

CALIFORNIA'S CERTIFIED ARBITRATION PROGRAMS



CERTIFIED ARBITRATION PROGRAM

BBB Auto Line

3033 Wilson Blvd. Suite 600
Arlington, VA 22201
(800) 955-5100

MANUFACTURERS REPRESENTED

Aston Martin, Bentley, BMW (includes Mini Cooper), Ferrari, Ford (includes Lincoln, Mercury, Ford motor home chassis), General Motors (includes Buick, Cadillac, Chevrolet, GMC, Hummer, Pontiac, Saab and Saturn), Hyundai/Genesis, Jaguar/Land Rover, Kia, Lamborghini, Lotus, Maserati, Mazda, Nissan/Infiniti, Volkswagen/Audi

California Dispute Settlement Program (CDSP)

P.O. Box 526 (Tesla)
P.O. Box 688 (Toyota/Scion)
P.O. Box 727 (FCA US)
Mount Clemens, MI 48046

Tesla (866) 629-3204
Toyota (includes Scion) (888) 300-6237
FCA US—Alfa Romeo, Chrysler, Dodge, Fiat, Jeep, and Ram
(866) 629-3204

Consumer Arbitration Program for Motor Vehicles (CAP-Motors)

P.O. Box 925
Haslet, TX 76052
(800) 279-5343

Porsche

Hearings are held throughout California.

NOTE: Some manufacturers do not have State-certified arbitration programs in California. They include: Acura, Daewoo, Daihatsu, Honda, Lexus, Mercedes-Benz, 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. To contact an attorney, you may check your local Yellow Pages at the beginning of the attorneys listing for 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, please visit the Department of Consumer Affairs' Arbitration Certification Program website at www.LemonLaw.ca.gov or call (800) 952-5210.