

[REDACTED]
Parsippany, NJ

C: [REDACTED]
Email: [REDACTED]

June 26, 2023

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

Paul Miller
Paul Miller Honda of West Caldwell
1170 Bloomfield Ave.
West Caldwell, NJ 07006

Personal & Confidential

Re: Honda Civic 2019
VIN: 2HGFC2F62KH [REDACTED]

Dear Mr. Miller,

You have built an amazing enterprise, but I am sorry to say that I have a complaint about the recent servicing along with the manufacturing of the air conditioning system of my Honda Civic referenced above. Attached is the paid invoice of \$1,975.03 on April 21, 2023 (replaced compressor) and the subsequent extended warranty service at zero cost, invoice of May 9, 2023 (replaced condenser).

My AC wasn't working and the dealership said that there was an issue with the compressor, which cost \$1,975 to fix. Several days after the fix, the AC broke again, this time due to a condenser issue. It is unusual for two parts of the same system to break one after another, especially right after initial servicing. This signals either a manufacturing defect or oversight on the part of the dealership.

The warranty covered the inexpensive condenser fix but not the costly compressor fix. If the problem has been with the condenser all along, then the dealership staff should have identified it appropriately the first time. Failure to do so caused fees that would have been covered under the warranty. For example, the refrigerant cost of \$63.73 should have been covered under the warranty along with a good portion of the \$699.99 labor cost.


The car is only 3 years old with less than 25,000 miles. Given the lawsuits regarding AC on Honda Civics 2016-2018 models and the extended warranty for the 2019 model, I would have expected this issue to have been fully resolved by now, or at the very least, the condenser to be a prime focus for servicing. Defects like these need to be addressed timely.

Whether it is a manufacturing defect or oversight on the servicing side, I would like to request a reevaluation of the issue and a full refund of \$1,975.03 to compensate me for undue stress and financial hardship. I have been a loyal Honda customer for the past two decades, and hope to remain one.

Your prompt attention on this matter is deeply appreciated.

Respectfully yours,
[REDACTED]

Cc: ✓ National Highway Traffic Safety Administration Shinji Aoyama, President & CEO
1200 New Jersey Ave. Honda Motor Company
Washington, D.C. 20590 700 Van Ness Ave.
Torrance, CA 90501



1170 BLOOMFIELD AVE.
WEST CALDWELL, NJ 07006

PARTS: (973) 575-0755 · SERVICE: (973) 808-5595

SALES: (973) 808-9100 · FAX (973) 808-1052

www.paulmillerhonda.com

PARSIPPANY, NJ

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 123 MORGAN GUIDO

COLOR	YEAR	MAKE/MODEL *	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Other	19	HONDA CIVIC	2HGFC2F62KH [REDACTED]		25904/25904	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB19 DD			14:00 20APR23			CASH	21APR23
R.O. OPENED	READY	OPTIONS: DLR: PMH					
10:26 20APR23	14:39 21APR23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

REASON DENIED: DEC
 PERSON CONTACTED: [REDACTED]
 COMMENTS: None
 RECOMMENDED BY: 123 GUIDO DENIAL ADDED BY: 123 GUIDO
 LINE ASSOCIATED: ESTIMATE: 119.95

DESCRIPTION: 2TIRE MOUNT AND BALANCE 2 TIRES
 REASON DENIED: DEC
 PERSON CONTACTED: [REDACTED]
 COMMENTS: None
 RECOMMENDED BY: 123 GUIDO DENIAL ADDED BY: 123 GUIDO
 LINE ASSOCIATED: ESTIMATE: 80.00

*****Client Satisfaction Survey*****
 * Rate Svc Advisor Helpfulness: 1-2-3-4-5 *
 * Treated you honestly/respect: 1-2-3-4-5 *
 * Time to complete repair/svc: 1-2-3-4-5 *
 * Fairness of all charges: 1-2-3-4-5 *
 * Explanation of repairs/svc's: 1-2-3-4-5 *
 Rating of 1 = Poor - Rating of 5 = Excellent*



CUSTOMER COPY

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS. THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S) THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY, NEGLIGENCE OR OTHERWISE."

DESCRIPTION	TOTALS
LABOR AMOUNT	699.99
PARTS AMOUNT	1132.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	1852.31
LESS DISCOUNT	0.00
SALES TAX	122.72
PLEASE PAY THIS AMOUNT	1975.03

CUSTOMER COPY

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]



INVOICE

HONDA OF WEST CALDWELL

1170 BLOOMFIELD AVE. WEST CALDWELL, NJ 07006 PARTS: (973) 575-0755 · SERVICE: (973) 808-5595 SALES: (973) 808-9100 · FAX (973) 808-1052 www.paulmillerhonda.com

PARSIPPANY, NJ [REDACTED]

PAGE 1

HOME [REDACTED] PHONE: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 123 MORGAN GUIDO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: Other, 19, HONDA CIVIC, 2HGFC2F62KH, 25904/25904.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 28FEB19 DD, 14:00 20APR23, CASH, 21APR23.

Table with columns: R.O. OPENED, READY, OPTIONS, DLR: PMH. Row 1: 10:26 20APR23, 14:39 21APR23.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes description: A CUSTOMER STATES A/C IS BLOWING OUT WARM AIR/ CHECK AND ADVISE CUST replaced a/c compressor and recharged a/c system.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes description: B EXPRESS SERVICE MULTIPOINT INSPECTION 101001 EXPRESS SERVICE MULTIPOINT INSPECTION.

ESTIMATE: 1,834.99 20APR23 15:33 SA: 123 CONTACT:

ESTIMATE: 174.19 20APR23 10:26 SA: 123 CONTACT:

CUSTOMER PAY WASTE/RECYCLE FOR REPAIR ORDER 20.00

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED***** DESCRIPTION: ALIGN PERFORM 4 WHEEL ALIGN. SET VEHICLE TO ORIGINAL MFR'S SPECS

Table with columns: DESCRIPTION, TOTALS. Includes 'LIMITED LABOR WARRANTY' section and a signature line with 'X' and 'CUSTOMER SIGNATURE'.

CUSTOMER #: [REDACTED]

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PARSIPPANY, NJ [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 123 MORGAN GUIDO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for a 1999 Honda Civic and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CUSTOMER STATES A/C IS BLOWING OUT WARM AIR/ HAD A/C COMPRESSOR REPLACED LAST VISIT, STILL BLOWING WARM / CHECK AND ADVISE CAUSE: OPEN BULLETIN 19-091
6161M3 WARRANTY EXTENSION CAMPAIGN: INSPECT THE A/C SYSTEM FOR LEAK S/B: 19-091 S/B: 21-014 S/B: 21-015 S/B: 21-016 S/B: 7417 W (N/C)
6161M3B REPLACE THE CONDENSER (2.0L) - ADD S/B: 19-091 S/B: 20-110 S/B: 20-111 S/B: 20-112 S/B: 20-113 S/B: 20-114 S/B: 7417 W (N/C)
1 80100-TBA-A02 W-CONDENSER ASSY- (N/C)
1 80873-ST7-000 O-RING (8MM) (N/C)
1 80872-SN7-003 O-RING (1/2") (N/C)
15 R1234YF R1234YF REFRIDGERANT (N/C)
FC: 6C300
PART#: 80100-TBA-A01
COUNT: 1
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
26000 TECH STATES FOUND A/C CONDENSER LEAKING TECH REPLACED THE A/C CONDENSER AS PER OPEN SERVICE BULLETIN 19-091

B CUSTOMER DECLINES MULTIPOINT VEHICLE INSPECTION
NMPI CUSTOMER DECLINES MULTIPOINT VEHICLE INSPECTION
7417 ISP (N/C)

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

CUSTOMER COPY

LIMITED LABOR WARRANTY table with columns: DESCRIPTION, TOTALS. Includes sections for warranty details, labor amounts, parts amounts, gas/oil/lube, sublet amounts, misc. charges, total charges, less discount, sales tax, and please pay this amount.

CUSTOMER #: [REDACTED]

[REDACTED]



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INVOICE

PAGE 2

PARSTIPPANY NJ

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

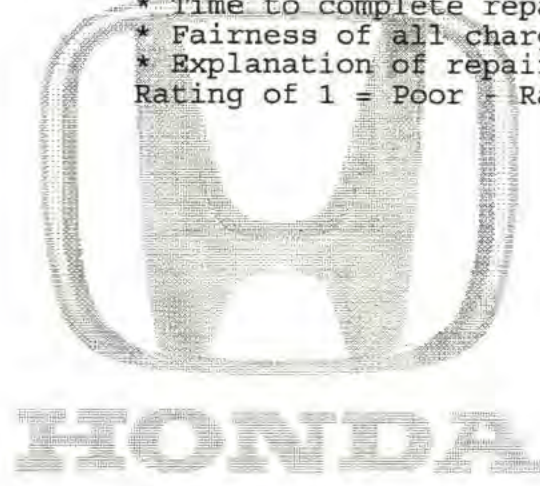
SERVICE ADVISOR: 123 MORGAN GUIDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Other	19	HONDA CIVIC	2HGFC2F62KH [REDACTED]		26386/26386	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB19 DD			WAIT 09MAY23			CASH	09MAY23
R.O. OPENED	READY	OPTIONS:	DLR: PMH				
13:48 09MAY23	16:21 09MAY23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ESTIMATE: 0.00					09MAY23	13:48	SA: 123
CONTACT:							

*****Client Satisfaction Survey*****
 * Rate Svc Advisor Helpfulness: 1-2-3-4-5 *
 * Treated you honestly/respect: 1-2-3-4-5 *
 * Time to complete repair/svc: 1-2-3-4-5 *
 * Fairness of all charges: 1-2-3-4-5 *
 * Explanation of repairs/svc's: 1-2-3-4-5 *
 Rating of 1 = Poor - Rating of 5 = Excellent*



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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 DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X _____
CUSTOMER SIGNATURE

Honda Multi-Point Vehicle Inspection Checklist



PARSIPPANY, NJ [REDACTED]

R/O TAG NUMBER [REDACTED]	NEXT SERVICE DUE
VIN 2HGFC2F62KH [REDACTED]	MILEAGE 25000
SERVICE ADVISOR Morgan Guido	TECHNICIAN Mario Moreno

Satisfactory

May Require Future Attention

Requires Immediate Attention

Interior/Exterior

Headlights (check high and low beams)/Taillights/Brake lights/Hazard warning lights/Turn signals/Exterior lamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior light	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windshield washer spray/Wiper operation/Wiper blades/Windshield condition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking brake	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Horn operation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clutch operation (if applicable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cabin air filter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Battery Performance (see attached ED-18 printout)

Replace



Good



Under Hood

Check fluid levels: Oil/Coolant/Power steering fluid/Brake fluid*/Windshield washer fluid/Automatic transmission fluid	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External drive belts and radiator hoses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hydraulic clutch reservoir fluid (M/T vehicles)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engine air filter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Under Vehicle

Brake lines/Hoses/Parking brake cable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shock absorbers/Struts/Suspension/Tie rod ends and boots/Steering gear and dust seals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhaust system	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engine oil and/or fluid leaks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drive shaft boots/Constant velocity boots and bands	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

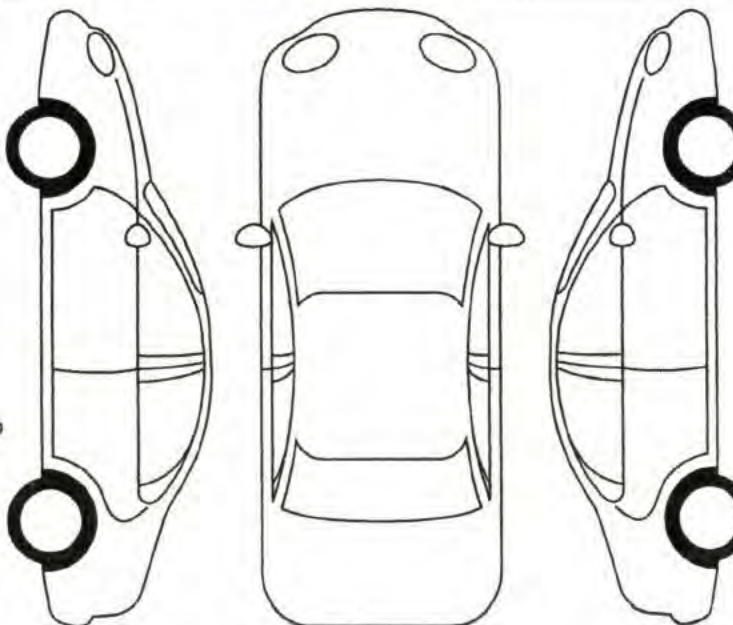
Tire Condition

Left Front	Outer Wear	Outer Wear	Right Front
<input checked="" type="checkbox"/>	Wear pattern	Wear pattern	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Tire tread <u>3</u> 32nds	Tire tread <u>3</u> 32nds	<input checked="" type="checkbox"/>
Left Rear	Normal	Normal	Right Rear
<input checked="" type="checkbox"/>	Wear pattern	Wear pattern	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Tire tread <u>7</u> 32nds	Tire tread <u>7</u> 32nds	<input checked="" type="checkbox"/>
Spare	Normal		
<input checked="" type="checkbox"/>	Wear pattern	Front tire inflation set to <u>35</u> psi	
<input checked="" type="checkbox"/>	Tire tread <u>7</u> 32nds	Rear tire inflation set to <u>35</u> psi	
Spare tire not checked at this time			

Brake Condition

Left Front			Right Front
<input checked="" type="checkbox"/>	<u>8</u> mms	<u>8</u> mms	<input checked="" type="checkbox"/>
Left Rear			Right Rear
<input checked="" type="checkbox"/>	<u>7</u> mms	<u>7</u> mms	<input checked="" type="checkbox"/>

Please Indicate Areas of External Damage or Wear



[Redacted]
PARSIPPANY, NJ [Redacted]



National Highway Traffic
Safety Administration
1200 New Jersey Ave
Washington, D.C. 20590

