
P.O.Box 21-8004
Auburn Hills, MI 48321
1-800-992-1997
www.chrysler.com

National Center for Dispute Settlement
43230 Garfield, Suite 130
Clinton Township, MI 48038
1-800-777-8119
NON-CERTIFIED

DODGE

See CHRYSLER

EAGLE

See CHRYSLER

FIAT

National Office: National Customer Relations Manager
Ferrari North America
250 Sylvan Avenue
Englewood Cliffs, NJ 07632
(201) 816-2600 (Just Ferrari's)

Dispute Resolution Program: AUTOCAP
Manager, Customer Affairs
National Automobile Dealers
Association
8400 Westpark Drive
McLean, VA 22102
(703) 821-7144
NON-CERTIFIED

FORD

National Office: Ford Motor Company
Consumer Relations Center
P.O. Box 6248
Dearborn, MI 48126
1-800-392-3673
www.ford.com

Dispute Resolution Program: Ford Consumer Appeals Board (FCAB)
P.O. Box 5120
Southfield, MI 48086-5120
NON-CERTIFIED

GENERAL MOTORS

National Office: General Motors
Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172
1-800-462-8782
www.gm.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

GMC TRUCK

See General Motors

HONDA

National Office: National Customer Affairs Representative
American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
(310) 783-2000
1-800-999-1009 (Opt #5)

Zone Office: American Honda Motor Co., Inc.
For Iowa North Central Zone
Customers 601 Campus Drive, Suite A-9
Arlington Heights, IL 60004
www.automobiles.honda.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

HUMMER

National Office: Hummer Motor Division
Hummer Customer Assistance Center
P.O. Box 33177
Detroit, MI 48232-5177
1-866-486-6376

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

HYUNDAI

National Office: Hyundai Motor America
Attn: Consumer Affairs
10550 Talbert Avenue
P.O.Box 20850
Fountain Valley, CA 92708-6031
1-800-633-5151

Zone Office: Central Regional Office
Consumer Affairs Department
700 N. Enterprise Street
Aurora, IL 60504
(630) 907-4700

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

INFINITI

National Office: Infiniti North America
P.O. Box 685003
Franklin, TN 37068-5003
1-800-662-6200 **(Opt #7)**

Dispute Resolution Program: AUTOCAP
Manager, Customer Affairs
National Automobile Dealers Association
8400 Westpark Drive
McLean, VA 22102
(703) 821-7144
NON-CERTIFIED

BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

ISUZU

National Office: American Isuzu Motors Inc.
Customer Relations
1400 S. Douglas Road, Suite 100
Anaheim, CA 92806
1-800-255-6727
(714) 935-9300
www.isuzu.com

Zone Office: American Isuzu Motors Inc.
695 Tolgate Road
Elgin, IL 60123
(847) 931-8050

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

JAGUAR

National Office: National Customer Relations Department
Attn: Consumer Affairs
Jaguar Cars, Inc.
555 MacArthur Boulevard
Mahwah, NJ 07430
1-800-4jaguar
452-4827

JEEP

See Chrysler

KIA MOTORS AMERICA, INC.

National Office: Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4KIA
www.kia.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

LEXUS

National Office: National Customer Satisfaction Department
Lexus, A Division of Toyota Motor Sales, U.S.A. Inc.
P.O. Box 2991
Torrance, CA 90509-2991
1-800-255-3987

National Center for Dispute Settlement
43230 Garfield, Suite 130
Clinton Township, MI 48038
1-866-272-4872
NON-CERTIFIED

LINCOLN

See Ford Motor Company
1-800-521-4140 (Use This Phone Number)

MAZDA

National Office: Customer Relations Department
Mazda North American Operations
P.O. Box 19734
Irvine, CA 92623
1-800-222-5500

No Certified Program

MERCEDES-BENZ

National Office: Mercedes Benz USA
Customer Assistance Center
3 Mercedes Drive
Montvale, NJ 07645
1-800-367-6372

No Certified Program

MERCURY

See Ford Motor Company

MERKUR

See Ford Motor Company

MITSUBISHI

National Office: Mitsubishi Motors North American Inc.
Customer Relations Department.
P.o. Box 6400
Cypress, CA 90630
1-888-648-7820

National Center for Dispute Settlement
43230 Garfield, Suite 130
Clinton Township, MI 48038
1-866-937-3765

NON-CERTIFIED

NISSAN

National Office: Nissan North America
Consumer Affairs
One Nissan Way
Franklin, TN 37068-5003
1-800-647-7261
www.nissanusa.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

OLDSMOBILE

National Office: Oldsmobile Division
Customer Assistance Center
P.O. Box 33171

Detroit, MI 48232-5171
1-800-442-6537
www.oldsmobile.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

PLYMOUTH

See Chrysler Motors

PONTIAC

National Office: Pontiac Motor Division
Customer Assistance Division
P.O. Box 33172
Detroit, MI 48232-5172
1-800-762-2737
www.pontiac.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

PORSCHE

National Office: CAP-Motors
DeMars & Associates, Ltd.
P.O. Box 1424
Waukesha, WI 53187
1-800-279-5345 (Toll Free)
1-262-549-6744 (Fax)

Dispute Resolution Program: National Center for Dispute Settlement
22500 Metropolitan Parkway
Suite 200
Clinton Township, MI 48035
1-800-777-8119
CERTIFIED

RANGE ROVER/LAND ROVER

National Office: Customer Relations Office
Range Rover of North America, Inc.
Land Rover of North America
555 MacArthur Blvd
Mahwah, NJ 07430
www.landrover.com
1-800-Find-4wd
1-201-818-8500 (Main Office)

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
NON-CERTIFIED

ROLLS-ROYCE

See BMW

SAAB

National Office: Saab Cars North America
P.O. Box 1590
Troy, MI 48099-1590
1-800-955-9007
saabcac@saabusa.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

SATURN

National Office: Saturn Customer Assistance Center
P.O. Box 33173
Detroit, MI 48232-5173
1-800-553-6000
www.saturn.com

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

SUBARU

National Office: Subaru of America, Inc.
P.O. Box 6000
Cherry Hill, NJ 08034-6000
www.subaru.com
1-800-782-2783

Zone Office: Subaru of America
301 Mitchell Court
Addison, IL 60101

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
NON-CERTIFIED

SUZUKI

National Office: American Suzuki Motor Corporation
3251 E. Imperial Highway
Brea, CA 92821

1-800-934-0934
www.suzuki.com

National Center for Dispute Settlement
43230 Garfield, Suite 130
Clinton Township, MI 48038
1-888-571-1837

NON-CERTIFIED

TOYOTA

National Office: Toyota Motor Sales, U.S.A. Inc.
National Customer Relations
19001 S. Western Avenue, Dept. WC11
Torrance, CA 90501
1-800-331-4331

Zone Office: Toyota Motor Sales, U.S.A. Inc.
11111 N.W. Airworld Drive
Kansas City, MO 64153
1-800-331-4331

National Center for Dispute Settlement
43230 Garfield, Suite 130
Clinton Township, MI 48038
1-888-300-6237

NON-CERTIFIED

VOLKSWAGEN

National Office: Volkswagen of America
3499 W. Hamlin Road
Rochester Hills, MI 48309
1-800-822-8987

Dispute Resolution Program: BETTER BUSINESS BUREAU AUTO LINE
Alternative Dispute Resolution
Council of Better Business Bureau
4200 Wilson Blvd., Ste. 800
Arlington, VA 22203
1-800-955-5100
CERTIFIED

VOLVO

National Office: Volvo of North America
Legal Department
1 Volvo Drive
Rockleigh, NJ 07647
1-201-768-7300

Dispute Resolution Program: AUTOCAP
Manager, Customer Affairs
National Automobile Dealers
Association
8400 Westpark Drive
McLean, VA 22102
(703)821-7144
NON-CERTIFIED