

24 Apr 2009

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

Attention: Service Department.

Re: Kia Sorrento, , 15000k Service

Please note the following issues need to be dealt with under warranty during this service:

1. Immobiliser fault.

The car's immobiliser frequently prevents the car from starting. It happens most often when the car has been sitting for a while or overnight. When the key is put in and switched to ignition, the "key" light on the dash often does not come on to indicate that the immobiliser has been deactivated, so the engine will crank but not start. The keys then need to be removed from the socket and try again, and most often it will work 2nd attempt, but has taken up to 3 or 4 attempts. This has been reported to you before, and it has been tested with both keys.

2. Lack of grease in front tailshaft.

The car's front drive-shaft has excessive play from the uni-joint at the transfer case end. An independent mechanic has said that it either has insufficient grease in it, or perhaps may be faulty. Please check and grease or replace as required.

3. Engine management system program diagnose / update.

The engine seems to have a "flat spot" similar to older carburettor cars of yester-year. It is more noticeable when cold, and occurs shortly after automatic shifts into 3rd gear, at around 2000rpm, with moderate acceleration. After going into 3rd, it has normal power for around 1 second, then seems to drop off power up substantially for around 1 to 2 seconds, 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.

4. Auto Transmission management system diagnose / update.

The Auto box seems to get "confused" from time to time, most often when slowing down under brakes, say for a corner, then moderate power is re-applied after the corner... it often sits there in 3rd or 4th gear trying to accelerate for several seconds, before realising that it should have selected 1st or 2nd gear. Often when it does decide to change, it changes with a "thud", rather than it's normal smooth change. Also, see problem below with cruise control.

5. Cruise control is erratic.

This cruise control is the worst I have ever used. For example, with the cruise control set to say 105kph, it can swing from 98kph to 112kph when it encounters even small slopes. Firstly, it waits too long to start increasing power when a small slope is encountered, resulting in the speed dropping by 5 or 6 kph. Then it accelerates hard for too long, way overshooting the "set" speed by up to 6 or 7 kph, then all of a sudden realises what it has done and turns the power off abruptly,

making it feel quite awkward. It then realises it's slowing down too rapidly, and goes back on the power, making for quite a "on / off the throttle" driving experience, often upsetting drivers that may be behind the vehicle. Quite unsettling. ALSO, if slowing down for a turning vehicle etc, to say 50kph, and accelerating again so the auto grabs, say 3rd gear, if you then hit the "resume" function to take you back to the set speed, the gearbox holds 3rd gear for way to long, to about say 3000rpm, then all of a sudden realises that it's in the wrong gear, and grabs 4th with a big "thud" rather than it's normal smooth gear change. Shortly thereafter the 4th to 5th change is normal.

6. Windscreen washer left nozzle low pressure.

The left nozzles on the front windscreen washer is lower pressure, resulting on inadequate water stream to left side of windscreen. The nozzles are either partially blocked, or the hose that feeds them may be partially obstructed. (The reservoir has just run out too, so I assume you will fill it with the recommended washing fluid).

I really hope that Kia has realised that their programming of the engine / gearbox / cruise systems are certainly in need of refinement, and upgrades to client's vehicles should be made available.

I also point out that this is the second time the vehicle has been in with the immobiliser fault, so please make sure it's fixed this time. I don't want to hear "no fault found". If I hear this again, I will need to video tape every start session so I can prove it.

Also, I was disappointed when I was quoted \$440 for this first minor 15000k service. This services is pretty much an oil and filter change, and an inspection. When this was queried, the price was dropped to \$288, giving me a feeling that you were trying to rip me off. Even \$288 is a bit steep for a minor service, but I will pay it this time. If you want to keep my custom, I suggest need to be treated more professionally. I was also disappointed that you could not offer me a loan car.

And perhaps this time you can wash the car too, as when I collected my car after it's post-delivery 1000k check, it was not ready on time and so missed out on the wash. This time the car is a bit dirty, after having just returned from a country drive.

Can you please keep this letter on file.

Regards,

Alan

Ref: car/kia service 24 apr 2009.doc