

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> | | |
| American Honda Motor Co., Inc. *Acura *Honda | Customer Service 1919 Torrance Blvd PO Box 2215 Torrance, CA 90509-9870 (800) 999-1009 | National Center for Dispute Settlement LLC (NCDS) PO Box 515831 Dallas, TX 75251-5831 (972) 807-3907 or (800) 777-8119 Email: info@ncdsusa.org Submit claims online: https://www.ncdsusa.org/consumers/automotive-warranty-disputes/ |
| Audi of America, Inc. | Customer Care 3800 West Hamlin Rochester Hills, MI 48309 (800) 822-2834 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| BMW of North America, Inc. *MINI USA | PO Box 1227 Westwood, NJ 07675 (800) 831-1117 | National Center for Dispute Settlement LLC (NCDS) PO Box 515831 Dallas, TX 75251-5831 (972) 807-3907 or (800) 777-8119 info@ncdsusa.org Submit claims online: https://www.ncdsusa.org/consumers/automotive-warranty-disputes/ |
| <i>Dodge (see FCA US LLC f/k/a Chrysler Group LLC)</i> | | |

MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

| Manufacturer Name | National Address and Phone Number | Dispute Resolution Program |
|---|--|--|
| FCA US LLC f/k/a Chrysler Group LLC *Alfa Romeo *Dodge *Fiat *Jeep | FCA US LLC Customer Care PO Box 21-8004 Auburn Hills, MI 48321 (800) 381-3316 | National Center for Dispute Settlement LLC (NCDS) PO Box 515831 Dallas, TX 75251-5831 (972) 807-3907 or (800) 777-8119 Email: info@ncdsusa.org Submit claims online: https://www.ncdsusa.org/consumers/automotive-warranty-disputes/ |
| Fiat <i>(see FCA US LLC f/k/a Chrysler Group LLC)</i> | | |
| Ford Motor Company | Customer Relationship Center PO Box 6248 Dearborn, MI 48126 (800) 392-3673 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| General Motors LLC *Buick Motor Division *Cadillac Motor Division *Chevrolet Motor Division | GMC Customer Assistance Center PO Box 33172 Detroit, MI 48232-5172 (800) 462-8782 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |

MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

| Manufacturer Name | National Address and Phone Number | Dispute Resolution Program |
|---|--|--|
| *Buick Motor Division | GMC Customer Assistance Center PO Box 33172 Detroit, MI 48232-5172 (800) 462-8782 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| *Cadillac Motor Division | Cadillac Customer Assistance Center PO Box 33169 Detroit, MI 482325169 (800) 231-1841 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| *Chevrolet Motor Division | PO Box 33170 Detroit, MI 48232 (800) 222-1020 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| Hummer H2/H3 (See General Motors LLC) | | |
| GMC Truck (See General Motors LLC) | | |
| Honda (see American Honda Motor Co., Inc.) | | |

MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

| Manufacturer Name | National Address and Phone Number | Dispute Resolution Program |
|--|--|--|
| Hyundai Motor America | 10550 Talbert Avenue Fountain Valley, CA 92708 (800) 633-5151 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| Infiniti Motor Group | Infiniti Consumer Affairs PO Box 685003 Franklin, TN 37068 (800) 662-6200 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| Jaguar Land Rover North America, LLC *Land Rover *Range Rover | 100 Jaguar Land Rover Way Mahwah, NJ 07495 (800) 452-4827 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| Jeep (see FCA US LLC f/k/a Chrysler Group LLC) | | |

MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

| Manufacturer Name | National Address and Phone Number | Dispute Resolution Program |
|---|--|--|
| Kia Motors America, Inc. | Consumer Affairs PO Box 52410 Irvine, CA 92619-2410 (800) 333-4542 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbnno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| Land Rover (<i>see Jaguar Land Rover North America, LLC</i>) | | |
| Lexus (<i>see Toyota Motor Sales, USA, Inc.</i>) | | |
| Lincoln (<i>see Ford Motor Company</i>) | | |
| Mazda North America Operations | Customer Experience Center PO Box 19734 Irvine, CA 92623-9734 (800) 222-5500 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbnno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| Mercedes-Benz of North America, Inc. | ATTN: General Counsel 3 Mercedes Drive Montvale, NJ 07645-1815 (800) 367-6372 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbnno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |

MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

| Manufacturer Name | National Address and Phone Number | Dispute Resolution Program |
|---|--|--|
| MINI USA (see <i>BMW of North America, Inc.</i>) | | |
| Mitsubishi Motors North America, Inc. | Customer Relations Mgr. PO Box 689040 Franklin, TN 37068 (888) 648-7820 | National Center for Dispute Settlement LLC (NCDS) PO Box 515831 Dallas, TX 75251-5831 (972) 807-3907 or (800) 777-8119 Email: info@ncdsusa.org Submit claims online: https://www.ncdsusa.org/consumers/automotive-warranty-disputes/ |
| Nissan North America, Inc. | NNA Consumer Affairs One Nissan Way PO Box 685003 Franklin, TN 37068 (800) 647-7261 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |
| Porsche Cars North America, Inc. | 1 Porsche Drive, Suite 1000 Atlanta, GA 30328 1-678-939-7620 | DeMars & Associates, Ltd. Consumer Arbitration Program (CAP-Motors) afoye@demarsassociates.com (800) 279-5343 |
| Range Rover (see <i>Jaguar Land Rover North America, LLC</i>) | | |

MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

| Manufacturer Name | National Address and Phone Number | Dispute Resolution Program |
|--------------------------------|--|--|
| Rolls-Royce of America | 450 S. Meridian Street Indianapolis, IN 46225-1103 1-877-877-3735 | National Center for Dispute Settlement LLC (NCDS) PO Box 515831 Dallas, TX 75251-5831 (972) 807-3907 or (800) 777-8119 Email: info@ncdsusa.org Submit claims online: https://www.ncdsusa.org/consumers/automotive-warranty-disputes/ |
| Subaru of America, Inc. | Subaru Plaza PO Box 6000 Cherry Hill, NJ 08034-6000 (800)782-2783 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline Not Certified |
| Tesla Motors, Inc. | 3500 Deer Creek Road Palo Alto, CA 94304 1-877-798-3752 | National Center for Dispute Settlement LLC (NCDS) PO Box 515831 Dallas, TX 75251-5831 (972) 807-3907 or (800) 777-8119 Email: info@ncdsusa.org Submit claims online: https://www.ncdsusa.org/consumers/automotive-warranty-disputes/ |

MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

| Manufacturer Name | National Address and Phone Number | Dispute Resolution Program |
|---|--|--|
| Toyota Motor Sales, U.S.A., Inc. *Lexus Customer Satisfaction Department | Customer Relations 19001 S. Western Ave Torrance, CA 90501 (800)331-4331 | National Center for Dispute Settlement LLC (NCDS) PO Box 515831 Dallas, TX 75251-5831 (972) 807-3907 or (800) 777-8119 Email: info@ncdsusa.org Submit claims online: https://www.ncdsusa.org/consumers/automotive-warranty-disputes/ |
| *Lexus Customer Satisfaction Department | PO Box 2991 Torrance, CA 90509-9809 (800)255-3987 | National Center for Dispute Settlement LLC (NCDS) PO Box 515831 Dallas, TX 75251-5831 (972) 807-3907 or (800) 777-8119 Email: info@ncdsusa.org Submit claims online: https://www.ncdsusa.org/consumers/automotive-warranty-disputes/ |
| Volkswagen Group of America, Inc. | Customer Care 3800 Hamlin Road, Mail Stop 4D Auburn Hills, MI 48236 (800) 822-8987 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |

MANUFACTURERS' NATIONAL OFFICES & DISPUTE RESOLUTION PROGRAMS

| Manufacturer Name | National Address and Phone Number | Dispute Resolution Program |
|------------------------------------|---|--|
| Volvo Cars of North America | Customer Service 1 Volvo Drive, Bldg. A PO Box 914 Rockleigh, NJ 07647 (800) 458-1552 | Better Business Bureau Auto Line 1676 International Drive, Suite 550 McLean, VA 22102 800-955-5100 Email: ContactDR@bbbno.org Submit claims online: https://bbbprograms.org/programs/all-programs/bbb-autoline |