

Consumer Information

Federal Consumer Web Page:

[www.pueblo.gsa.gov](http://www.pueblo.gsa.gov)

IOWA CONSUMER PROTECTION DIVISION: 1-515-281-5926

STATE OF IOWA CONSUMER ADVISER WEB ADDRESS is

<http://www.state.ia.us/government/ag/>

EMAIL:

<mailto:consumer@max.state.ia.us>

FAX #: 1-515-281-6771

The following bold line will give you access by table of contents to particular laws contained in the Iowa code.

Happy Hunting!

Iowa Code Information:

<http://www.legis.state.ia.us/>

To report a consumer complaint about a car lease or purchase, contact the Consumer Protection Division at the number above, or use the following web site:

[www.IowaAttorneyGeneral.org](http://www.IowaAttorneyGeneral.org)

Nursing Home Inquiry/Issues

[Health Facilities Division](#)

Administrator: J Bennett

Phone: 515-281-4115

Email: [jbennett@dia.state.ia.us](mailto:jbennett@dia.state.ia.us)

You may also start your search for information on Iowa agencies by using the index at the following web address:

<http://www.iowa.gov/state/main/index.html>

SEARCH the WEB using SEARCH ENGINES with the words CONSUMER HELP and click SEARCH, GO, or whatever the designated term used.

DIRECT AUTOMOTIVE HELP:

National Highway Traffic Safety Administration:

1-800-445-0197

The Webb search is

[www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems):

This site has a searchable database of consumer complaints, recalls, and summaries of technical service bulletins.

(SEE LEMON-AID) [www.lemonaidcars.com](http://www.lemonaidcars.com)

GREAT SOURCE FOR HIDDEN WARRANTIES INFORMATION: Provides tips on complaining

effectively. You can get full-text copies of service bulletins. Also, check:

[www.lemonlawamerica.com](http://www.lemonlawamerica.com)

On line discussion groups:

[www.forumone.com](http://www.forumone.com).

These sites let you search for other car owners who may be having the same problem you're having. It's a good place to look for information if mechanics can't seem to find the problem you have.

U.S. OFFICE OF CONSUMER AFFAIRS:

Consumer Affairs Information: 1-800-688-9869 (HEALTH LINK)

Address is:

U.S. Office of Consumer Affairs

750 17th St. N.W.

Washington D.C., 20006

FEDERAL TRADE COMMISSION:

Phone: 1-877-382-4357

Webb Site: [www.ftc.gov](http://www.ftc.gov)

Council of Better Business Bureaus:

4200 Wilson Blvd.

Suite 800

Arlington, VA 22203

TRY THE FOLLOWING NUMBERS IN IOWA:

General consumer info: 1-515-281-5926 (same as just below header)

Questions on Radon Gas;

Phone: 1-800-358-5510

Rental problems

Questions: 1-515-243-1277

8:00a.m. to 12:00 & 1:00p.m. to 4p.m.

Iowa Citizen Aid/Amundsmun, 1-800-358-5510

Iowa Utilities Board: 1-877-565-4450

Iowa Utilities Commission: 1-515-281-5979

Alliant Energy: 1-800-822-4348

Iowa Law Library Des Moines: 1-515-281-5124 Fax: 1-515-281-5405

Iowa Insurance Commissioner: 1-515-281-5705

Iowa Securities Bureau

340 Maple St.  
Des Moines, IA 50319:

Iowa Insurance Division  
Dept. of Commerce  
330 Maple St.  
Des Moines, IA 50319-0065

**SHIP:** "Senior Health Insurance Program",  
PHONE: 1-800-351-4664 for assistance on Medicare, Medicaid etc.

State of Iowa Insurance web site is: [www.iid.state.ia.us](http://www.iid.state.ia.us)  
Iowa Supreme Court for professional Conduct: 1-515-243-0027  
Iowa bar Association: 1-515-243-3179

#### JUNK MAIL AND TELEPHONE SOLICITATIONS

If you would like to avoid telephone solicitations before even one call is made, the Telephone Preference Service of the Direct Marketing Association publishes a list of telephone subscribers who do wish to receive solicitation calls. To be excluded from this list, send your name, address, and telephone number to:

Telephone Preference Service  
Direct Marketing Association  
P.O. Box 9014  
Farmingdale, NY 11735-9014

To have your name removed from junk mailing list, send your name and address to:

Mail Preference Service  
Direct Marketing Association  
P.O. Box 9008  
Farmingdale, NY 11735-9008

(PLEASE NOTE): You must include ALL the errors in the spelling of your name, and errors in street address names. Allow at least four to six weeks.

Upon request, credit-reporting agencies will remove your name from the list they provide. Call 1-888-5-opt-out (1-888-567-8688). An oral request will remove your name for two years, or you can follow the prompts for a written form to request permanent removal.

SNOWMOBILES & SNOWMOBILE RE-CALL WEB PAGE:

[www.snowmobileworld.com](http://www.snowmobileworld.com)

AUTO COMPLAINT PHONE #'S

GM Consumer Complaint Numbers:

Buick: 1-800-521-7300

Cadillac: 1-800-458-8006

Luxury Lincolns: 1-800-521-4140

Chevrolet/Geo 1-800-222-1020

Chrysler Consumer Complaint Number: 1-800-992-1997

GMC Truck 1-800-GMC-TRUCK 1-800-992-1997

Oldsmobile 1-800-442-OLDS

Pontiac 1-800-762-2737

Saturn Corp. 1-800-553-6000

Ford Complaint Numbers:

Most, 1-800-392-3673

GENERAL ELECTRIC COMPANY CONSUMER ISSUES:

General Electric: 1-800-GE-Cases

Service Dept. 1-800-626-2001

Consumer Relations 1-800-437-3783

When buying a used car: Check vehicle VIN #'S at the following WEBB address:

[www.carfax.com](http://www.carfax.com)

They may have information on the vehicle that you could use.

Call the following number for information.

1-641-752-0685

Email inquiries:

[uaw893@dybb.com](mailto:uaw893@dybb.com) or

[consumerfair@uaw893.org](mailto:consumerfair@uaw893.org)

Bob Forbes

Chairperson, Consumer Affairs

Amalgamated Local 893, Iowa Avenue West

Marshalltown Iowa, 50158