

## MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

Manufacturer Name	National Address and Phone Number	Dispute Resolution Program
<i>Acura (see American Honda Motor Co., Inc.)</i>		
<i>Alfa Romeo (see FCA US LLC f/k/a Chrysler Group LLC)</i>		
<b>American Honda Motor Co., Inc.</b> *Acura *Honda	Mediation Department 1919 Torrance Blvd Torrance, CA 90501 1-800-999-1009	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>
<b>Audi of America, Inc.</b>	Customer Care 3499 West Hamlin Rochester Hills, MI 48309 1-800-822-2834	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>NON-CERTIFIED</b>
<b>BMW of North America, Inc.</b> *MINI USA	PO Box 1227 Westwood, NJ 07675 1-800-831-1117	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>
<i>Dodge (see FCA US LLC f/k/a Chrysler Group LLC)</i>		
<b>FCA US LLC f/k/a Chrysler Group LLC</b> *Alfa Romeo *Dodge *Fiat *Jeep	FCA US LLC Customer Care PO Box 21-8004 Auburn Hills, MI 48321	National Center for Dispute Settlement 12900 Hall Road, Suite 401 Sterling Heights, MI 48313 1-586-226-2470 <b>NON-CERTIFIED</b>

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<b>Fiat</b> <i>(see FCA US LLC f/k/a Chrysler Group LLC)</i>		
<b>Ford Motor Company</b>	Customer Relationship Center PO Box 6248 Dearborn, MI 48126 1-800-392-3673	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>NON-CERTIFIED</b>
<b>GENERAL MOTORS LLC</b>		
<b>*Buick Motor Division</b>	PO Box 33136 Detroit, MI 48232 1-800-231-1841	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>
<b>*Cadillac Motor Division</b>	PO Box 33139 Detroit, MI 48232 1-800-231-1841	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>

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Manufacturer Name	National Address and Phone Number	Dispute Resolution Program
<b>*Chevrolet Motor Division</b>	PO Box 33170 Detroit, MI 48232 1-800-231-1841	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>
<b>*Hummer H2/H3</b>	PO Box 33177 Detroit, MI 48232 1-800-231-1841	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>
<b>GMC Truck (see GENERAL MOTORS LLC)</b>		
<b>Honda (see American Honda Motor Co., Inc.)</b>		
<b>Hyundai Motor America</b>	Dept. of Consumer Affairs Consumer Information Div. 1625 North Market Blvd. Suite N 112 Sacramento, CA 95834 1-844-462-5557	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>

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Manufacturer Name	National Address and Phone Number	Dispute Resolution Program
<b>Infiniti</b>	Infiniti Consumer Affairs PO Box 685003 Franklin, TN 37068 1-800-662-6200	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>NON-CERTIFIED</b>
<b>Jaguar Land Rover North America, LLC</b> <b>*Land Rover</b> <b>*Range Rover</b>	Customer Relationship Center 555 MacArthur Blvd. Mahwah, NJ 07430 1-201-818-8500	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>NON-CERTIFIED</b>
<b>Jeep (see FCA US LLC f/k/a Chrysler Group LLC)</b>		
<b>Kia Motors America, Inc.</b>	1-800-333-4542	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>
<b>Land Rover (see Jaguar Land Rover North America, LLC)</b>		
<b>Lexus (see Toyota Motor Sales, USA, Inc.)</b>		
<b>Lincoln (see Ford Motor Company)</b>		

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Manufacturer Name	National Address and Phone Number	Dispute Resolution Program
<b>Mazda North America Operations</b>	Consumer Compliance Affairs 7755 Irvine Center Drive Irvine, CA 92618 1-949-727-1990	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>NON-CERTIFIED</b>
<b>Mercedes-Benz of North America, Inc.</b>	ATTN: General Counsel 3 Mercedes Drive Montvale, NJ 07645 1-800-367-6372	Presently unknown
<b>MINI USA (see BMW of North America, Inc.)</b>		
<b>Mitsubishi Motors of North America, Inc.</b>	Customer Relations Mgr. PO Box 6400 6400 Katella Avenue Cypress, CA 90630 1-714-372-6387	National Center for Dispute Settlement 12900 Hall Road, Suite 401 Sterling Heights, MI 48313 1-586-226-2470
<b>Nissan North America, Inc.</b>	NNA Consumer Affairs One Nissan Way PO Box 685003 Franklin, TN 37068 1-800-647-7261	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>
<b>Porsche Cars North America, Inc.</b>	1 Porsche Drive, Suite 1000 Atlanta, GA 30328 1-770-290-3500	Consumer Arbitration Program (CAP-Motors) afoye@demarsassociates.com or call 1-800-279-5343

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<b>Range Rover</b> ( <i>see Jaguar Land Rover North America, LLC</i> )		
<b>Rolls-Royce of America</b>	PO Box 1227 Westwood, NJ 07675 1-877-877-3735	None
<b>Subaru of America, Inc.</b>	Subaru Plaza PO Box 6000 Cherry Hill, NJ 08034 1-800-782-2783	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>NON-CERTIFIED</b>
<b>Toyota Motor Sales, U.S.A., Inc.</b>	Customer Assistance Ctr. Dept. H200 19001 S. Western Ave Torrance, CA 90509 1-800-331-4331	National Center for Dispute Settlement 12900 Hall Road, Suite 401 Sterling Heights, MI 48313 1-586-226-2470
<b>*Lexus Customer Satisfaction Department</b>	PO Box 2991 Torrance, CA 90509 1-800-255-3987	National Center for Dispute Settlement 12900 Hall Road, Suite 401 Sterling Heights, MI 48313 1-586-226-2470

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<b>Volkswagen Group of America, Inc.</b>	Customer Care 3800 Hamlin Road, Mail Stop 4D Auburn Hills, MI 48236 1-800-822-8987	BETTER BUSINESS BUREAU AUTO LINE Alternative Dispute Resolution Council of Better Business Bureau 3033 Wilson Blvd., Ste. 600 Arlington, VA 22201 1-800-955-5100 <b>CERTIFIED</b>
<b>Volvo Cars of North America</b>	PO Box 914 7 Volvo Drive, Bldg. A Rockleigh, NJ 07647 1-800-458-1552	Presently Unknown