

[ROADSIDE ASSIST]

READ THE SMALL PRINT



IAIN CURRY GETS ANSWERS

WRITE TO MOTORING AT
CARS@NEWS.COM.AU OR
PO BOX 2808, GPO SYDNEY, 2001

My son recently bought a 2015 Holden Cruze. It was out of factory warranty, so he opted for an extended warranty from the motor dealer. Servicing under this warranty is every 10,000km although Holden's recommended is 15,000km. Where might he stand if he chose to go to 15,000km servicing, possibly with an oil and filter change in between?

Colin Hadden, email

If you want that warranty to be worth the paper it's written on, your son will need to go the 10,000km services. The Cruze doesn't have the best reliability reputation, so 10,000km services are probably a smart move anyway. If other Cruze owner experiences are anything to go by, sadly, you may be testing how good that warranty is sometime soon.

CARPET CHOICE

Re "Wearing Thin" about Subaru carpets, my 2016 Outback has the same problem: a hole in the footwell carpet and wear under the pedals. The mats were replaced under warranty as the holding clips broke, allowing the unrestrained mats to move. These clips are part of the mat and are placed directly under the feet, leading to an early breakage. At least the new clips are removable — but even with new mats, the carpet wearing has continued.

Rocky, email

Re "Wearing Thin". The same thing happened in my wife's 2016 Impreza: a carpet hole in less than two years. We're full of praise for Subaru Australia arranging a new carpet to be shipped and fitted but it's definitely a known problem.

Damian Kelly, email

Well done Subaru for being proactive here. Other Subaru owners with similar carpet issues should broach it with their main dealer.

EARLY CHECK-OUT

I've owned a 2012 Hyundai iMax since new but the engine has blown despite having just 100,000km and serviced on time by the main dealer. No one is willing to help us as it's seven years old. My question: would it be reasonable for me to expect more than 100,000km out of such a well-maintained vehicle?

Anthony Hope, email

Absolutely you should expect more than 100,000km from your iMax. If you've only consulted your dealer so far, get straight on to Hyundai Australia at 1800 186 306 and let them hear your case. Remind them you're a loyal customer, prove the iMax has been serviced correctly with them and ask for some goodwill assistance. If no joy, you can plead your case to the ACCC that the iMax did not perform as promised,

although, given that it's seven years old, time is not on your side. Good luck.

FUEL THE RAGE

In your articles on using E10 fuel you always state you'd personally never use it but never back up your claims with any evidence except to say your mechanic advises you not to. Using your mechanic as your source of expertise is very poor form and you should research things better before putting it in the newspaper. I believe that engineers all over the world can't be wrong about E10. Can your mechanic really have more knowledge than them?

Ray Smith, email

My not using E10 fuel is personal choice. If others want to, do your own research and make your decision. I think my mechanic is an excellent source of expertise: he's the one at the coal face dealing with real-life mechanical problems. In his words: "I don't like E10. Plastic fuel sender parts in the tank get brittle. Most rubber doesn't like it. Maybe it's OK if the car is designed for E85 but I wouldn't use it." On this issue, I trust those with oily hands rather than scientists in a company lab.

TIME FOR MG?

I'm seeking advice on a new small or medium SUV. We're a family of four with kids aged three and five, currently with a Holden Captiva LTZ. We need something economical to run with a reasonably responsive engine. My price



range is \$20,000-\$25,000, I'll do 15,000km a year and I'm considering an MG as it looks good. Should I consider other options?

Joe Carullo, email

MGs sales are going gangbusters: it's hard to argue with their low prices and seven-year warranty. Test the ZS and GS SUVs but remember the ZS scored only a four-star safety rating and its weedy 82kW won't give the responsiveness you crave. I also have two kids and personally would prefer my family in something that feels more solid. The new Kia Seltos SUV arrives this month and fits your budget. My initial test suggested it'd be the class-leading small SUV. Big enough for your young family too. Also try a 2WD Suzuki Vitara. Do you really need an SUV? For under \$25K, consider small cars too, such as a VW Golf, Hyundai i30, Kia Cerato, Holden Astra or Honda Civic. They may prove roomier and more practical than you think.



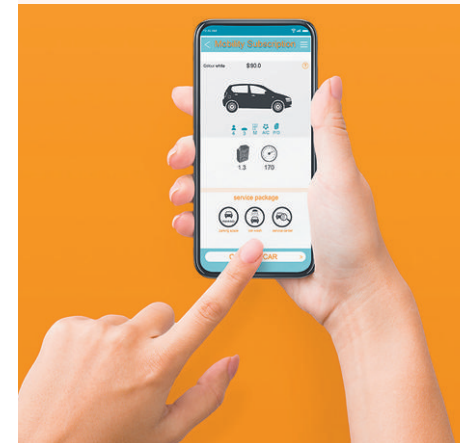
REPLACE OR DISPLACE

I'm interested in a new 4x4 Ford Ranger, and plan on keeping it for some time. A lot of used Ranger reviews say it's a bit of a throw of the dice with the 3.2-litre diesel engine. Is it reliable, or am I better off opting for the new 2.0-litre bi-turbo?

TA, email

Tough one. There are well-reported instances of the five-cylinder 3.2-litre going boom with not many kilometres on the clock. Something of a

safety net is afforded by Ford's five-year warranty — introduced in May last year — to give decent peace of mind. Will the 2.0-litre twin-turbo prove more reliable? Time will tell, but its 157kW/500Nm trumps the 3.2-litre and its 10-speed automatic seems a good 'un. The Ranger's a talented ute but I'd suggest changing the oil more frequently than recommended if you're working either engine hard. If you're not going to tow, I'd favour the new 2.0-litre.



Wheels keep turning in transport trends

CONSUMER DESIRES HAVE CHANGED IN A SIGN OF THE TIMES

Geoff Gwilym VACC CEO



Australian history is fascinating. Look how transport trends have changed to reflect our cultural values. Or is it vice versa?

It's hard to imagine that, soon after the turn of last century, cars were regarded as socially disruptive novelties. But as they became affordable, almost everyone was happy to have one. So motoring took on a new meaning.

Earlier this week, as I sat down in front of the TV, I came to thinking; the psychology has shifted again. There's an expectation that what we want will be on hand when we want it — and out of sight, out of mind when we don't.

People want to get away from pain and into pleasure.

As I hadn't wanted to wait for something decent to come on the telly, I went straight to Netflix.

In the same vein, owning and looking after things, such as cars, is now regarded by some as an incumbrance. That's pain.

Increasingly, people want flexibility. That's pleasure.

In the future, people will not buy cars as often. But they'll still need them. For these people, the answer may be subscription vehicles — pay as you drive.

It's happening now and is something the automotive industry needs to recognise and embrace. It's a new world, with challenges and opportunities.

But one thing's certain. There will always be those who, like me, want to own their vehicle and value tangible freedom. For these people, the joy of ownership will remain and that will be the case for many years to come.

Prepared by the Victorian Automobile Chamber of Commerce in the interest of better motoring.

Share your thoughts
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