

## Automotive

<p><b>Auto Line</b> 800-955-5100 <a href="http://www.bbb.org">www.bbb.org</a></p>	<p>BBB program that deals with complaints regarding manufacturer's defects in automobiles. Coverage varies with individual auto manufacturer.</p>
<p><b>St. Louis Automotive Dealers Association</b> 13616 Manchester Rd. St. Louis, MO 63131 (314) 822-0333 (314) 822-3147 (fax) <a href="mailto:info@stlautos.com">info@stlautos.com</a> <a href="http://www.stlautos.com">www.stlautos.com</a></p>	<p>This organization handles complaints on <b>new</b> car dealers <i>only</i> that are members. It cannot help with used car dealers, body shops, etc.</p>
<p><b>Missouri Automobile Dealers Association</b> 3322 American Ave P.O. Box 1158 Jefferson City, MO 65102 (573) 761-1001</p>	<p>This organization handles complaints on new car dealers only that are <b>members</b>. It cannot help with used car dealers, body shops, etc.</p>
<p><b>Missouri Department of Revenue</b> <b>Motor Vehicle Department</b> Harry S Truman State Office Building 301 West High Street Jefferson City MO 65101 (573) 751-4450 <a href="mailto:dormail@dor.mo.gov">dormail@dor.mo.gov</a> <a href="http://dor.mo.gov">http://dor.mo.gov</a></p> <p>Motor Vehicle Titling &amp; Registration (general) <a href="mailto:mvbmail@mail.dor.state.mo.us">mvbmail@mail.dor.state.mo.us</a></p>	<p>This agency handles complaints on titles. It can put tracers on titles to locate them. Complaints must be in writing. Follow instructions on Voice Response System for various services.</p>

<p><b>Missouri State Highway Patrol</b>  1510 East Elm Street  Jefferson City, MO 65102</p> <p><b>Troop C</b>  599 South Mason Rd.  St. Louis, MO 63141-8550  <b>(314) 340-4000</b>  <b>(314) 340-4010 fax</b></p>	<p>Consumers can call here regarding illegal state vehicle inspections.</p>
<p><b>National Highway Traffic Safety Administration</b>  NHTSA Headquarters  1200 New Jersey Avenue, SE  West Building  Washington, DC 20590  <b>888-327-4236</b>  <a href="http://www.nhtsa.gov">www.nhtsa.gov</a></p>	<p>This agency handles complaints against automobile dealers regarding odometer tampering.</p>
<p><b>National Institute for Automotive Service Excellence (ASE)</b>  101 Blue Seal Dr. SE, Ste. 101  Leesburg, VA 20175  <b>(703) 669-6600</b>  <b>877-273-8324</b> Toll-free automated info.  <a href="mailto:webmaster@asecert.org">webmaster@asecert.org</a>  <a href="mailto:dcappert@asecert.org">dcappert@asecert.org</a>  <a href="http://www.ase.com">www.ase.com</a></p>	<p>Check with this organization to see if a mechanic is certified for particular repair work. You can also get tip books on car safety and repair. It is a non-profit organization.</p>
<p><b>Office of Defects Investigation</b>  <b>Division of National Highway Traffic Safety Administration - U.S. Department of Transportation</b>  NHTSA Headquarters  1200 New Jersey Avenue, SE  West Building  Washington, DC 20590  <b>888-327-4236</b> Auto Safety Hotline</p>	<p>This agency will investigate claims of automobile defects. It will also give legal advice. Consumers can receive recall information on cars, trucks, motorcycles, motor homes and child seats.</p>

<p><a href="http://www.safecar.gov">www.safecar.gov</a> <a href="http://www.nhtsa.gov">www.nhtsa.gov</a></p>	
<p><b>Illinois Automobile Dealers Association</b> 300 W. Edwards St. P.O. Box 3045 Springfield, IL 62708 <b>217-753-0220</b> <b>800-252-8944</b> <b>(217)753-3424</b> <a href="http://www.illinoisdealers.com">www.illinoisdealers.com</a></p>	<p>This organization handles complaints on new car dealers only that are <b>members</b>. It cannot help with used car dealers, body shops, etc.</p>