

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

California Dispute Settlement Program (CDSP)

PO Box 515811 (BMW)

P.O. Box 515315 (FCA U.S., Mercedes-Benz)

P.O. Box 515831 (Honda/Acura)

P.O. Box 515541 (Tesla)

P.O. Box 515284 (Toyota)

Dallas, TX 75251

(800) 777-8119

Consumer Arbitration Program for Motor Vehicles (CAP-Motors)

P.O. Box 1015

Hurst, TX 76053

(800) 279-5343

MANUFACTURERS REPRESENTED

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

BMW (Mini Cooper and Rolls-Royce divisions)
FCA U.S. (Alfa Romeo, Chrysler, Dodge, Fiat, Jeep, RAM), Honda/Acura, Mercedes-Benz, Tesla, Toyota

Porsche

NOTE: Some manufacturers do not have state-certified arbitration programs in California. They include: Daihatsu, Lexus, Lucid, 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 locate an attorney near you, please contact the State Bar of California at (415) 538-2000 or visit 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