

CALIFORNIA'S CERTIFIED ARBITRATION PROGRAMS



CERTIFIED ARBITRATION PROGRAM

Better Business Bureau (BBB) Auto Line

1676 International Drive, Suite 550
McLean, VA 22102
(800) 955-5100

MANUFACTURERS REPRESENTED

Aston Martin, Bentley, BMW (includes Mini Cooper), Ferrari, Ford (includes Lincoln, Mercury, Ford motorhome chassis), General Motors (includes Buick, Cadillac, Chevrolet, GMC, Hummer), Hyundai/Genesis, Jaguar/Land Rover, Kia, Lamborghini, Lotus, Maserati, Mazda, Mercedes-Benz, Nissan/Infiniti, Volkswagen/Audi

California Dispute Settlement Program (CDSP)

P.O. Box 515541 (Tesla)
P.O. Box 515284 (Toyota)
P.O. Box 515315 (FCA U.S.)
Dallas, TX 75251

Tesla (866) 629-3204
Toyota (888) 300-6237
FCA U.S.—Alfa Romeo, Chrysler, Dodge, Fiat, Jeep, and Ram
(866) 662-4639

Consumer Arbitration Program for Motor Vehicles (CAP-Motors)

P.O. Box 1015
Hurst, TX 76053
(800) 279-5343

Porsche

NOTE: Some manufacturers do not have state-certified arbitration programs in California. They include: Acura, Daihatsu, Honda, Lexus, Mitsubishi, Peugeot, Subaru, Suzuki, and Volvo. Consumers are free to pursue their Lemon Law rights in court or they may also wish to try mediation through the New Motor Vehicle Board by calling (916) 445-1888 or go online to www.nmvb.ca.gov. To contact an attorney, you may check your local lawyer referral services. To find the nearest certified lawyer service near you, call the State Bar of California at (415) 538-2000 or go online to www.calbar.org.

For the most recent information regarding state-certified arbitration programs and Lemon Law regulations, visit the Department of Consumer Affairs' (DCA) Arbitration Certification Program website at www.LemonLaw.ca.gov or call DCA's Consumer Information Center at (800) 952-5210.



CALIFORNIA DEPARTMENT OF
CONSUMER
AFFAIRS

