

New Car Faults and Manufacturer Aggressive Denial Tactics

My wife had a faulty [REDACTED] I complained about replacing transmissions and being stranded mid intersection with no power in an automatic car.

The [REDACTED] were unhelpful in my complaints saying [REDACTED] were experts on the car which had no faults.

I then threatened [REDACTED] I would go public with my knowledge that the cars had been recalled throughout the world-except Germany where they did not have the faults-unless the cars were recalled in Australia. Next day the cars in Australia were recalled.

My current expensive [REDACTED] has faults which [REDACTED] aggressively deny.

The boot opens at odd times after you lock the car of its own accord. Twice items have been stolen from the boot and rain has soaked the contents on another occasion.

In addition the rear warning sensors have not operated until I have backed into another car, or person, or else not at all even after backing into another person.

My [REDACTED] Dealer has had to connect my car to a different [REDACTED] car warning system to prevent further damage, and to avoid audible overload confusion the front warning system has had to be disabled.

The MD of [REDACTED] has told me I have to pay for a new car if I want a car without these faults. Clearly as I am retired I could not possibly afford to litigate against [REDACTED] who could employ a bevy of QCs to threaten your financial viability.

The Manager of my local tyre service told me he backed into a bus when the warning backing system on the [REDACTED] he was driving failed

I have 10 witnesses to the failure of my reversing warning systems ,and 2 to the crazy opening of my boot as you walk away from the car.

Another fault, shared by an [REDACTED] driver 250 yards away, is that the boot has on numerous occasions slammed down hitting both my wife and myself on the head nearly causing concussion. My dealer has explained this happens when you reach deep into the boot with your feet planted near the bumper bar, a dangerous situation.

I believe the car industry should be forced to publish the statistics on car faults in cars sold in Australia and update each month details of safety issues publicly, such as the failure of my backing warning systems to operate. It seems the ACCC Legislation is meaningless to car manufacturers who will insist on denying faults for the 3 years of the warranty period knowing once the warranty is over the owner has no redress.

The difficulties a consumer has in raising public awareness to faults with cars are:

Motoring Organisations ,for whatever reason, will not publish anything against car companies, eg [REDACTED]

Are they afraid they will not be given cars for road testing?

TV and Radio Stations take the side of car companies presumably for fear of losing advertising revenue.