

17 Sep 2009

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

Attention: Service Department.

Re: Kia Sorrento, , 30000k Service

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

Normal Maintenance:

1. Air cleaner is dirty and needs replacing. (chargeable)

Warranty Issues since Last service:

2. Noisy windscreen Wipers (see below for details).
3. Annoying “knocking” sound coming from inside rear tailgate (see over page)
4. Possible problem with right front low-beam headlight (see over page)

Warranty issues still requiring attention from previous service:

5. Immobiliser fault (see over page)
6. Lack of grease in front tailshaft (see over page)
7. Engine management system program diagnose / update (see over page)
8. Auto Transmission management system diagnose / update (see over page)
9. Cruise control is erratic (see over page)
10. Windscreen washer left nozzle low pressure (see over page)

Detailed fault descriptions:

1. Air cleaner needs replacing.

I was told by an independent mechanic that the air cleaner requires replacement.

2. Noisy windscreen Wipers.

The windscreen wipers are very noisy, when operating, making a loud scraping sound when going across the windscreen. If testing, note that they do not do make this sound if operated on dry windscreen, nor do they do it when operating using the windscreen washer, perhaps due to the detergent in the water. But when operating in the wet, they are very annoying.

3. Annoying “knocking” sound coming from inside rear tailgate

This is an odd one. When travelling over small bumps or road defects, or even going up small kerbs at low speed, there is an annoying, distinct “clunk” or “knock” that is heard coming from the rear tailgate. It’s like there is something loose inside

it, and it must move, hitting another hard object. I have emptied the car, and tested over and over, including having a person ride in the rear cargo area to isolate the sound's source, and it seems to be coming from an object inside the rear tailgate. When travelling on a gravel road, it is frequent, and annoying to the point that it sounds like something is going to break.

4. Possible problem with Right front low-beam headlight

Several people have reported to me that when I am following them at night, my right front headlight is significantly duller than my left. And it does see that way when standing directly in front of vehicle with low-beam on. Can you please check it's brightness, and in particular it's beam pattern / focus / aim, as perhaps this is out. Certainly putting a "screen" in front of each headlight shows a distinct different in right hand light's pattern... it seems much more dispersed, less focused and duller.

5. Immobiliser fault.

UPDATE: You have replaced the immobiliser since last service. This improved the fault significantly, but it still does it perhaps once a week.

Here is the original fault description reported at 1000k and 15000k service:

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.

6. Lack of grease in front tailshaft.

UPDATE: My mechanic checked this since your last service, where you "claimed" that this was re-packed, and he says there is no evidence of extra grease being packed, and the excessive play still exists.

Here is the original fault description reported at 15000k service:

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.

7. Engine management system program diagnose / update.

UPDATE: This problem still exists, so I assume no update was applied at 15k service...

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.

8. Auto Transmission management system diagnose / update.

UPDATE: This problem still exists, so I assume no update was applied at 15k service...

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.

9. Cruise control is erratic.

UPDATE: This problem still exists, so I assume no update was applied at 15k service...

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 too 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.

10. Windscreen washer left nozzle low pressure.

UPDATE: This problem was improved at last service, but it is still a little lower than right nozzles.

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

I also point out that this is the third time the vehicle has been in with the immobiliser fault, so please make enquiries with Kia to see if this needs fixing, or if it's considered "normal".

Also, I remind you that I have been offered 10% discount on this service, taking it to around \$600, plus cost of air-cleaner. Why so expensive, & why no free loan car?

I would appreciate a car wash please.
Can you please keep this letter on file.

Regards,
Alan

Ref: car/kia sorento service 17 Sep 2009.doc