

11 May 2011

**Wangara Kia – attn: The Manager.
5 Prindiville Drive
Wangara WA 6065.**

Attention: Service Department.

Re: Kia Sorento, , ongoing problems

Warranty Issues still requiring attention from previous service:

1. **URGENT** - Immobiliser fault. Most times the vehicle is difficult to start, often taking many attempts. The fault is that when the key is inserted and switched to ignition position, the orange "Key" light which indicates that the immobiliser has been deactivated, does NOT light up, and so the engine will not start when cranked. To start the vehicle, you must then turn ignition to off, remove the key, re-insert the key, and try again... often it takes 10 to 30 attempts before the "Key" light will come on and allow you to start it. This problem has been with the vehicle since the day it was delivered to me, and has been attempted to be repaired many times, with a brief period in the last 6 months of so where it worked fine, but is now worse than ever. View video of fault at www.pps.net.au/sorentofault.wmv
2. Vibration / rumble) in driveline somewhere that occurs at speed (starting at around 90kph, but more noticeable at 100kph). Possibly a universal joint, or wheel bearing. Frequency is too high to be tyre related, and it is relative to vehicle speed, not engine revs, as the frequency of the vibration does not change when shifting between 4th and 5th gear.
3. Trim falling off. Carpet trim under rear of front passenger seat is falling off. ALSO 2 x trim covering the bolts at the front of the Rear seats keeps falling off. It won't stay on no matter how many times it's put back.
4. Oil leak from engine.
5. Engine still has flat spot. Fault from day 1. The "flat spot" is similar to older carburettor cars of yester-year. It is more noticeable when cold, and occurs shortly after automatic shifts into 2nd and often 3rd, at around 2000rpm, with light acceleration. After shifting up a gear, it has normal power for around 1 second, then seems to drop off power up substantially for around 1 to 2 seconds (like you have lifted foot off throttle), then resumes normally. Less often, it will sometimes have what feels like a "miss" when taking off from stationary, with the motor going on and off the power 2 or 3 times in short succession within the first 1 to 2 seconds.
6. Rattle behind the dash, coming from top left corner. This is quite noticeable when travelling on gravel roads with some mild corrugations'. It sounds like a bolt (or similar fixing) is very loose, and could result in the dash shaking loose. The sound goes away if you press down hard on the top left corner of the dash, or wedge an item (like my wallet!) in the corner between dash and windscreen, so applying pressure downwards.
7. **NEW FAULT SINCE LAST SERVICE** – The CD Player now refuses to play CD's, both new original CD's and burnt CD's, despite them all working in my partner's 12 year old Pajero! This has been getting worse for a few months; it used to take several attempts before a CD is recognised, before it would start playing (and then play fine). Now most times it wont play at all, and if it does, it takes 1 or 2 dozen attempts before it will. When it fails, you get an "Error 5" displayed on the CD player.

Can you please keep this letter on file.

Regards,

Alan

Ref: Car/Kia Sorento Problems 6 May 2011.doc