

C1-10478083-6977

October 5, 2012

OCT 10 2012

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Vehicle Identification Number KM8JUCA3CU [REDACTED]

Make/Model/Year: Hyundai Tucson 2012

Case Number: 482228

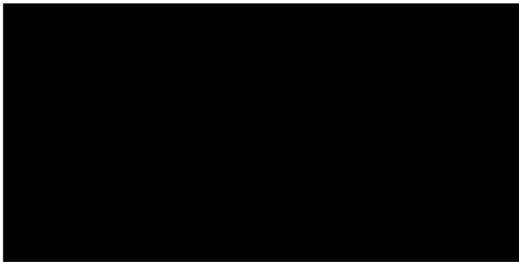
The first incidence I had with the brakes was on September 13, 2012. I called Rockland Hyundai and spoke with the Service manager (Edmundo), and told him that when stepping on the brakes going down a hill or incline and pressing down on the brakes, the vehicle does not slow down, (went through the stop sign) and that I had to push the brakes to the floor in order to stop and that they makes along with a grinding sound. I told him I didn't feel safe driving the vehicle and that didn't want to drive all the way to Rockland County (34.0 miles one way). He told me I could take it to any Hyundai dealer. That same day I called Healey Hyundai (1.3 miles) and made an appointment to bring my car in on September 14, 2012. When I got to Healy Hyundai one of the techs went on a test drive with me and he heard the same noise when braking and going down a hill. He told me that it was normal braking and road sounds and I totally disagreed with him. He said that he would put it on the lift and take a look at it. On the invoice there is nothing indicating that he actually looked at the brakes. When I got to work I called Rockland Hyundai service center, and spoke with Edmundo and told him what Healey Hyundai service department told me but I was still having the same problem. He had me make an appointment to have the vehicle bought in on September 18, 2012. I was informed that the problem was with the rotors and that they had to be ordered and replaced. On September 22, 2012 I went to Rockland Hyundai to have the rotors replaced. The invoice states that the technician replaced the rotors and took the vehicle on a road test and there was no more noise. When I drove away from the service department the noise was still there and so was the braking problem. I was so upset that I did not turn around and go back. On September 24, 2012 I called Edmundo and explained to him that the noise is still there and so is the braking problem. He had me I make another appointment to go back on September 25, 2012. When I got there I went on a test drive with Edmundo and he claimed he didn't hear any noise. We went back to the service department and one of the technicians go on a road test with me, and he heard the noise and said that the newest model of brakes are made with a certain metal and that's why there is noise while braking. I was not satisfied with his answer and know that they were just trying to pacify me. When I got to work that day, I called Curry Hyundai (20.8 miles one way) and made an appointment to have my car bought in on September 26, 2012. A technician from Curry Hyundai went on a test drive with my friend who bought the car in for me, because I could not afford to miss another day at work.

MC
10112
DW

The technician heard the noise and he took a look at the brakes and saw that there was a screw missing from the rotors and that the rotors needed to be cut, and there was also some glaze on the pads. Curry Hyundai did not cut the rotors. I called the service department the next day and spoke with James one of the service advisor and told him that the vehicle is still having the same problem. He told me that they would not cut the rotors because they were not the ones who put them on. I said okay my vehicle has been having the same problems with the brakes before the rotors were even replaced. He told me to bring the vehicle in on September 29, 2012 and leave the vehicle with them for a while. I did not wait because I was told to leave with them because it was going to be a while. When I got a call from Michael one of the service advisors at Curry he told me that the technician took the vehicle on a road test and that he didn't hear any noise. I told him impossible. How is it that I have this problem all the time and a couple days before one of the technicians heard the same noise. They refused to look at the brakes or do any work.

When driving this vehicle and the brakes heat up they do not work properly and it is dangerous. I don't have a choice but to drive the vehicle, because it is my only means of getting to work, and I need a working vehicle for my job, back and forth to medical appointment. I also have a granddaughter that has a lot of medical problems, and there are times that I have to take her to the hospital on emergencies and to her medical appointments.

The problem with the brakes on the 2012 Hyundai Tucson needs to be addressed as soon as possible, before someone gets hurt by the brakes failing completely.



See attached documents.



Complaints - Search Results

1 Record(s) Displayed.

Report Date : October 5, 2012 at 10:11 AM
ODI Numbers Searched : 10478083

Make : HYUNDAI **Model :** TUCSON **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries :** 0
ODI ID Number : 10478083 **Number of Deaths :** 0
Date Complaint Filed: October 1, 2012 **Date of Incident:** October 14, 2011
VIN : KM8JUCA3CU5...
Component: SERVICE BRAKES

Summary:

WHEN STEPPING ON THE BRAKES THEY MAKE A LOT OF NOISE AND WHEN GOING DOWN A INCLINE/HILL I HAVE TO PUSH THE BRAKES ALL THE WAY TO THE FLOOR FOR THE VEHICLE TO STOP. I TOOK IT TO A DEALER SHIP CLOSE TO MY HOME AND WENT ON A TEST DRIVE WITH THEM AND THEY SAID THAT IT WAS NORMAL. I WAS NOT HAPPY WITH THE OUTCOME SO I TOOK IT BACK TO THE DEALER SHIP WHERE I PURCHASED THE VEHICLE (1 HR FROM WHERE I LIVE). THEY WENT ON A TEST DRIVE HEARD THE NOISE, CHECKED THE BRAKES, AND SAID THAT THE ROTORS NEEDED TO BE REPLACED. WHEN I GOT THE CAR BACK AFTER THE ROTORS WERE REPLACED, IT'S STILL MAKING THE NOISE, AND I STILL HAVE THE BRAKING PROBLEM. TOOK IT BACK AND NOW THEY'RE SAYING THAT IT'S A NORMAL BRAKING SOUND. I TOOK IT TO A DIFFERENT DEALER SHIP, THEY WENT ON A TEST DRIVE WITH THE PERSON WHO BOUGHT THE CAR IN FOR ME AND HEARD THE NOISE. HE LOOKED AT IT AND THERE WERE SCREWS MISSING FROM THE ROTORS ALSO HE SAID THE ROTORS NEEDED TO BE CUT. I CALLED THE NEXT DAY, SPOKE WITH THE SERVICE ADVISOR WHO WAS HANDLING THE PAPER WORK, INFORMED HIM THAT THE NOISE WAS STILL THERE, HE TOLD ME THAT THEY COULD NOT CUT THE ROTORS, BECAUSE THEY WERE PLACE BY ANOTHER DEALERSHIP. I TOLD HIM THE PROBLEM IS STILL NOT FIXED, HE TOLD ME TO BRING IT BACK ON SATURDAY, I DID. ONE OF THE TECHNICIAN TEST DROVE IT I WAS NOT THERE, AND SAID HE HEARD NOTHING. I AM STILL HAVING THE SAME BRAKING PROBLEM. THEY REFUSED TO TAKE A LOOK AT THE BRAKES OR DO ANY WORK TO IT. *TR

1200 New Jersey Avenue, SE, West Building Washington DC 20580 USA
 1.888.327.4236 TTY 1.800.424.9153



CUSTOMER #: 300507

500474



www.HealeyBrothers.com • 1-888-3-Healey

Healey Hyundai, Inc.

410 Fishkill Avenue, Beacon, NY 12508
(845) 831-3199

N.Y.S. M.V. R/S REG. NO. 7095414

INVOICE

PAGE 1

SERVICE ADVISOR: 184517 COLIN J GOESS

BEACON, NY

HOME:

BUS:

CONT:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	T
	12	HYUNDAI TUCSON	KM8JUCAC3CU		2984/2984	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
13SEP12 IS						INV. DATE
13SEP12 DI			18:00 14SEP12			
R.O. OPENED	READY	OPTIONS:	ENG:2.4 Liter DOHC		CASH	14SEP12

07:57 14SEP12 09:19 14SEP12

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES WHEN DRIVING VEHICLE MAKES A HOLLOW TYPE NOISE WHICH GETS WORSE WHEN BRAKES ARE APPLIED, NOISE IS EXCENTUATED WHEN GOING DOWN A HIL

CAUSE: NOISE

39110R00 DIAGNOSTIC TOOL OPERATION
146710 W

FC: C15

PART#: 391062G823

COUNT: 0

CLAIM TYPE: WAR

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 2900 test drove vehicle with customer could not duplicate concern everything functioning normally CHECKED OVER SUSPENSION ALL OK NO CODES PRESENT

B WALK AROUND

CAUSE: COURTESY INSPECTION WALK-A-ROUND PERFORMED ON EVERY VEHICLE
02HYZZWALK WALK AROUND

146710 I

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Method of Authorization <input type="checkbox"/> In Person <input type="checkbox"/> Via Telephone <input type="checkbox"/> Via Fax/E-mail <input type="checkbox"/> In Person <input type="checkbox"/> Via Telephone <input type="checkbox"/> Via Fax/E-mail	* SHOP SUPPLY COSTS: We have added a charge equal to \$0.00 to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
\$	\$					LABOR AMOUNT	0.00
Revised Estimate	\$					PARTS AMOUNT	0.00
\$	\$					GAS, OIL, LUBE	0.00
WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.					ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.	SUBLET AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.					PARTS RETURN WAIVER: hereby waive the return of any replaced parts.	MISC. CHARGES	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		INITIALS		TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

HEALEY HYUNDAI (845) 831-3199 SERVICE INVOICE TYPE 2 3047 LIMITED WARRANTY - NEW YORK - 0996494



Rockland Hyundai

140 W. Route 59
Nanuet, NY 10954
845-627-1300



07644

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
BEACON NY [REDACTED]		KM8JUCAC3CU [REDACTED]		3155	09/18/12	07644	
YEAR	MAKE	MODEL		COLOR	TAG NO.		
12	HYUNDAI	TUCSON GLS		RED	09043		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
014044	[REDACTED]	[REDACTED]	[REDACTED]	21148	00/00/00	S	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	07/29/12	20	3155	09/18/12	07/29/12		

THANK YOU FOR PUTTING YOUR TRUST WITH THE ROCKLAND HYUNDAI SERVICE DEPARTMENT

YOU MAY RECEIVE A SURVEY FROM "HYUNDAI MOTOR AMERICA" IF FOR ANY REASON YOU CANNOT SCORE US A "10" PLEASE CONTACT OUR PARTS & SERVICE DIRECTOR ED AVILA (854)627-1300

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A						
Com CUSTOMER STATES-THAT WHEN BRAKING FROM 50-60 MPH HEARS A NOISE IN FRONT BRAKE CHECK & REPORT						
Cau BRAKES						
Cor ORDERED FRONT ROTORS						
	05		A95			
Line Total.....						

Prepaid Special Order Parts:

SOR#	PART#	DESCRIPTION	Qty	Price
006263	51712-3K110	DISC-FR WHEEL	2	192.20
Total Prepaid Special Order Parts:				192.20

PdInFullSOR	192.20
TOTAL-CUST-CRCARD	192.20

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



Rockland Hyundai

140 W. Route 59
Nanuet, NY 10954
845-627-1300



07644

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
[REDACTED]		KM8JUCAC3CU [REDACTED]		3155	09/22/12	07644 A	
BEACON		NY [REDACTED]		YEAR	MAKE	MODEL	COLOR
				12	HYUNDAI	TUCSON GLS	RED
						TAG NO.	09043
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PRD. DATE	SERV. ADV.	TERMS
014044	[REDACTED]	[REDACTED]	[REDACTED]	21148	00/00/00	S	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	07/29/12	20	3155	09/18/12	07/29/12		

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LINE	OP. CODE	FAIL. CD	TECH.	HOURS/Qty	TYPE	AMOUNT
A						
Com CUSTOMER STATES-THAT WHEN BRAKING FROM 50-60 MPH HEARS A NOISE IN FRONT BRAKE CHECK & REPORT						
Cau TECH ROAD TEST VEHICLE AFTER A WHILE ROTORS GETS HOT START TO MAKE NOISE WHILE BRAKING. TECH CHECKED ROTORS FOUND NO DAMAGE						
Cor TECH REPLACED ROTORS RE ROAD TEST VEHICLE NO MORE FRONT END NOISE						
	05		A95			
			51712-3K110 DISC-FR WHEEL	2	W	
Line Total.....						

TOTAL-CUSTOMER

NoCharge

CUSTOMER COPY - PAGE 01

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CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



Rockland Hyundai

140 W. Route 59
Nanuet, NY 10954
845-627-1300



07825

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
BEACON NY [REDACTED]		KM8JUCAC3CU [REDACTED]		3554	09/25/12	07825
YEAR	MAKE	MODEL		COLOR	TAG NO.	
12	HYUNDAI	TUCSON GLS		RED	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
014044	[REDACTED]	[REDACTED]	[REDACTED]	21148	00/00/00	S
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	07/29/12	20	3554	09/25/12	07/29/12	

THANK YOU FOR PUTTING YOUR TRUST WITH THE ROCKLAND HYUNDAI SERVICE DEPARTMENT

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
A						
Com CUSTOMER STATES-FRONT END BRAKE NOISE						
Cau TECH & SERVICE MGR TEST DROVE VEHICLE WITH CUSTOMERS NOISE CONCERN						
Cor NO CORRECTION MADE AT THIS TIME. NO CHARGE TO CUSTOMER						
05			A95			
Line Total.....						

TOTAL-CUSTOMER

NoCharge

CUSTOMER COPY - PAGE 01

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CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

LOT LOCATION:
 CUSTOMER #: 2022042

336510

CURRY CURRY
HYUNDAI SUBARU
 3026 East Main Street
 Cortlandt Manor, NY 10567
 (914) 930-3800
 www.currycars.com

INVOICE

PAGE 1

BEACON, NY
 HOME:
 BUS:
 CONT:
 CELL:

SERVICE ADVISOR: 871 JAMES C PAPA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	HYUNDAI TUCSON	KM8JUCAC3CU		3686/3687	T181	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 IS							
01JAN12 DD			WAIT 26SEP12			CASH	26SEP12
R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_DOHC					
10:14 26SEP12	11:31 26SEP12						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A BRAKE INSPECTION REQUESTED BY CUSTOMER FOR HYUNDAI/SUBARU BRANDS
 BIHS BRAKE INSPECTION REQUESTED BY CUSTOMER FOR
 HYUNDAI/SUBARU BRANDS
 430 ISPM (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

 B CUSTOMER STATES THERE IS A BURNING SMELL AND FRICTION SOUND FROM
 BRAKES
 01 CUSTOMER STATES WHEN EVER SHE STEPS ON THE
 BRAKE SHE HEARS A NOISE PLEASE CHECK
 430 ISPM (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

3686 TEST DROVE VEHICLE WITH CUSTOMER AND FOUND SLIGHT NOISE FROM
 ROTORS WHILE UNDER HEAVY BRAKING LOAD. ADVISED CUSTOMER THAT NOISE IS
 NORMAL.. DISASSEMBLED FRONT PADS AND FOUND SLIGHT GLAZING ON PADS,
 CLEANED UP PADS AS NEEDED. FOUND NO ABNORMAL NOISE. NOTICE ONE
 ROTOR SCREW MISSING. ROTORS WERE DONE ON VEHICLE 9/18/12 AT DEALER
 NY129.

 C CUSTOMER STATES PERFORM MULTI-POINT WALK AROUND SAFETY INSPECTION OF
 VEHICLE
 CAUSE: PER CUSTOMER REQUEST
 MULTI CUSTOMER STATES PERFORM MULTI-POINT WALK
 AROUND SAFETY INSPECTION OF VEHICLE
 430 ISPM (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Thank You Very Much!

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NEW YORK STATE REPAIR SHOP NUMBER 7106369

CUSTOMER COPY

LOT LOCATION:
 CUSTOMER #: 2022042

336755

CURRY CURRY
HYUNDAI SUBARU
 3026 East Main Street
 Cortlandt Manor, NY 10567
 (914) 930-3800
 www.currycars.com

INVOICE

PAGE 1

BEACON, NY
 HOME:
 BUS:
 CONT:
 CELL:

SERVICE ADVISOR: 888 MICHAEL HANNA

COLGR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	HYUNDAI TUCSON	KM8JUCAC3CU		3841/3841	T3006	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN12 IS			18:00 29SEP12			CASH	29SEP12
R.O. OPENED		READY	OPTIONS: ENG:2.4_Liter_DOHC				
08:55 29SEP12	11:26 29SEP12						

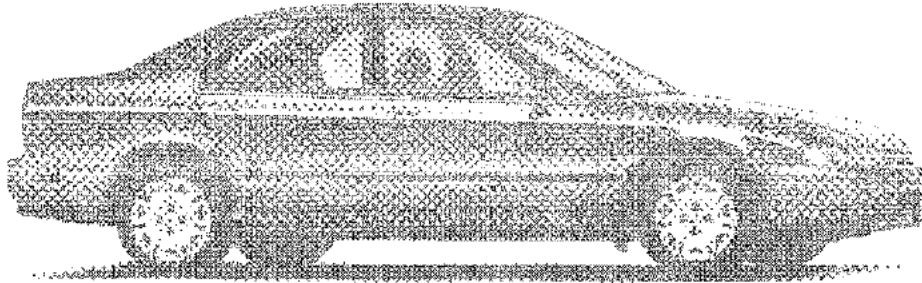
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	A CUSTOMER STATE THE BRAKES MAKE A GRINDING TYPE OF NOISE UNDER HEAVY BRAKING						
	CND COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME						
				430 ISPM			(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

A CUSTOMER STATE THE BRAKES MAKE A GRINDING TYPE OF NOISE UNDER HEAVY BRAKING

CND COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME

430 ISPM (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

3841 CHECKED AND ROAD TESTED VEHICLE SEVERAL TIMES, FOUND NO ABNORMAL NOISES FROM THE BRAKES.



Thank You Very Much!

PARTS CARRY A 12 MONTH/12,000 MILE WARRANTY FROM THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. COPIES OF WARRANTIES ARE AVAILABLE AT THE SELLER'S PLACE OF BUSINESS.	THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY OF: LABOR - 30 DAYS OR 1,000 MILES WHICHEVER COMES FIRST. PARTS - 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST.	DESCRIPTION	TOTALS
	STORAGE CHARGES OF \$35.00 PER DAY WILL BE IMPOSED 3 DAYS AFTER NOTICE TO CUSTOMER OF COMPLETION OF REPAIRS OR NOTICE FROM CUSTOMER DECLINING REPAIRS.	LABOR AMOUNT	0.00
	ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

NEW YORK STATE REPAIR SHOP NUMBER 7106369

CUSTOMER COPY

Beacon, WY



7011 1570 0003 5825 3413



h 4/8.226

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590