

18 Apr 2011

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

Attention: Service Department.

Re: Kia Sorrento, , 75000k Service

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

Warranty Issues since Last service:

1. Vibration / rumble) in driveline somewhere that occurs only over 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.
2. 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.

Warranty issues still requiring attention from previous service:

3. Engine still has flat spot. See details description (follows).
4. Oil leak from engine.
5. Windscreen washer... several nozzles blocked.
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 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.

Detailed fault descriptions:

Engine Flat Spot. This problem has existed since the car was brand new.

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 2nd 3rd, and sometimes even 4th gear, 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, 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.

Can you please keep this letter on file.

Regards,
Alan

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