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 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received 29-SEP-2011 DEC 06 2011</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10427947</p>	
<p>Name [Redacted]</p>		<p>Daytime Telephone Number [Redacted]</p>	<p>E-mail Address [Redacted]</p>		
<p>Address [Redacted]</p>		<p>Evening Telephone Number [Redacted]</p>			
<p>City FRAMINGHAM</p>	<p>State MA</p>	<p>Zip Code [Redacted]</p>			
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5NPET46F78 [Redacted]</p>		<p>Make HYUNDAI</p>	<p>Model SONATA</p>	<p>Model Year 2008</p>	
<p>Date Purchased Aug 2008</p>	<p>Dealer's Name and Telephone Number HERB CONNOLLY 1-508-879-0300</p>		<p>Engine: No: Cylinders V6</p>	<p>Fuel Type: UNLEADED</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City FRAMINGHAM</p>	<p>State MA</p>	<p>Zip Code 01701</p>		
<p>Transmission Type Automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain —</p>	<p>Multiple Failure: —</p>	<p>Incident Date(s) 29-SEP-2011</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC</p>			<p>Failure Mileage 22000</p>	<p>Failure Speed 0</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2008 HYUNDAI SONATA. THE CONTACT STATED THAT THE VEHICLE WAS BEING INSPECTED BY AN AUTHORIZED DEALER AND THE DEALER STATED THAT THE REAR BRAKES WERE CORRODED. BOTH THE DEALER AND MANUFACTURER OFFERED TO ASSIST THE CONTACT WITH HER NEXT VISIT, BUT THE CONTACT REFUSED. THE VEHICLE WAS REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 22,000. THE VIN WAS UNAVAILABLE.</p>					
<p><i>See letter to KANDY Heid; ITEMS 1-5, OUTLINE THE ISSUES - ENCLOSED</i> <i>Added information</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

DEC 5 2011

November 28, 2011

The attached letter and added documentation was prepared on October 24th. The reason for the delay in submitting this information was due to the fact I either misplaced or lost the original VOQ form. I did call for a replacement (reference # 398-750) copy but as of today, I still have not received it. Therefore, I have attached a copy of my copy of the questionnaire.

I promised myself I would follow up on this issue even though I believe it will probably have no impact. We live in a very bureaucratic world and I'm just trying to do the right thing. If you know of another agency that is better suited to address this issue, please let me know.

Thank you,

October 24, 2011

Mr. Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
1200 New Jersey Avenue SE
Washington, DC 20590

As requested, I have reviewed the attached report (Reference # 10427947) and updated it accordingly. I have also enclosed additional information as well as some pictures of the brakes. These pictures illustrate how severe the corrosion is and in my opinion a potential safety hazard that warrants some type of investigation. As I stated in the verbal conversation with your agency, I researched the Hyundai brakes on the internet and found that many consumers from varied States were experiencing the same problem with their vehicles and receiving no satisfaction to their complaints; for that reason I went directly to the manufacturer; Hyundai Motor America. Shown below are the main issues I tried to convey to the NHTSA representative:

1. In July 2011, I took my 2008 Hyundai Sonata in for an oil change and the yearly State Inspection. At that time I was informed I required rear brakes at 22K miles; needless to say I was surprised. The Dealership saw no issue with replacement at such low mileage; only stated brakes should be periodically 'cleaned'. First time I was made aware of this; not included in the maintenance manual.
2. Researched internet only to find this had been a problem voiced by other consumers.
3. Reported concerns directly to Hyundai Motor America (Case # 45111714) in August 2011. Provided pictures and documentation to support at least an investigation by them as to a possible design flaw that could possibly result in a potential safety hazard.
4. Their response was to state the corrosion was due to an outside influence; such as salt or sand. If this vehicle can only be driven in certain climate conditions, then its salability should be limited to those areas.
5. And finally, to state the Dealership and Manufacturer offered to assist on my next visit, is not totally accurate; and taken out of context. There was no offer by the dealership; they stated it was normal wear. The Corporate Office (manufacturer) did offer a \$100 as a good faith consumer gesture to be used at the 30K maintenance checkup. I refused because they missed the point; it was not about the money or the materials being covered under warrantee. It was about safety and the use of substandard materials in the initial production or design of the vehicle's brakes.

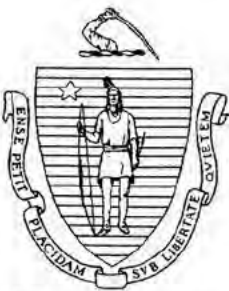
As you can see, I am still a little frustrated by this issue. I am trying to do the right thing. I had hoped Hyundai would at least look into the complaint. Instead, in my opinion, they were just trying to appease a consumer without giving any legitimacy to the identified problem; replacement of rear brakes at 22K is just not normal and could become a safety issue.

Again, I thank you for your time.

Sincerely

[REDACTED]
Framingham, MA [REDACTED]

Enclosures



MARTHA COAKLEY
ATTORNEY GENERAL

THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL

ONE ASHBURTON PLACE
BOSTON, MASSACHUSETTS 02108

(617) 727-2200
(617) 727-4765 TTY
www.mass.gov/ago

October 13, 2011

[REDACTED]
Framingham, MA [REDACTED]

Dear [REDACTED]

Thank you for contacting the Office of Attorney General Martha Coakley. The Office is not able to handle every matter that is brought to its attention; however, we do take note of every complaint received, and watch for a pattern of complaints related to a particular company, individual, or industry.

The National Highway Traffic Safety Administration is the agency with oversight of this matter. You may want to contact them for further assistance. The agency is located at:

400 7th Street SW Room 5232
Washington, DC 20590
(888) 327-4236

Since the rules regulating the legal profession prevent the Attorney General's Office from providing legal representation or legal advice to individuals, you may want to consult with private legal counsel. If you need assistance locating an attorney, you may contact the Lawyer Referral Service at either the Massachusetts Bar Association, (617)654-0400, located at 20 West Street, Boston, MA 02111, or the Boston Bar Association, (617) 742-0625, in eastern Massachusetts (800) 552-7046, or by email at LRS@bostonbar.org. Your local county bar association may also be a helpful resource in finding an attorney.

Thank you for bringing this matter to the attention of the Attorney General's Office.

Sincerely,

A handwritten signature in cursive script, appearing to read "m. Connolly".

Meaghan Connolly
Mediator
Public Inquiry & Assistance Center

Please note response from the Attorney General's office was written prior to receipt of my additional documentation. However, based on their letter the responsible agency to assist in this type of situation was the NHTSA.

October 13, 2011

Office of the Attorney General
Public Inquiry and Assistance Center
One Ashburton Place
Boston, MA 02108

Enclosed are further details and documentation in support of my on-line complaint dated 10-12-2011. I'm reaching out to you for assistance or perhaps confirmation that I have done all that I can to address a potential safety problem or the use of substandard materials in the production of the Hyundai Sonata. As a consumer I am so frustrated by the bureaucracy involved with trying to do the right thing and receive a professional response that makes sense or at least makes you feel some merit was given to your inquiry.

In July 2011 I took my 2008 Hyundai Sonata in for a routine oil change and sticker at 22K miles. During this service, it was brought to my attention I needed rear brakes due to severe corrosion. Needless to say, based on the low mileage, I was surprised, but I had them replaced.

However, I just could not understand why the rear brakes would need replacement at only 22K miles; it did not seem right to me. So I decided to research the internet regarding the brake history associated with the Sonata only to find the brakes have been a consumer complaint for some time. So I thought perhaps the problem may involve inferior materials used in the initial production on some of these vehicles or a faulty brake design. Since I did not consider this a dealership problem; it was more a safety and manufacturing issue, I decided to send a letter directly to the Hyundai Motor America Corporate Officers, namely, John Krafcik, CEO and Frank Ferrara, VP of Customer Satisfaction.

Upon receipt of my letter, it was re-directed to their Executive Communications Representative, Abril Perez, and assigned case #45111714. Through conversations and emails to Abril, I reiterated my concerns about a potential design flaw or possible substandard materials used in the initial production; sent pictures of the failed corroded brakes as requested. I tried to emphasize my concern involved safety and the overall design/production of the brake system. I was not looking for any reimbursement. Thus when she offered a \$100 service coupon to show good faith customer relationship, I refused. It was not about money.

So when I finally received the formal reply from Abril; not the Corporate Officers, **the point was missed entirely.** I did leave her a voice message on Saturday, October 1st stating that I was disappointed in the response and I would now go forward and register my concerns with the appropriate consumer agencies.

I had hoped Hyundai would investigate the overall brake system; design or the quality of the materials used in the initial production. But that was not the case. To state that after reviewing the circumstances with the Service Manager at my dealership, it was determined that the rust and corrosion of the brakes at 22K miles was due to an outside influence such as salt or sand on the road and thus not covered by the limited warranty was a quick way of telling me to 'go away'.



Hyundai Motor America
10550 Talbert Avenue, P.O. Box 20850, Fountain Valley, CA 92728-0850
TEL: 714-965-3000 FAX: 714-965-3816
WEB: HyundaiUSA.com

September 22, 2011

[Redacted]

Framingham, MA [Redacted]

RE: 2008 Sonata / VIN: 5NPET46F78H [Redacted]

Dear [Redacted]

Hyundai Motor America is in receipt of your August 17, 2011 letter addressed to John Krafcik, CEO. Mr. Krafcik has reviewed your letter and has forwarded your concern regarding your 2008 Sonata to the Hyundai Customer Connect team for review. We appreciate the opportunity to hear from our customers; however we apologize for the circumstances that prompted your contact.

We are sorry to hear about the brake concerns you experienced with your 2008 Sonata. Hyundai has made a long-term commitment in the production of precision crafted vehicles. Letters like yours are significant because they give us one-to-one communication regarding our products as experienced by you and other consumers. Your concerns have been documented for future product planning.

In speaking with the service manager at Herb Connolly Hyundai, the rear brake pads were found to be worn due to normal wear and tear and the rear brake rotors were corroded due to rust. The parts were denied repair under warranty as they were out of the parameters set forth by Hyundai's New Vehicle Limited Warranty, page 20, section 'What is not covered'. The dealership found the rust on the rear rotors were due to an outside influence such as salt or sand on roads.

We apologize for any disappointment and frustration this may have caused, but no assistance will be provided. Once again, we appreciate your correspondence. If you should have any additional comments, please feel free to contact us at our toll-free customer service number, 1-800-633-5151, Monday through Friday between 5:00 a.m. to 6:00 p.m., PST

Sincerely,

Abril
Executive Communications
Hyundai Motor America

File: 4511714

August 5, 2011

Mr. John Krafcik
President and CEO
Hyundai Motor America
P.O. Box 20850
Fountain Valley, CA 927728-0850

Mr. Frank Ferrara
Vice President of Customer Satisfaction
Hyundai Motor America
10550 Talbert Avenue
Fountain Valley, CA 92708

I am writing to Hyundai Corporate Officers to identify a problem that exists concerning the overall quality associated with the Sonata brakes. First let me say, this is not my first Sonata but it will be my last if in fact this is considered normal maintenance. I believe as a consumer and customer I deserve a better answer or at least an investigation into the issue.

I purchased my new Sonata in 2008 from the Herb Connolly Dealership in Framingham MA. I just replaced the rear bakes in July at 22K miles. Something that is quite unheard in other vehicles. In fact, the corrosion seen on the brakes begs the question, are the materials of inferior quality?

When I was first told that I needed rear brakes I was a little surprised. The explanation I received was certainly not professional or customer focused. In fact, I was informed that the brakes should be routinely cleaned to extend their life; part of normal maintenance. More shocking was the fact that this was the first time I heard it. And, I only have my car serviced at this dealership. The maintenance they referred to is not addressed in the owner's manual and it certainly was not mentioned when I purchased the car.

I then decided to research the internet regarding the brake history associated with the Sonata only to find this has been an issue since 2006. Many complaints regarding 'substandard' brakes have been noted but few consumers have received any satisfaction. Their inquiries as to a faulty brake design or shoddy materials have fallen on deaf ears. I realize brakes are not a warranty item, but really, new brakes are required any where from 13K to 44K, it speaks to a problem and a definite safety issue. I believe this should be investigated as it appears there is a design flaw or inferior materials being used in the production of the Sonata.

That stated, if you market the Hyundai Sonata as a quality vehicle, the materials and design used in the production of the product should also support that endorsement. Based on the brake history of the Sonata it appears the materials and or design is second-rate. Most drivers consider brakes, tires and front-end a priority in their vehicles. Therefore, this type of on-going problem should be recognized as a major defect which could result in a serious safety hazard.

Before I take further action as a consumer, I would like to provide the Hyundai Corporate Officers' an opportunity to respond to my complaint.

Sincerely,

[REDACTED]
Framingham, MA [REDACTED]

**Case# 45111714 - Hyundai Brakes**

1 message

Wed, Aug 31, 2011 at 9:29 PM

To: abrilperez@hmausa.com

Cc: [REDACTED]

Dear Abril, (abrilperez@hmausa.com) - 714-965-3579

As requested, attached is the information you requested on Case # 45111714. *

The pictures of my rear brakes clearly show extensive corrosion. Also as requested, I scanned the invoice a/w the brakes as well as the prior two service statements (3 in all).

I purchased the vehicle new from Herb Connolly Hyundai in August 2008. As I stated, my real issue is not with the dealership but with the materials used in the production of the Hyundai Sonata and the potential design flaw in the brake system.

As you can see from the invoices, I had my 15K mile maintenance inspection July 30, 2010 with no issues noted at that time; and rightfully so...the vehicle had only 15,747 miles. I then had an oil change and 34-PT inspection on January 15, 2011 at 18,963 miles. Again, no issues and I certainly didn't anticipate any.

On July 11, 2011, I brought my car in for an oil change, State Inspection Sticker and once again a 34-PT Hyundai inspection. At that time, I received a call informing me of the severe deterioration of the rear brakes. Since safety is a major concern with me, I had them replaced even though I was shocked that the rear brakes would require replacement at 22K miles.

As I previously stated in my earlier letter, I then began to research the issue and found that many consumers from varied States were experiencing the same problem with their Hyundai Sonata and receiving no local satisfaction to their complaints. To me, this screamed inferior materials or a major design flaw within the break system. For this reason, I decided to bring this problem to the Hyundai Motor America Corporate officers. If you believe in your product, you must stand behind it.

I know during our recent conversation you indicated certain weather conditions can also impact brake functionality. I am not sure I agree with that statement. People do not purchase a vehicle based on their locality. They purchase based on quality, performance of the product and credibility of the manufacturer. If the Hyundai vehicles can only be driven in certain climate conditions, then your advertisement needs to be adjusted and updated to include the environment limitations.

Again, I truly appreciate Hyundai's attention to address my concerns and I look forward to their findings and reply.

Sincerely,
[REDACTED]

8 attachments


30JUL10.jpg
1485K


11JUL11.jpg
1300K


15JAN11.jpg
1054K


Sonata 020.jpg
2538K


Sonata 022.jpg
2337K


Sonata 024.jpg
2844K


Sonata 004.jpg
2654K


Sonata 007.jpg
2817K

Hyundai Sonata Brake Defect

& Hyundai Santa Fe Brake Defect

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Sonata Brake Defect Public Comments

Brake Defect Comments from The Web by Hyundai Sonata Owners

(name and personal information information has been removed)

POSTS FROM THE EDMUNDS CAR FORUMS WEBSITE :

Additional notes to my previous post:

So after talking to my regular mechanic, it is pretty much confirmed that it seems to be Hyundai's fault. Rear rotors were way hotter than front rotors after less than 3 miles of driving. I am in AZ so no weather related problems here. From the last brake inspection around 3 months ago, rear brakes were totally worn out while front brakes were minimally worn. That is that rear brake pads were gone from 50% to 99% in 3 months period. Total miles on the car are at 64k and total miles for rear brakes to go from 50% to 99% gone are around 4k.

#####

I own a 2006 GL with 24k miles. The vehicle has required no repairs except that the rear pads were worn and had to be replaced at about 20k miles. The front pads are fine. A colleague with the same model also had only the rear pads replaced. Are there problems with rear pads or proportioning valves/abs/esc systems?

#####

I'd originally posted this on Maintenance & Repair, probably better here.

Wondering if anyone else has experienced this ? I'd posted in July about the 'need' (?) to replace the rear brakes on my '07 GLS at 18,600 mi...I know . We began to hear the tell-tale metallic squeel primarily when turning the steering wheel to the right. Took it in and the mechanic and service guy indicated that the rears were worn down, mainly on the left. Being that I was hearing the noise too, which I knew to be the wear indicators and that my 19 yr old was driving the car mainly to her Summer job, I decided to have them replaced and the rotors turned. Since I'd had the car for 18 months there

was little hope of having them replace under warranty. Between this and the 2 other Hyundai sites, I found a few other posts about this problem which seemed to indicate that in fact it might be a caliper or piston or rear pad issue needing an adjustment.

Today I took my '08 GLS, in service 8/15 last yr., in for the 34 point inspection, thanks HMC for the freebie coupon - and asked that they specifically check the brakes. Well...they found that the "rear brakes were sticking in slides causing glazing" they "freed the pads and machined the rotors" this time on the house

I insisted again that this wasn't normal especially for rear brakes and that there was some chatter on the internet message boards about what the problem might be.

The service guy, who seems to be a genuinely decent sort pulled up the brake job on the '07 from July, printed it out and offered to discuss the problem with the

RSM who comes in periodically to see what they "can do for me" I made sure to reiterate that I have 2 Sonatas and not just a 10 yr old Accent! He did acknowledge that the wear was on the low side of normal, I told him that he needs to look up to see the low side of normal for rear brakes.

So - has anyone experiences anything like this from either of these years ? or have another idea of what might be going on here ? On both cars the driving is about 75/25 city/hwy the 08 is garaged the 07 outside and I'm in W. PA w/4 season weather if it matters. We like both cars but this has me concerned.

#####

My '07 GLS needed brakes at 11 months/ 21,000 miles - mostly highway driving - not a lot of stops. My Hyundai dealer says they have a chronic rust problem "in a high road salt environment" that causes the pads to stick in the corroded pad brackets. Mine were not releasing fully and were rubbing on the rotor. The dealer recommends a \$130 procedure every 15,000 miles to disassemble the brakes, lube the slides and reassemble. Ridiculous if you ask me, but I've had it done twice because of noise. That costs you a penny a mile to keep your brakes functioning!

I've lived in "salty" Ohio over 30 years and never had to do this and I've driven lots of cars lots of miles. I replaced front pads and rotors on my 2000 Mazda Protege at 60,000 and 110,000 miles and rear shoes at 90,000. No lubing the slides in between, either!

#####

I bought a Sonata GLS in November of 2007. Two weeks ago, with just 14,400 miles on the odometer, the right rear brakes began to squeak. Of course it went away with brake application. After it got really noisy I called the dealer and was told that the brakes build up rust due to the chemicals that are put on the roads in the winter. Then the red flag went up when he said, "Call me if the rear wheels are hot." Well they certainly were as they had been dragging for quite some time. No wonder my gas mileage had been going down. I took the car in to the dealer and they took all 4 wheels off and serviced the pads. I asked if this was covered under warranty and they said "NOT." Total cost \$130. I then sent a letter to Hyundai Customer Service pointing out that this was a safety issue and not normal wear and tear. Well I could have saved the effort as they won't come up with a dime. I have had at least 30 cars in my lifetime and not one of them had rear brake problems this early like this 2008 Sonata. NEWS FLASH to Hyundai; They put stuff on the roads up here in northern Ohio to melt ice and snow. If I have to go back in in another 14,400 miles and have this service done again, then this will be the first and last Hyundai I ever buy. So much for their great warranty.

#####

Well I just left the Hyundai dealership in Streetsboro. Funny, no mention by Sheldon the service manager of this chronic problem to me. Sheldon did however want to repair the problem for \$500.00. My brakes hung-up and now my rotors are scored so much so that they can't be turned. My car has 20,000 miles on it! I'll never buy a Hyundai again, and Great Lakes Hyundai should be investigated for not informing me as the customer of the ongoing problem.

#####

Same deal here with my 2007 Sonata in NH. Took it to a dealer because it was chirping and then I smelled a burning odor back by my left rear wheel. He said road salt was corroding the brakes. They were seeing a lot of these and have been complaining to Hyundai with no response. Cost me \$400 to resurface rear rotors and replace pads (they also needed to service the front brakes). They said I need to get the rust ground off every 15,000. So I started checking online and discovered a number of similar complaints. This is a safety issue. I ended up filing a safety complaint with the Office of Defects Investigation (ODI) at the NHTA. I suggest you do the same.

#####

Let me give you an update on my experience after the previous post. I called the Hyundai hotline that the service manager gave to inform the corporation of the problem with my brakes. Another funny thing, the guy who answered the hotline told me that he has never heard of this "unique" problem of the rear brakes sticking with so little miles on them. I think both the Streetsboro dealership and the Hyundai Corporation are complicit in their criminal ways! My lease is almost up and I'm counting the days on which I drive my last Hyundai.

#####

- [Home](#) i have a leased 2006 sonata with the same break problem. high pitched squeaky sound that stops when the breaks are applied, then starts again when accelerating. it sometimes stops if i pulsate the break pedal a little. the rear driver side went first at 20k miles, and both were replaced. now the rear passenger side is starting to squeal with 33k miles on the vehicle. i can't wait to turn in this lease. i don't think i should get another sonata. does anyone know if the genesis has the same problem?

#####

I think I've got a similar issue. I live in St Paul MN and just took my car to the Hyundai dealership service dept b/c I was starting to hear a whistling sound and rear wheel grinding. After a 2 1/2 hour inspection of the brakes they wanted me to pay \$650 to get the break pads and rotars replaced. My 2007 Sonata only has 23500 miles. After a \$44 dollar inspection I left without any services being performed. I don't feel like one should have to do such repairs on a 2007 vehicle that only has 23500 miles. While at the Hyundai shop a lady who works in sales came by and asked me what I was having done because I'd been there so long. She told me she has a 2007 Sonata and had a similar problem and strongly recommended that I contact Hyundai Customer Service.

#####

If I were you I would definitely let Hyundai Customer Service know you are unhappy. Let them know you've read about similar incidents in online forums. And finally, file a complaint with NHTSA, the National Highway Transportation and Safety Board. From what I understand, auto manufacturers (not just Hyundai) can sit on complaints indefinitely, but if they know the NHTSA is investigating, they get a little more serious about it.

Personally, I would like to see a recall. I am NOT happy about facing expensive brake work every 15,000 miles. One reason I bought this car was because I was assured it was low maintenance and had a good reputation. Hyundai is blowing their reputation here.

The dust built in my rear rotor, then the dealer said the pad was worn out and the rotor could be resurfaced. I have to spend \$400 to change all my rear brake. I contact with Hyundai, they blamed I did not maintain the car and I am in the high salt area. I am in MA.

#####

I own a Sonata that is now on its second set of rear brake pads at 32,000 miles. Having owned cars with mixed city and highway driving now for 35 years, I don't recall having replaced brakes much ever before 60,000 miles much less the rear brakes on a front wheel drive twice in 30,000 miles, it is just shocking.

There seems to be wide spread agreement that this should not be happening but not much resource.

Today when picking up my car, they said they had fixed a recall Brake Switch Recall which they assure me had no bearing on the brake pad wear. Perhaps this is true? But hard to believe.

I see the one post offering a place to file a complaint. I guess that will be my next action. That I am no longer going to get my service done with Hyundai. My trust is gone.

#####

- Sonata My 2007 Sonata has 26K miles, and I just paid the Hyundai dealer to replace the rear pads and re-surface the rotors. The service manager explained how he believed the rear brakes wore out so soon: Corrosion on the caliper guide prevented the caliper from returning to a "rest" position once the brake pedal had been released. As a result, the calipers were applied continuously, resulting in premature wear of the caliper pads.

Hyundai subsequently denied my request to cover this repair under their warranty.

I am by no means an expert when it comes to cars, but after seeing several similar stories on this discussion page, it seems to me the premature wear of rear brake pads is a SYMPTOM of the real problem: the caliper guides are susceptible to rust. If that is indeed the case, we are talking about a VEHICLE DESIGN FLAW affecting a rather important component.

I urge those of you with similar experiences to a) Write a letter to Hyundai Motors of America; and b) file a complaint with NHTSA's Office of Defect Investigations. If anyone has another suggestion for follow-up, please share it with this forum.

#####

Since when are caliper guides a wear item?

Those of you saying get over it's car and other stupid remarks sound like Hyundai reps or dealers. My '95 Honda 198K miles and 2000 Excursion 137L miles have never had a caliper guide wear out (I am the original owner of both.)

I live in upstate New York where we get over 250" of snow per year.

Our 2008 Sonata with 13K miles is now squeaking because the pads are hanging on it's caliper guides. If the brake pedal was hanging up causing the pads not to retrack, it would be a warranty repair.

I'm complaining to dealer ownership then to Hyundai if I need to.

#####

- Brake Defect Santa Fe Same problem with my 2008 Sonata. Dealer said it was normal at 20,000 to need new rear brakes. Before I looked at this thread, noone I talked to had ever heard of such nonsense. I do at least half my miles on the highway. Rediculous.

- Brake Defect Contact Us I had my normal mechanic take a look and he showed me that one of the pads was totally gone while the other pad had normal wear. The Hyundai dealership is just giving me the runnaround.

#####

Guys I just spoke with Hyundai corporate due to the fact that my 2.5 year old Sonata with 27k miles on has the grinding noise from the rear due to gone break pads. And I wasn't surprised when they told me they never heard other complaints about this problem. So my pledge to you is : if you havent called Hyundai in California please do so at Phone : (800) 633-5151

Fax : (801) 736-3561.

And if they Ask you what do you want tell them that you want to make a complaint. And after that file a safety complaint with the Office of Defects Investigation (ODI)at theNHTA at <http://www-odi.nhtsa.dot.gov/ivoq/index.cfm>. The more noise we make the better chanse we have for a fix by Hyundai so we don't have to change brake pads and rotors every 2-3 years.

#####

I will not hire experts.

I found out my brake had defect after I bought the sonata 2 days and the dealer had to do several cut to resurface the rotor. This was the first time they tired to fix my car.

I asked the mechanic guy to check my brake on 30,000 miles, and he told me the rear pad had 70% left. At 32,000 miles, I heard the grinding noise from the back and sent the car to the dealer. The dealer told me the rear pads were gone and the rotor could not be resurfaced. So the whole real brakes were changed.

I contacted with Hyundai, they refused to do anything, So I try to seek the help from BBB, Hyundai still refuse to do anyting, BBB arranged the abitrator for me.

From the begining, Hyundai custom

#####

Dealer called back and said the pads were gone and backing plate was rubbing on the rotor. Caused by stuck caliper. Said I was "lucky" because it did not gouge the rotors so they could resurface them and replace pads for "only" \$150. Right, I feel lucky. Service Mgr said this was a maintenance item on Sonatas. I asked her to show me where it was indicated in the owners manual that this was a maintenance item, of course it isn't. She said I should have them do "brake maintenance" (for \$50) approx every 20,000 miles to remove corrosion and brake dust and lube the pad slides. This is poor design andnothing but. Isn't the NHTSA interested in brakes prone to fail such as these on Sonatas? Sounds like a recall is in order here....

#####

Tell you what targettuning, if you are really in the Army all I can say is God bless you and I hope you remain safe and thanks for what you do. As far as the brake issue, I realize all brakes are fundamentally

the same, however there is something about the Sonata rear brakes that causes them to fail at a rate much higher than other vehicles in the Salt Belt. I've had enough cars in my life with rear discs and NEVER had them wear out or fail. I talked to a woman at Hyundai Consumer Relations who told me they couldn't do anything because the brakes are a wear item. I asked to speak to a Supervisor, waited on hold for 15 minutes, then she said Supv would call me back later. Still waiting. I did submit a problem report on the NHTSA site. I think a rear brake lockup is worthy of that. Hopefully everyone else with the problem will do the same because Hyundai is ignoring us.

#####

Add me to the list of 08 Sonata owners with shot rear brakes at 19,000 miles. I should begin by stating the assistant service manager told me it would me cost \$115 just to have them LOOK at the car, although he admitted he heard the grinding when we first drove into the service bay. The brake job cost \$295 and that was only because the rotors were still okay. The front brakes still have 80% left. Later in the day the service manager gave me a lengthy speech about how the "slide pins" on the brakes need to be cleaned and lubed every 7500-15,000 miles and that if we had had the "15,000 mile routine maintenance" performed on time "this would never have happened". I asked him if this "slide pin" maintenance need was unique to Hyundai because in nearly 40 years of owning cars I have never heard of this. In fact we own a Toyota with 100,000 miles on it and it has only needed the brakes redone once...and like all our other cars, it has never needed any type of "brake maintenance". Obviously these service managers think we are all idiots.

#####

BRAKE WARNING TO HYUNDAI OWNERS (ESP. IF YOU HAVE A SONATA)

I have an 07 Sonata, bought new from the dealer 2.5 years ago. I've always taken it to Hyundai dealers only and on time for routine maintenance. The rear brake pads were replaced in July 08. In February 09, my car had the 30K mile service done (it was actually done at 32K miles because they said with my oil change timing I could wait until then), at which time the front brakes were measured at 60% remaining and rear had 90% remaining. Fast forward to September/October and less than 7K miles later (mostly highway driving by the way, involving much less braking than city driving), and the car was making an awful noise so I took it into the dealership ASAP where I live now in MA and get this --- the front was measuring at 25-30% remaining and the rear was as follows -- ZERO% remaining on one rear side and the other side had 70% pad remaining but that is because it was IMMOBILE in the caliper... in other words, it was not functioning causing the other rear side to wear down to metal-on-metal and wearing the front pads down too. That is frightening that I basically did not have any properly functioning rear brakes for a significant period of time unbeknownst to me!!! Thank god nothing bad happened and the only thing was damage to the car. The rear brakes and rotors were, needless to say, totally destroyed and had to be replaced. This is the part you should be warned about and the reason that I am posting this message--

The dealership that I bought the car from in Pittsburgh said that Hyundai corporation is fully aware that there are two major problems with its brake systems (especially including the Sonatas) 1) like in my case, where the brakes become immobile in the caliper and do not work or 2) the pads stick to the rotors and don't release and wear down to nothing that way. The dealer said that Hyundai refuses to issue a recall or even a TSB bulletin on the issue, instead they have some crappy "goodwill unofficial warranty" that if this happens to your car in the first 2 years or 24K miles they will fix the problem for free. Can you say hush money for not reporting the problem? My car is only 2.5 years old, and the Pittsburgh dealership was upset for me about this, so they contacted their Hyundai rep who is trying to contact the rep here in MA to take care of the issue for me. It cost me \$500, hopefully I will get reimbursed. I reported this problem online to the NHTSA, and if this problem has happened to you also you should report it because the more reports they get, the more likely they are to do something about it! It is just plain frightening to me that the dealers admit that Hyundai corporation knows about these brake problems, that they happen often, and they aren't doing anything about it. Regardless of a recall

etc., they should at least have the decency and sense of responsibility to tell us car owners that this problem is out there so that we can be proactive and get our brakes looked at every so often to catch things while the pads can still be replaced and avoid having to pay for all new pads and new rotors. The dealership here in MA thinks that the reason they aren't doing a recall or TSB is because this might be a regional thing linked to areas that get a lot of snow (calcium chloride on the road). Regardless, Hyundai should be telling us consumers who live in these areas to be vigilant about our brake systems!! The dealership here implemented a service that they now offer to check your brakes and calipers every X-thousand of miles. Hyundai should be telling all the dealerships to do this at the very least. BE WARNED AND VIGILANT ABOUT CHECKING YOUR BRAKES!

#####

I think you should read more carefully the post. The problem is not that much how fast they wore out (it is but not the big one) but the fact that one of the rear pads is gone down to metal while the other one is at least 50%. That is not normally functioning break system. And yes the same thing happened to me with brand new 07 Sonata at 2.5 years and 26k miles on it. So it happens and quite often on top of that. The 2 dealerships I went to said that this is a common problem for the Sonata and one more model. So es they know about it and I filed a complaint with the NHTSA

#####

Please read the brake comments from everybody then think objectively. There is a chronic problem with Hyundai brakes (check out the Santa Fe brake comments, too) that Hyundai Motors is ignoring. My Service Manager acknowledges it. Hyundai dealers recommend regular disassembly and lubrication of pad slides at a cost of about 1¢ per mile (my dealer charges \$130 every 15,000 miles), so they acknowledge it, too.

I was in for an oil change last week and the guy who sold me my car asked how I liked it. I told him other than the brake issue I like it. He asked if I'd buy another one and I said "I'm not sure (read: I don't think so)". He called me an honest man. I recommended that he go to Edmunds.com and read the thread on Sonata brakes to see what he may have to defend against.

Other manufacturers don't have this problem. Hyundai and Kia do. They have made great progress with nice cars and this one problem could be easily solved and would avoid a disastrous change in customer quality perception.

#####

I just had my 2007 Sonata rear drivers side brake pads wear out completely at only 20,054 miles in the Chicago area. Unbelievable! The passenger side rear pads are perfect and have lots of pad left on them (as they should), but the drivers side is down to the metal. I called my local dealer (Gregory Hyundai in northern Illinois) and they said it was not a warrantied repair. They also said that it is a common condition in salty (read northern) climates. They want to charge me \$295 to do the rear brakes, and will not just do the one side. Plus, they recommend that customers spend an additional \$300 for a 15,000 service that in part lubricates the brake pins so the calipers do not seize and cause the pads to wear out in salty climates. They also want to charge \$500 for a 30,000 mile service that includes the same procedure. This is bullpoop! I am 50+ years old and have owned Mercedes, Lexus, Ferrari, Toyota, Chevrolet, etc. and actually bought into the Hyundai story. But the maintenance issues (I have had ongoing seat problems for months, as well) and costs have doomed Hyundai's reputation for me. The brake pads should not wear out at 20,000 on only one wheel.

There is no requirement in the owner's manual that specifies anything other than inspecting the brake

pads at 15,000 which was done. They actually looked good on both sides at 15,000 miles when I inspected them myself. This should be a warrantied repair.

#####

Update! I took the drivers side rear brake apart last night. The outside brake pad was worn down to metal, but the inside pad still had some meat on it. The pins were perfect and well lubricated! I pushed the piston back in, cleaned everything, put some anti-squeek on the back of each new pad, and we are operational again. I do not understand why the outside pad would be down to metal, with the inside pad being OK and the other rear side being fine. Perhaps the caliper is defective. Bad design, though.

#####

feeling screwed also. own an 07 sonata. heard the same high pitched whining for first 11,00 miles after purchase (christmas present 06). took car to dealer 6 times and every time dealer said he did not hear whine. finally dealer found rust build up on pads and longer worn almost to metal! replaced pads and resurfaced rotors. At 17,000 miles same thing. At 33,000 miles battery was pronounced dead for unknown reasons and had to be replaced. Am now at 46,000 miles and dealer said rear brakes need to be replaced again! I have read many other postings about the same rear brake problem with the 07 sonata. Am contemplating selling car. tired of song and dance from dealer.

#####

A couple of days ago, my Sonata (25K miles) started making an incredible loud grinding noise just driving down the road and then even louder if I applied the brakes. I literally sounded like the exhaust system had dropped out and I was dragging it under the car. Took to local Hyundai dealer where I bought the car and they say the rear brakes are completely gone -- need new calipers, pads, the whole shooting match to the tune of \$600 bucks.

I simply can't believe this. I've never owned a car in my life that need major brake work before about 40,000 miles...what the heck is going on? Is this truly a design flaw? Is there any way I can get them to admit there's an issue with brakes wearing smack out at 25K miles and get them to do this under warranty?

#####

Just took my 2010 Sonata in for a 24,000 km check and was told I need new rear brake pads! Couldn't believe it. I have driven cars for 50 + years in Ontario, Canada and have never had to replace brake pads, rotors or the like until at least 60,000 km and frequently beyond 80,000 km. They said it was dirt that wore it down from winter driving - all on pavement. Obviously this is a design flaw in the vehicle or the pads itself. Hyundai seems to think I should pay \$200 for a complete brake cleaning every year - ridiculous. Never had to do it on Honda, Chevrolet, Ford, VW or Volvo and brakes lasted long on all those cars.

#####

At the very least, Hyundai should issue TSB's to all dealers, and offer a discounted service every 25000

miles to clean the pad clips. This service would take about 10 minutes, and would cost the dealers very little. I believe the problem is due to positioning of the pad clips, which accumulate dirt and crap. This however is a DESIGN fault. This should NOT occur at 25000 miles. If the front pads are lasting 70000 miles, the rear pads should not wear out at 25000 miles.

#####

I just posted a complaint with the highway safety administration about the rear brakes on the Sonatas wearing out prematurely while the front brakes seem to be just fine. I am waiting for their reply, everyone with this problem should contact them to register their complaint. I also had great difficulty removing the rear rotors, which seemed to be stuck to the car. I actually never did get them off, so I left them on. They were not in bad shape, so I replaced the pads and left the rotors. Everything is working just fine for now. My pads wore out at 30000, actually a little better than some of the posts about this have described. This is a DESIGN flaw that Hyundai is eventually going to have to address. Right now they are in denial mode. Also the 08 and 09 Honda Accords are having an even worse problem with wearing of the rear brake pads.

#####

At 30000 miles the rear pads had 0/32 left on the pads. The front pads had 9/32 left. If both front and rear pads are doing equal work, they should wear at the same rate. The rear pads are wearing faster because the pads are hanging up in the gunk that accumulates in the pad clips. They need to be cleaned every year. But this is a DESIGN flaw in the car. It is a safety issue and needs to be addressed by Hyndai.

#####

Somebody needs to contact Ralph. He's a man of the people. This is just crazy that we're spinning our proverbial wheels out here on Edmunds. How many complaints have to be posted out here before someone realizes there is a big problem? And again, do we need to wait until someone is actually killed to make sure the manufacturers do the right thing? Toyota just finally did a huge recall. It's time for a call to arms against this junk.

#####

The size and number of Hyundai Sonatas involved is unknown at this time. Hyundai is not going to do anything about this unless an AG from one of the states begins to file suit. Everyone involved needs to contact the AG in the state they live and the NHSTA to complain. Once the numbers start to add up, they will respond.

Otherwise you will be replacing your rear brakes every 25000 miles at your own expense. Now if you can do the work yourself it is not too bad, you can buy lifetime pads at Autozone or Advanced Auto and just replace them every two years or so. But this is a design error and a potentially fatal flaw in the braking system design and operation.

#####

I've driven other many cars well over 100,000 miles with no similar problems. I don't know if you've

followed the whole thread from the beginning, but it first happened to me when the Sonata was eleven months old after 21,000 miles of highway driving. The rear brakes were dragging. In a fwd car the front bears most of the burden but my front pads still have 50%+ after 67,000 miles - lots of highway driving. These posts show consistent recurrence of similar problems - all northern climates - so it's apparent that it is not a normal phenomenon. My last car, a Mazda Protege, was driven the same way in the same climate. My first pads were in the front at 60,000. The rears were drums and for what it's worth they were first replaced at 90,000. My Sonata's front brakes have outlasted the Mazda but it's the back brakes that have the defect.

#####

I own two 2006 Sonatas up here in northern Minnesota. Each time it snows, the brakes stick after it is driven and then parked. The snow does not even need to accumulate. Afterwards, I have difficulty getting the car to move - even on dry pavement - once it has been parked. I have to rev the engine a little, and then "BOOM" from the brakes(or wheels) and then the car moves fine. There was one exception though: After a blizzard, the brakes barely worked even when the Sonata was operating (driving down the road) Scary! Since both Sonatas behave exactly the same, there definitely is a defect, and it is definitely unsafe. I have been thinking about writing the Attorney General's office in our state; hopefully they will know what to do with information about "unsafe" cars, etc.

#####

To visit the Edmonds Forum website dealing with this link: <http://townhall-talk.edmunds.com/direct/view/.f0f6984/0>

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
EB/Black	08	HYUNDAI SONATA	5NPET46F78H		22143 22143	9973

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12AUG08			10:00 11JUL11			HCP	11JUL11

R.O. OPENED READY OPTIONS: STK:H3915 1)GE WARR 2)WENS PROPHETE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.							
OIL PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION. ✓							
			173	CPH		9.99	9.99
1	21513-23001	GASKET-OIL			1.80	1.80	1.80
1	26320-3C100	SERVICE KI			11.69	11.69	11.69
5	OIL MOTOR OIL				2.75	2.75	13.75

PERFORM STATE INSPECTION STICKER							
20 PERFORM STATE INSPECTION STICKER							
			173	CPH		29.00	29.00

** REMOVE AND REPLACE REAR BRAKE PADS & ROTORS							
RB REMOVE AND REPLACE REAR BRAKE PADS & ROTORS							
			173	CPH		240.00	240.00
2	58411-3K100	DISC-RR BR			93.54	93.54	187.08
1	58302-3KA53	PAD KIT-RR			85.26	85.26	85.26
1	00232-19009	CLEANER-BR			7.12	7.12	7.12

CHEMICAL REMOVAL AND HAS WASTE DISPOSAL							
							19.17

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		PARTS AMOUNT	\$	306.70
		GAS, OIL, LUBE	\$	0.00
		SUBLET AMOUNT	\$	0.00
		MISC. CHARGES	\$	19.17
		TOTAL CHARGES	\$	604.86
		LESS INSURANCE/COUPONS	\$	14.97
		SALES TAX	\$	20.37
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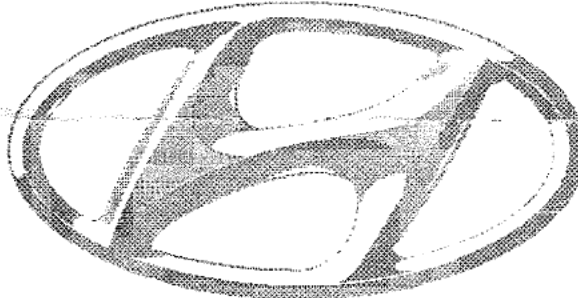
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IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12AUG08			17:00 15JAN11		93.00	HCP	15JAN11
R.O. OPENED	READY	OPTIONS: STK:H3915 1)GE WARR 2)WENS PROPHETE					
08:35 15JAN11	11:35 15JAN11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.							
OIL PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION. ✓							
				173		9.99	9.99
1	21513-23001		GASKET-OIL		1.80	1.80	1.80
1	26320-3C100		SERVICE KI		11.69	11.69	11.69
5	OIL MOTOR OIL				2.75	2.75	13.75



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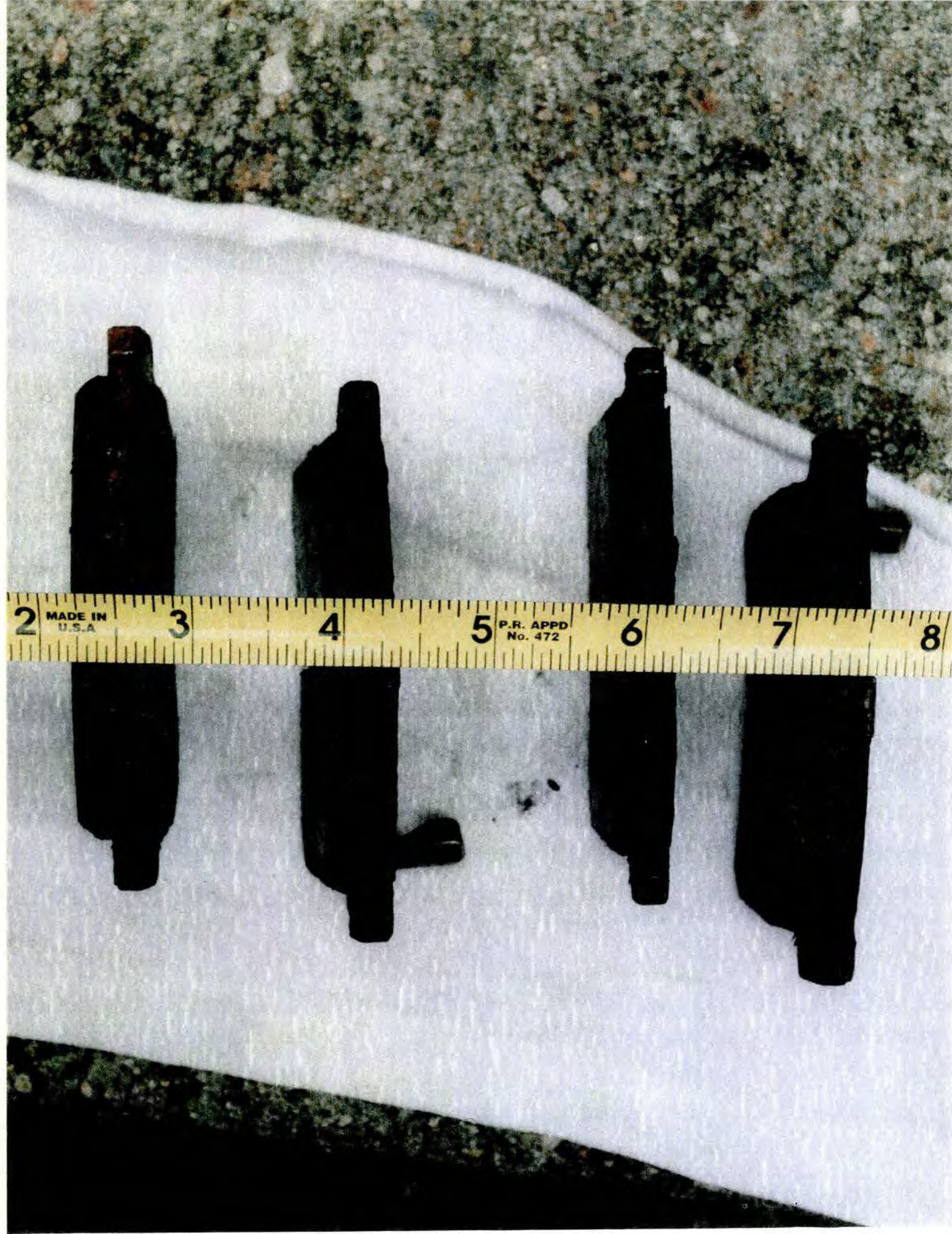
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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 9.99
PARTS AMOUNT	\$ 27.24
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 37.23
LESS INSURANCE/COUPONS	\$ 33.00
SALES TAX	\$ 1.70
PLEASE PAY THIS AMOUNT	\$ 5.93



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