



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



November 6, 2020

[REDACTED]  
Philadelphia, PA [REDACTED]

NEF-109 tgd  
Ref. No. 11355219

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 Hyundai Sonata vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with Wagner aftermarket brake pads. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or the initiation of a recall.

The shift lever recall you reference for your MY 2014 Sonata is NHTSA Safety Recall Campaign No. 14V-343. Please note that Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fails to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge, **one time**. Therefore, Hyundai has met its obligation to complete Recall 14V-343. We understand your concerns; however, we do not have any evidence of reports indicating that Hyundai's corrective action is inadequate or does not work. Furthermore, NHTSA cannot guarantee that a dealer will successfully perform a recall remedy on your vehicle.

We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf). We encourage you contact Wagner, Hyundai, and your local dealer for further assistance in resolving your vehicle problems.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement