

From: [REDACTED]
 Subject: DEFECTIVE BRAKES MADE BY WAGNER BRAKES, POSSIBLE SONATA RECALL PROBLEMS, ETC.
 Date: September 13, 2020 at 4:22 PM
 To: nhtsa.webmaster@dot.gov

DW

On May 20, 2020, I purchased brakes for my 2014 Hyundai Sonata at Tires Plus, 820 Baltimore Pike in Springfield PA. I'm told these brakes were manufactured by Wagner Brakes. About a week later I began hearing noises under the hood like a knocking noise. I took the car back, the brakes were inspected and the car taken on a test run. I was told everything was ok. For a number of weeks I heard squeaking of the brakes when I pressed on them; and I also experienced like metal on metal when I pressed the brakes. I took the car back to Tires Plus on September 10, 2020. The brakes were inspected and apparently they were inferior because they gave me a new pair. I'm told these brakes were made by Duralast Gold and were a better quality. I just had the original brakes put on May 20th, there is no way these brakes should have failed in three plus months. I'd like for you to do a thorough investigation into the manufacturer of Wagner Brakes and also see if there have been other complaints against them; and please let me know. I'd also like to know if there have been any recalls/complaints against Duralast Gold. I've had my car since 2017 and I've never had this brake problem.

There was a recall on my 2014 Sonata regarding the shift lever wherein the shift lever would stay in park when you tried to shift gears. I had campaign #123 done in 2017 wherein they were to have fixed this problem. Some months ago I experienced the same problem. I had to try maneuvering the shift bar over and over and sometimes put the key near the shift bar before the shift gear would move. I've also noticed when I turn off the engine and press the emergency brake, the car would roll, I think, more than it should have to completely stop. Recently I experienced the car still going forward after I put the gear in reverse. I had to turn off the motor, turn it on again and then put the car in reverse. I'd like to know if you have had complaints like this and should there be another recall on this gear shift. I take my safety very seriously and hope you do too.

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