

[ROADSIDE ASSIST]

NORDIC EXPOSURE



IAIN CURRY GETS ANSWERS

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

I bought a new Volvo XC40 two months ago and have noticed exposed electrical wiring under the driver's seat. I wrote to Volvo Australia and the dealer but never received a reply. I'm disappointed a prestige car doesn't have a cover for this wiring. Surely it's a safety hazard for children and a design failure?

Bobbie Cochrane, email

Greg Bosnich from Volvo Australia tells me Volvo's customer service team will contact you directly. I wouldn't be concerned about the wiring, it's visible only with the seat fully forward and I see it on most cars, prestige or otherwise, with power and/or heated seats. "The layout of the power supply is very much commonplace," Bosnich says, "and we do not see it as a safety risk." I agree, a cover would be more aesthetically pleasing but kids' feet won't reach under there if they're in their seats.

SWORN TO SECRECY

I have a 46,000km 2012 Hyundai Elantra which has been serviced annually. Recently the engine developed a tapping noise and on cold start blows blue smoke. After checking the internet I see owners globally have the same problem. There was mention of a secret warranty about this problem. I've contacted Hyundai Australia and been told to take it to a dealer but I'm concerned I'll be fobbed off.

Chris Varty, email



Those symptoms aren't great for the long-term health of your motor, sadly. The internet and forums can be a brilliant resource but also not the most reliable – "secret warranty" being a good example. Hyundai Australia's customer care team responds: "We can confirm there is no secret warranty, so we assume Mr Varty is referring to complimentary out of warranty assistance. We appreciate the vehicle has low kilometres but keep in mind the warranty ended two years ago." To review any potential goodwill repair, they'll need a Hyundai dealer to diagnose it, plus a full service history with invoices. It's worth a shot.

DRINKING PROBLEM

I'm having fuel consumption issues with my 2019 petrol Mazda CX-5 Touring. I'm getting about 11L/100km, mostly town driving, but it only drops to about 10.5L/100km with highway drives mixed in. I'm driving it like a Nanna as it's



DOESN'T CZECH OUT

Re the "Which Car?" seeking a medium SUV costing around \$28,000. Your Kia Seltos plus three alternatives are no doubt good vehicles but the Skoda Karoq should have been in the mix. It's a little more expensive but its many extra benefits

should have made it a wildcard to ponder. John Kruger, Skoda and Tatra Register of Australia

The Karoq's a good thing but a drive-away price north of \$35,000 make it wildly over the nominated budget.

new. Mazda's diagnostics haven't flagged any issues and I've been told to "wait it out." Surely these days I don't need to run in a motor?

Rebecca King, email

Your engine's economy may improve over time but your return is still a gulf over the official 7.4L/100km combined figure. Even exclusive urban driving should bring 9.2L. My research shows one of the biggest gripes of CX-5 owners is poor fuel economy: you're not alone with such a high figure. With the new, more realistic fuel economy testing, I'm certain the CX-5's engine wouldn't maintain that 7.4L figure. You'll get better economy using 95 or 98 fuel, but it'll cost more at the pump.

LIGHTING THE WAY

I own a 2019 Ford Ranger XLT. I included the Tech Pack for safety and comfort, including adaptive cruise control. Do brake lights come on when adaptive cruise slows the vehicle? I'd want to warn the driver behind.

IKB, email

If adaptive (or radar) cruise control slows you gently, such as just with engine braking, the brake lights won't come on. If it activates more aggressively using the brakes – say if a car in front cuts you up – the lights illuminate.

INFORMATION BLACKOUT

A slow-motion PR train wreck is unfolding with Toyota and its slipping delivery schedules for the new RAV4, especially Hybrids. I ordered a 2WD RAV4 Cruiser Hybrid on July 24, with estimated delivery on October 31. This has pushed out to build date of "mid-November" and "Toyota is unable to supply any Toyota dealers with an ETA on vehicles". Toyota's online tracking has a blank on my car's build month. I'm not alone and I'm angry about the complete lack of reliable information.

Nathan Zamprogno, email

Frustrating. The RAV4's lengthy wait time has

been widely publicised due to incredible demand and the time needed to rectify a brake issue. A Toyota spokesman says: "Customers who ordered a Hybrid Cruiser, our most popular RAV4 model, can currently expect wait times longer than six months. Other RAV4 Hybrids have different wait times and we urge customers to contact their dealer to discuss options." Even an apology won't allay your fears. Sadly, there's really not a lot you can do, and it hasn't got your Toyota relationship off to a good start. Hopefully they'll compensate cases such as yours in some way.

IT MUST BE LOVE

My Ford Territory was the best car I owned until I bought a Ford Endura ST Line to replace it. The engine's a little underpowered but it has everything I thought I didn't need: driver aids, comfort, good looks, fit, finish, performance and economy. I think I'm in love again.

Peter Nixon, email

Ford's Endura certainly needs your love, Peter. Sales are way behind rivals Mazda CX-9, Hyundai Santa Fe and Holden Acadia. Ford's seven-seat Ranger-based Everest large SUV has sold more than double its tally this year so far. The Endura's a new nameplate so will take time to establish – and it's not cheap.

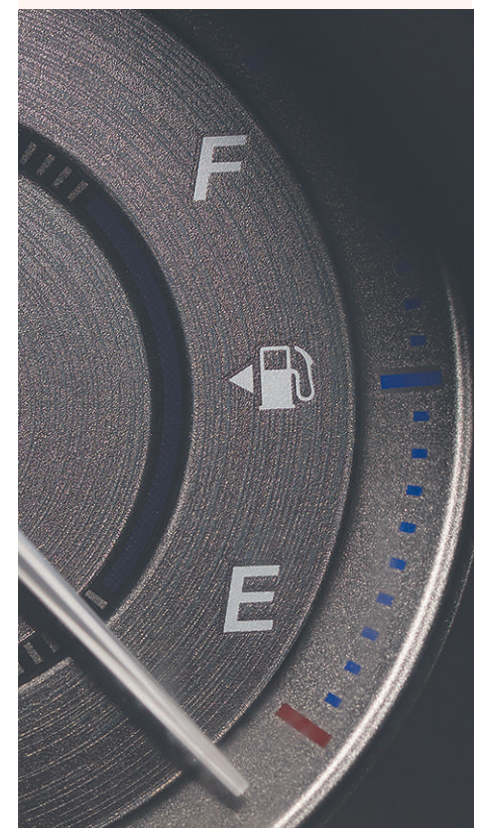
NISSAN'S NAUGHTY CORNER

Why do late model Nissan utes seem to put out substantially more exhaust fumes than rivals? I drive a lot and notice these Nissans are terrible. Is this the next Dieselgate?

Brett Middlemis, email

I've been "smoked" by Navaras but also Toyota HiLuxes, Ford Rangers and others when the Tradie Grand Prix is in full swing and drivers are heavy on throttles. Can be for a variety of reasons such as EGR or injector issues. As we've seen with recent media coverage of smoky Toyota HiLuxes, excessive smoking will lead to defect notices and fines.

ADVERTISING FEATURE



Getting your fill

SLIPPING INTO THE CORRECT LANE AT THE SERVO IS AS SIMPLE AS LOOKING DOWN

Geoff Gwilym VACC CEO



I've been working in the auto industry since I was a teen, toiling away as an apprentice body maker. But no matter how long I've been involved, there are days when I'm surprised by what I don't know.

For instance, I was recently driving a rental car and on the way to returning it at the airport, I stopped in at a service station to fill up with petrol. But I had a problem.

I was in a long line waiting my turn at the bowser when I realised I didn't know which side of the car the fuel filler was on. I looked in my mirrors but couldn't see. So, I took a gamble on the right side. I was wrong.

It was a lesson learned. But it was a mistake easy enough to make.

When I mentioned this to my mechanic, I was told something I should have known, but didn't.

Here's a little gem that might save some time and the embarrassment of performing a three-point turn at the servo.

The next time you're in a car take a peek at the fuel gauge on the dashboard and, in most instances, you'll notice a small arrow positioned on it, next to the bowser symbol.

The direction of this arrow indicates which side the fuel filler is on.

It's no big deal but could mean the difference between a good day and a bad one.

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



Share your thoughts
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