

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

Mount Airy, MD

June 20, 2021

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20690

ODI#: 11415059

2017 Hyundai Sonata Sport VIN 5NPE34AB4H

**May 18, 2021 Discussion with Hyundai Consumer Affairs CASE
& Antwerpen Hyundai Clarksville**

1. On May 18, 2021 at approximately 4:01 pm I talked with Amber from Hyundai Consumer Affairs.
 - a. She stated that my previous correspondence would be a Dealership Service Complaint and would need to take it back to the same dealership.
 - b. In order to for the work to be done, depend on the dealership to duplicate or replicate the problem.
 - c. Take it back and ask to talk to the Service Manager or General Manager.
 - d. Ask for them to do a ride along.
 - e. Have them drive it a longer distance to duplicate or replicate the problem.
 - f. Need to duplicate or replicate in order to fix or determine what needs to be repaired.
 - g. Not technical side – they rely on the dealerships concern and diagnosis.
 - h. Brake does not engage reliably
 - i. While my car was in the shop, they called me three times to see if I wanted to purchase a new car.
 - j. General Manager is usually owner of dealership
2. On May 18, 2021 at approximately 5:30 pm I arrived at the dealership, Antwerpen Hyundai Clarksville.
 - a. I went into the service area and asked to speak to the Service Manager or the General Manager.
 - b. I was informed neither the Service Manager or General Manager were there.
 - c. Gave the service advisor the paperwork that I had sent to Hyundai Motor America and putting them on notice of issue with parking not engaging.

- d. Should not have to put the parking brake on. Did not ever put the parking brake on for the original transmission which lasted 95,232 miles before it was replaced. I have never had this issue with the brake not engaging and rolling back before.
This is a safety issue.
- e. Service advisor went to talk to the service shop foreman.
- f. They came out to the bay area where my car was.
- g. The service advisor and shop foreman were able to push the car forward with the car in park and no parking brake on.
- h. They then attempted again with the parking brake on. Did not move.
- i. The service advisor stated that it is normal to hear click and for the car to move 1-1 1/2 feet before the brake engages.
- j. Stated if they can't replicate it then can't get it fixed.
- k. Per service advisor transmissions aren't cheap.
- l. Refuse to waste more time on investigating the problem. They can't replicate the issue. Per notes on March 12, 2021 the dealership way of trying to replicate the problem was to park on an incline in their lot, and put the parking brake on, then come back two days later to see if it had moved. They put the vehicle on the lift and checked the suspension, said everything was fine.
- m. The problem is not the suspension the problem is the transmission. In order to replicate the problem with the transmission, it requires driving and parking, not putting on an incline, then checking later.

MARCH 8, 2021 – MARCH 12, 2021 Took Car in to Replicate Issue

- 1. Dealership incorrectly stated that this only happens on an incline. This is not the case.
- 2. I do not drive very far, 2 miles to grocery store and back each way. I will park in handicap spot – which are on level surface no incline. Place the car in park brake does not engage, you hear clicking and the car rolls backwards.
- 3. On numerous occasions my son has seen the car roll backwards at our house, when the car has been put in park and thought I had not placed the car in park.
- 4. On numerous occasions my husband who is an engineer, has been with me when the clicking noise for the pawl is trying to engage, but the car roll backwards.
- 5. THIS IS A SAFETY CONCERN – any person or child who happens to walk behind a vehicle that brake should be engaged when in park, could be injured or killed.
- 6. Need to move car again for the issue to repeat – either forward or backwards.
- 7. My husband, when we have come out of restaurant in a handicap spot, after sitting for an hour with only car in park, he was able to move the car backwards with his hand from the top of the roof of the car. (May 10, 2021)

TIMELINE OF EVENTS

12/3/2020 I was coming home from Doctor's appointment and transmission seemed to seize as I was driving and started to stop. I was able to get my vehicle home.

12/7/2020 Vehicle was dropped off at the dealer to diagnose problem with transmission

12/10/2020 Signed affidavit of original ownership mileage approximately 95232 when dropped off at the dealership.

1/2021 – not sure exact date, when started to park car at grocery store 2 miles from house, in handicap spot, would roll back slightly but would then engage brake.

3/6/2021 car moved back 5 feet from where it was parked after I had gotten out of the car. I stayed in the car until brake was engaged in park. Started rolling twice, pulled it forward, on third time the brake engaged. No indication that the car was going to move. Antwerpen Hyundai Clarksville, did not want any copies.

3/6/2021 – Per discussion with son at house, on a number of occasions when he was coming to help bring groceries in he thought “was I going to stop”. The car was put in park, but continued to move backwards.

In all my vehicles I have owned, I have not ever used a parking brake unless on a severe hill. When the car is placed in park, **a reasonable person** would expect the car to stay in park and not rollback. A **reasonable person** would not expect to have to put the parking brake on, since when place car in park in a level spot or handicap spot (which is required to be level), vehicle should not move. A **reasonable person** would not expect when the car is in park, you would be able to move the vehicle with your hand.

3/13/2021 Picked car up from the dealership (see notes attached from the invoice dated (3/12/21). They suggest I use the parking brake. When place vehicle in park, vehicle should not move.

3/13/2021- present – car continues to not engage the brake when put in park. This has only started happening since the new transmission was put in. This did not happen prior to that time.

4/15/2021 – out to dinner, set the parking brake, parked in a handicap spot. As waiting for husband to arrive, started car.

4/15/2021 – called husband on cell to tell him to videotape the noise the car is making when in park and rolling backwards. (Video clip from that night is attached)

4/15/2021 – 6/20/2021 issue is still continuing. Since 5/18/21 car is mostly parked and not being driven due to safety issue of rollback when placed in park. I am paying for a vehicle that cannot safely be driven.

4/17/21 at Exxon Gas Station Mount Airy, MD car rolled back while fueling with car in park. Had to go and put parking brake on. This is not acceptable.

5/1/21 at BP Gas Station Olney, MD car rolled back while fueling with car in park. Had to go and put parking brake on. This is not acceptable

5/8/21 at Family History Center, Kensington, MD car rolled back as I was getting out of the car, and lifting backpack from passenger seat. Brake was not engaged fully after it was placed in park. Put the parking brake on and let others at the center know what happened. This is not acceptable and a safety issue. This was on level ground. No incline at all. Right next to a handicap parking spot.

5/11/21 at Exxon Gas Station Mount Airy, MD car rolled back while fueling with car in park. Had to go and put parking brake on. This is not acceptable.

This rollback issue needs to be addressed before someone is injured or killed. Putting parking brake on is not the solution.

A complaint was filed with the National Highway Traffic Safety Administration ODI # 11415059. A copy of the complaint is attached.

SEE ATTACHED ARTICLE from Aamco BOISE, ID
HELP! MY CAR ROLLS WHEN I PUT IT IN PARK! 10/4/2019, Blog, transmission

[REDACTED]

Part of the joys of having an automatic transmission vehicle is having it stay in place when you engage "P" (Park). It's perfectly normal for your automatic transmission vehicle to move an inch or two after shifting it to park, such mechanical play is common even for modern cars. But if your vehicle rolls more than a few inches in Park position, it might be a sign that your transmission is faulty.

Unlike what the service advisor said on 5/18/21 that it was normal for it to move 1-1 ½ feet. The Shop foreman was there when the service advisor stated this and he did not correct the service advisor.

[REDACTED]

CC: Antwerpen Hyundai Clarksville General Manager
Maryland Office of the Attorney General,
Consumer Protection Division
CEO Kyung Soo Lee, Hyundai Motor America

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