

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 4/3/2014

#### Incident Details

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Report Number: 20140403-16CB6-2147445804

Report Submitted Date: 4/3/2014

Who You Are: Consumer

Incident Description: Grinding noise when applying brakes in 2012 Hyundai Elantra after just 22000 miles. Mechanic smoothed rotors but said the calipers are not functioning properly and it would happen again. Happened a few months later and in checking online found literally thousands of similar complaints. Most of us are concerned that the brakes can't possibly be functioning properly. In particular I try to leave a great distance just in case a sudden stop is needed and the brakes don't work like they should. Every person on the forum is getting the same line from the Hyundai dealers, it's your rotors and pads, not covered by warranty, we are replacing our rotors and pads only to have them ruined within a few months. My independent mechanic (not affiliated with the Hyundai dealer) insists that the calipers are the problem, they are not functioning properly and are ruining the rotors and pads. The calipers just happen to cost \$700 for the part alone, and I'm sure labor would be steep. In addition, if it was the calipers, those would be covered by our warranties. It really appears that Hyundai has bad brake calipers on it 2012 and 2013 Elantras and they are unwilling to acknowledge the problem and perhaps are hoping to put us all off until the calipers are no longer under warranty. My concern is there are a lot of us out there driving around like this and what happens when an urgent stop is needed and the brakes don't function properly. This could have very dire consequences.

Incident Date: 4/2/2014

#### Product Details

Product Description: 2012 Hyundai Elantra 4 Door carBrake System

Product Category: 2012 Hyudai Elantra

Product Type:

Brand Name: Hyundai Elantra

Manufacturer / Importer:

Private Labeler Name:

Model Name or Number: I don't know

Serial Number:

Date Manufactured:

Manufacturer Date Code:

Manufacturer Address: Not specified

Manufacturer Website URL:

Manufacturer Phone Number:

Retailer: Hyundai Dealer

Retailer State: Ohio

**Additional Details**

Purchase Date: 12/3/2011

I still have the product in my possession. Yes

The product was damaged before the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: Have been to Hyundai dealer a couple of times, they won't acknowledge a problem. Even with thousands of postings available on line regarding the same problem.

**Consent**

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? No, do not include my Report on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? No, do not release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and Yes

that the  
information  
provided in this  
Report is true  
and accurate to  
the best of my  
knowledge,  
information,  
and belief.

OMB Control Number 3041-0146