

From: [Humphries, Michael](#)
To: [Legal Affairs and Community Safety Committee](#)
Subject: Submission - new motor vehicle buyer consumer protections inquiry [SEC=UNCLASSIFIED]
Date: Friday, 25 September 2015 5:33:30 PM
Attachments: [20150925_Submission by Humphries.pdf](#)

Hi,

Our submission to the Legal Affairs and Community Safety Committee's inquiry into consumer protections and remedies for buyers of new motor vehicles.

As attached.

Michael & Sylvia Humphries

[Redacted contact information]

IMPORTANT

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25 September 2015

Problems with our car

Once again our vehicle has been taken back by tow to a car dealer service centre, with the same recurring issue. Last Saturday the car would not start. A few symbols lit up on the dash, but the engine did not start up or even attempt to start up.

We have contacted the manufacturer's customer service area on a number of occasions, because the service dealers either say they cannot find the problem or say it is fixed but the problem resurfaces a few months after it has been given back to us. On a couple of occasions it has reoccurred after only a week or most recently after only one day of it being given back to us.

Since 2012, we have had to have the car towed on no less than 6 occasions to a service centre when the same problem occurs.

On some occasions, we have been offered a hire car but, by accepting this we have been left with a \$500 cost to us in insurance cover which they refuse to pay.

Each time we get in the car now, we am afraid to start it up & drive it, as we are unsure if it is going to have problems or not & if it is going to get us to where we need to go & start up again on the return journey. That is very sad for only a 5 year old car, with only 59,500 kms on the clock.

Not to mention that it is now getting too dangerous to drive. On two occasions now, we have narrowly avoided having a major accident due to the loss of power in the car.

The problem we are left with is a major failure in the car.

In the light of all the issues, we don't feel we can keep the car any longer and certainly not after the warranty has expired. What then are we left with? At the moment it is looking like we have a car we cannot even negotiate on & probably worth not much at all.

[REDACTED]

Michael & Sylvia Humphries

[REDACTED]
[REDACTED]

IX35 Highlander

- 23/09/2010 Purchased Car from
Purchased by bank cheque, no finance
- 20/01/2011 1000K Service as per manual
Graunching sound found from front brakes
Front sensors don't seem to be working
- 8/04/2011 "R" in highlander badge at rear fallen off
Removed & replaced front & rear brake pads
- 8/05/2011 Taken to dealer service centre because front parking
sensors erratic in operation
- 8/12/2011 15,000km Service performed
- 19/01/2012 Front parking Sensor issue - cause due to internal fault
in harness requiring replacement
- 20/04/2012 NO START -TOWED IN TO DEALER
Fuel Pump had to be replaced
- 20/05/2012 NO START -TOWED IN TO DEALER
Loose connection in Fuel Pump Assembly
re-connected electrical contact
- 25/10/2012 Front Sensor not working-internal Fault within Front
Parking sensors
Replaced front parking sensors
- Front parking sensors still not working properly as at
Sept 2015 but given up on problem now
- 24/04/2013 30,000Km Service
- 30/04/2014 NO START -TOWED IN TO DEALER
Wave form signal from Smart Key Module incorrect signal
-internal Fault
Replaced Module for Smart Key
- 13/06/2014 NO START -TOWED IN TO DEALER
Internal issue in fuel pump.
Removed & Replaced Fuel Pump
45,000km service performed
- 4/12/2014 Car taken to dealer
Vehicle very hard to start & loosing power

Dealer had the vehicle for 2 weeks testing but no solution. Car taken from dealer with no remedy

20/02/2015 NO START -TOWED IN TO DEALER

New smart key unit required

Brake Switch replaced

6/05/2015 NO START -TOWED IN TO DEALER

Found Smart Key Module to be faulty & EGR valve to be jammed open

Replaced Smart Key Module & also EGR valve & cooler

21/05/2015 NO START -TOWED IN TO DEALER

Fuel Filter no pressure inside the fuel line

Replaced Fuel Filter & Fuel tank

Found the fuel pump housing distorted & requires fuel pump assembly

Replaced Fuel pump

10/08/2015 60,000km service performed

21/09/2015 NO START -TOWED IN TO DEALER

Still in at dealer , cannot isolate the problem as yet

Out of warranty from the 23/09/2015