



ACCC - New Car Retailing Industry Market Study

Supplementary Public Submission from Ultra Tune Australia Pty Ltd

Experiences in Ultra Tune Centres accessing parts, tools and data for repairing or servicing cars

At head office, we have 2 vehicles the same 2014 Mercedes Benz ML500, one is owned by Mr Sean Buckley our Executive Chairman and the other Mr Hamish Murdoch our Director of Operations. These 2 gentlemen have access to over 270 Ultra Tune service centres which would amount to over approximately, 800 mechanics and their vehicles must go to Mercedes Benz dealers as our centres cannot access the information required to service these vehicles.

Ultra Tune Thomastown - Victoria

3rd January 2017 – 2012 Kia Carnival. Security code for key replacement. Dealership would not give out information without us physically going to dealership with photo ID, business letterhead to prove we were a registered workshop and we had to pay for this. Therefore, had to refer the customer to a Kia dealership.

12th January 2017 – (Late model) Renault Traffic. A local small business that outsources work to us requested that we reprogram the injectors. Our scan tool had no available information for this. Contacted Renault dealership and they told us it is specialised and needed to come to them. We had to turn this business away.

Last year we had a 2014 Skoda in for a manufacturers handbook service, as the logbook is electronic we could not get the information as to what was needed to be done at this service. We purchased 2-hour access to a UK portal to get this information, once we logged in and put the vehicles information in to the portal a message came back saying this is an Australian delivered vehicle no information available

Up until this year we were always able to purchase replacement components for vehicles except for keys on some makes. We are now unable to purchase engine control units, transmission control units or ignition switches. Audi, Volkswagen and Mercedes Benz are all doing this, citing that these items are security based and for this reason are not available to us. Why for many years have we been able to purchase them and now can't? It is very frustrating given that these exact same parts are available to independent repairers in other countries. In what way is a transmission inductor plate a security based item??

Ultra Tune Southport - Queensland

13/01/17 – 2006 BMW 525 E60

Car came into workshop with “Steering system warning light”. Car needed an electric motor initialisation. Our scan tool couldn’t perform this and would not give a reason as to why. Contacted our scan tool support centre and they were unable to assist with options or software.

We had to refer our customer (who is a repeat customer) to a BMW dealership because we could not access the information to do this initialisation.

5/01/17- 2009 Audi A4 3 litre V6 Diesel

Car came in and needed a Diesel Particulate Filter (DPF) regeneration. Scan tool had the program however could not carry out – message came up “procedure stopped due to safety reason”. Could not get any information as to what the safety reason was. Researched this and found that we needed to know the limit of the blockage in the filter. As the DPF was too far blocked the scan tool stopped. As we couldn’t access the information that we needed to perform this procedure we had to refer the customer to an Audi dealership.

2012 and onwards Ford Ranger

This centre knows of many independent mechanics that this has happened to.

Changing the timing chain. Purchased timing chain kit from Ford and they do not share vital information. Once timing chain has been replaced a warning light appears. Must then remove the timing chain to recheck the timing marks and fitting procedure, the warning light remains on. Have to remove timing chain again and recheck everything only to find warning light still on. What actually needs to be done is that the timing parameters need to be reset via the Electronic Control Unit (ECU). If Ford make us aware of this, when we purchase the parts, it would save us many labour hours (that we cannot charge the customer) removing and rechecking the original fitment.

Had a 2006 VZ commodore back in January, replaced the engine ECU which required programming in- the procedure requires a 'security' code to be entered into the scan tool to be able to carry out the programming (this is available through Holden only). Called one local Holden dealer service advisor who made out as though they didn’t know what I was talking about, spoke to the workshop manager who said he wasn’t allowed to give out that information, and so had to refer to Holden dealer.

Ultra Tune Warrandyte - Victoria

December 2015 – 2010 Toyota Landcruiser 200 Series

Car came in for a service. Battery went flat, jumped started the vehicle, this spiked the Sat Nav system (this is the heart of interactions with different modules in the system). System shut down. Spent over 10 hours to reset, this included internet research, telephoning industry contacts and other Ultra Tune centres. The vehicle was worked on by us up until 7pm on Christmas Eve. We fitted a second-hand unit, still no success. We were forced to send the car to Toyota, they rectified the problem due to having access to the solution, which we could not access. We had to absorb the cost from the dealer as we could not ethically pass this onto a customer and we did not charge the customer the excess hours spent trying to find the solution or the purchase of second hand parts.

Ultra Tune East Melbourne - Victoria

January 2017 – 2006 Peugeot XSE 5dr 2.0 Auto

Customer emailed our centre for a quote: (see below)

Hi,

Can you please quote me for the following repair on my 06 Peugeot/307
XSE 5DR 2.0 AUTO

Major oil leak:
Engine oil leaking from the rear main crank shaft seal.

Thank you

Before contacting the customer, we did some research and found that specialised tools, that we do not have, were required (and this is not something that we could charge the customer) also that the engine needed to be dismantled to get to the crank shaft seal, we could not find any information on this procedure therefore we could not give an accurate quote and had to turn down this repair and refer the customer to a Peugeot dealer.

Ultra Tune Watergardens - Victoria

December 2016 – 2010 Ford Focus

Car came in with coolant issues. Replaced coolant plastic block on side of cylinder head, these parts were genuine and purchased from Ford. Car came back to us a couple of times with overheating issues. Used laser temperature gun on areas of engine to determine heat reading, as couldn't smell any coolant and engine did not appear to be overheating, although temperature gauge was displaying very high temperatures. The readings on the gun showed normal (approximately 79 degrees). Eventually called Ford and they explained that a modified temperature sensor was supplied with the original replacement parts and this needs to be reset otherwise the temperature gauge will show incorrect readings. This data to reset the temperature sensor was not available to us and we had to book the car into a Ford dealership to have this reset procedure performed. Had we have been made aware of this the customer would not have had to bring the car back to us on several occasions.

Here at Watergardens we recently had a Holden Captiva come in with a loud noise from the gearbox.

The client said he was waiting for Holden to get back to him but he brought it to us on a tow truck due to his wife informing that the vehicle was built in 2009 and had done 129131 klms.

Whilst we were diagnosing the vehicle the client rang up to see how far we had got, as Holden got back to him saying that the vehicle need a new Transmission and front diff.

I said we were actually looking at it as we speak. Approx. 15 minutes later a service advisor from Preston Motors called to say they are coming to collect the vehicle as Holden have agreed to do it under warranty. We are finding this is happening a lot and as I have a friend that works for Holden they have been instructed to get as many vehicles back to the dealerships as oppose the general workshops.

By giving people warranty they hope to win their customers back as Holden clients forever.

I know it is not a data related issue but if this is happening it is another task we are faced with.

Ultra Tune Caboolture – Queensland

13/01/2017

A long-time customer has come in with new 2016 Landrover for service she did not know which service was due for found car had no log book customer contacted dealer to find out her log book is now online thru dealer so could not quote on correct service and she does want to use me to service car but doesn't know how to keep records for service book and concerned about warranty.

10/01/2017

Landrover discovery comes in with low brake indicator on dash check all brakes all brand new and sensors all new scan tool does not communicate with car for brakes contacted dealer and have been told car has to come back to dealer this is a long-time customer.

Ultra Tune Coffs Harbour – New South Wales

Here are a few issues we face on a weekly basis –

1. Manufacturers changing their service schedules. Toyota Rav 4 in tank fuel filter change, book reads that it gets replaced at 80,000km. Toyota apparently changed replacement interval to 120,000km. Explaining to customer that this will not void their warranty, becomes a very hard situation.
2. Access to wiring diagrams. We have had multiple occasions where we are unable to obtain engine and body control wiring diagrams, forcing us to refer our customer back to the Manufacturers dealership.
3. Jeep – special tools to check oil level. We have had weekly occasions where we have had to replace the transmission oil, but there is no dipstick to determine the correct oil level. Trying to get into the dealership on the same day and risk damaging the transmission if there is too little or too much oil in the trans is a real issue.

Ultra Tune Tarneit – Victoria

Throttle Body issues with VE Commodore and Captiva's unable to recalibrate as scan tool limits us due to no programming being available. Both instances had to go to Holden dealership, these occurred in 2016.

VE Statesman – Throttle body issue – August 2016

The software in the on-board computer needed to be deleted and new software installed. Firstly, we were not aware that this needed to be performed and secondly, we were unable to get the software. Vehicle had to go to Holden to have this software issue performed.

Ultra Tune Gatton - Queensland

2008 Hyundai iLoad Diesel - November 2010

I received a phone call from this particular customer that his engine bay was on fire at a service station, vehicle was towed to my workshop for perusal. On inspection, it was discovered that N/O 3 injector retaining bolt had snapped, allowing the injector to dislodge from the engine and break the fuel line.

As this vehicle was still under factory warranty I contacted the dealer for guidance on how they would like to rectify this problem, Hyundai Australian advised the dealer involved to have it immediately towed to their dealership. After a few days, the owner was contacted and advised that he would have to pay \$20,000 to repair his vehicle or sue Ultra Tune Gattton as they had not serviced the vehicle correctly. I have contacts within the dealer network after years involved and had feedback that Hyundai had a SERVICE RECALL to replace injector retaining bolts whenever these affected vehicles were in a Hyundai workshop for service. We then discovered his vehicle had been in a Hyundai workshop for other warranty repair and this SERVICE RECALL was over looked, the customer advised Hyundai Australia of this and they advised him to take it up with the dealer involved.

Once this was brought up with the Dealer involved he was told to come and collect his vehicle, my customer did not have the money to seek legal representation. My customer was a self-employed courier driver and needed his vehicle back on the road, once I had the vehicle back in my workshop I had him back on the road within a few days and a bill of only \$2,500- a lot less the \$20,000 the dealer quoted!!!

This Service Recall was only available through the Hyundai Dealer network.

Ultra Tune Willeri Drive - Western Australia

December 2016

As a former dealership mechanic, I have seen the freedom of information crushed from the early days.

My most recent was with a Jeep Cherokee 2012 diesel, just out of warranty.

The vehicle had a very hard drivetrain noise – caused by poor transmission programming from the factory, being a former Jeep Master Technician this was my training all over again.

With access to the software upgrade Jeep had on their site, a quick program would have fixed the issue.

The customer was forced to wait 1 week to get a spot with the local dealer, lost her car for 2 days and got it back with the same problem and a \$300 bill!

It took another week to book in, I personally drove down and pointed out the applicable TSB and software program to match, with another \$300 bill!

I argue the point not only should Ultra Tune be able to access required information and software the dealers are holding back, we will do a better job than the dealers once we have it.

November 2016

As the car manufactures vehicle's age, problems during manufacturing are found.

This can be as simple as an upgraded clip, different tension on a bolt etc.

Last November we had a Chrysler Voyager in our shop.

The handbrake did not operate properly as the cable would come adrift.

This was a safety issue as the customer lived on a steep hill.

After replacing the cable and handbrake assembly the customer had the same issue a few day later.

We called our local dealer and was told the vehicle would need to be brought in for assessment at our cost.

Later it was found an upgraded handbrake clip was a recall item, which the customer had missed/ not been notified about.

Had we access to the Technical Service Bulletin's and recall requirements for the vehicle, the car would have been fixed quickly and effortlessly.

Considering the severity of the problem, and the fact the manufacturer knew this was an issue, shouldn't everyone have the right to safety???? It's not the consumers fault they bought a defective product, and are expected to pay extravagant prices to repair it.

Who has to die before the freedom of information is granted!

Ultra Tune Carindale – Queensland

Week of 18/01/2017 – 2006 Range Rover

Phoned Range Rover dealership in Brisbane to book vehicle in to have a specific calibration completed (Transfer Case Control module programmed) as our software doesn't communicate with new module.

The service department would not quote a price to do it and told me they need to do their own diagnosis before programming anything unless I wanted a specific job done, which I did and they still refused to assist and be helpful. Advised me of \$187 PER HOUR rate of inspection and then programming on top of that.

Took vehicle to range rover specialist in Redcliffe (on a tow truck which cost customer a fortune) and had it programmed for \$60 and was done within 2 hours. They knew exactly what to do as it is a common fault with the vehicle and were overly helpful. They also advised that they have a high volume of customers unhappy with the dealership seeking their help. This was not a dealership but a place that specialises with these vehicle repairs.

07/02/17

We have a vehicle in now 2002 Holden Astra. Immobiliser key fault lodged. Our software is unable to reprogram or continue diagnosis. Need to send car to dealer or get specialist in to inspect.

15/02/17

VOLKSWAGON JETTA 2011

Numerous fault codes lodged in relation to supercharger short circuit and electrical failure. Our system unable to continue further diagnosis. Our auto electrician unable to continue and said Volkswagen specialist or dealer only has programming to continue diagnosis. Spent hours on the car – had to phone customer to say take it to dealer

We look like idiots ☹

Ultra Tune Toowoomba – Queensland

25/08/16 - 2014 Range Rover Evoque

Vehicle came in for a handbook service (5200km service). Could not find the service book which was strange, did the service and after an hour or so of research found out it was an online service book which the dealer could only stamp. We ended up just stamping the back of the handbook which the customer was ok with. So now I'm guessing all Land rover, Range rover and Jaguar built cars can only go to the dealer if they want their ONLINE service books filled out.

Ultra Tune East Maitland – New South Wales

2010 Dodge Nitro.

Came in with an Air Bag Fault. Scan tool diagnosis revealed a faulty Clock Spring.

Subsequent checking showed the Dealers in Australia charge \$1285-\$1320 for the part.

I was able to obtain the part number of the part & a quick check on the internet showed I could purchase the exact same genuine component for \$125 plus freight of around \$50.

The component is not directly available in Australia from the Dealer & would have to be ordered taking 6-8 weeks from the USA.

If I ordered the component directly myself, it would take 1-2 weeks.

Numerous situations have been encountered over the years where the vehicles have had to be towed to the dealership to have control units coded to the car before the components can be initialised.

The Dealer charges many hundreds of dollars to carry out this relatively simple procedure, something that we could do quite easily & quickly if we had access to the software saving the vehicle owner significant sums of money.

There is no competition for them in this area & we have found evidence of collusion between one Dealership & the other keeping these costs extraordinarily high.

Ultra Tune Croydon – Victoria

November 2016

2006 VW Tiguan, EGR vault, genuine part only that's all fine, fitted part after not only using one but five different scanners can still not do rest. Towed to VW only one that can do it, lots of profit in this job "NOT"

Ultra Tune North Ryde – New South Wales

12/07/2016 -2005 Volvo XC90 - Returning and long term customer came in with Code in the Engine Management Module and another in the ABS Module. We solved the problem with the Engine Management Module. The Antilock Brake System Code was the challenge. It took us a long time to prove that the problem was the Antilock Brake Module itself. We developed oscilloscope patterns proving this fact. We spoke to a dealer and asked about the purchase of an ABS module. The price that we were quoted for the module was \$6000. The client eventually had the problem resolved by a Volvo dealer for \$4400.00. We had no access to the programmes required for the module and we

were to be charged a 25% premium on the purchase of the module. We had to refer the client back to the dealer because we were unable to purchase an ABS module at a competitive price and **programme.**

Both dealers when first approached got the diagnostics wrong and we suspect fitted a part which didn't solve the problem but was the part referred to in the ABS code. One dealer after discussion offered us as a job as his diagnosticians. We said we were happy for him to send any of his vehicles that he could not solve, down.

Ongoing - Hyundai - We are unable to access wiring diagrams for Hyundai vehicles as our technical advisors cannot print and publish the relevant wiring diagrams. Hyundai have threatened them with breach of copyright if they should do so.

1/3/2016 – 2010 Subaru Outback - Returning Customer came in with his Subaru Outback Diesel in limp home mode. It was identified as being a problem with the DPF. We were unable to find information on how to get the vehicle out of "limp home mode" so that we could diagnose the DPF issue. **Subaru declined to give us any assistance at all** about how to get the engine out of "limp home mode". We did eventually track information down from an internet source. Subaru wanted over \$4000 for the replacement part. An **aftermarket part was half price.** We purchased and fitted the aftermarket part and ran into problems as the part supplied was unserviceable. To solve that the aftermarket part was unserviceable, we had to take the vehicle to Subaru and get them to check pressures in the system as they would not provide any information. We received a replacement DPF from the aftermarket supplier and fitted that, thereby solving the problem.

10/7/2015 – 2009 Mazda CX7 - Engine Light on. Proved there was no problem in the operation of the system by being able to hire a Mazda Specific Scanner. **Vehicle required reprogramming. No access to Mazda programmes from Mazda.** Couldn't resolve the issue. We eventually applied a "work around" from one of our technical advisers. We have no guarantee how long this will last.

No definite dates available for these vehicles as we solved their issues and moved on. They both should have been reprogrammed as above as Mazda have a glitch in their programming.

2009 Mazda 3 - Engine light on - same code as CX-7 above. **Require reprogramming. Not available ex Mazda.** Same work around used on the Mazda 3.

August/September 2017 - 2010 Mazda CX-7 same issue as above. George Limnios reprogrammed with iScan when vehicle was made available for the development of the i Scan. **Client had to return three times to get the problem solved** because we could not access the information we required, when we required it, from Mazda.

We have had to refer at least two Audi's back to Audi for excessive oil usage, because we can't access any information about the cause of the problem. We suspect we know why but Audi won't admit it.

10/02/17 - We had one today that we had to send back to the dealer.

2010 BMW X5 - GPS screen wouldn't centre on the location required. No information available to be even able to tackle this issue. Had to advise client to return to dealer.

2010 Holden Cruze - P2100 Code - throttle body malfunction. Diagnosed and traced to ECU. Replaced and programmed ECU and the same code was still evident. Enlisted the help of a Holden specialist because the data available to us was insufficient to tell us where the problem was originating. Specialist fitted another ECU and programmed it with the same result. Traced the

problem through Holden, data not available to us to the power supply to the ECU.

2012 Chrysler Voyager Diesel towed in wouldn't start - No fuel at the rail - Problem with the fuel supply from the high-pressure pump. No wiring diagrams available even through our normal technical source people. Chrysler won't allow publication. Currently working with a diesel specialist on this one because the only other alternative is to send it back to the dealer.

21/02/17 2011 BMW 335i - in the workshop at the moment. Trouble Codes are presented as PEAKE codes. These are specific to BMW. They are not presented as OBDII Codes which is the Industry Standard. BMW do not list their PEAKE codes. To determine what the code is and where the solution may be found you need a BMW scanner. This is an obvious attempt to force you to go to a BMW dealer restricting your choice. This client in fact has said that he won't go to a BMW dealer.

SUBARU IMPREZA 2007 - Diagnostics of code P0851 - Subaru Service Bulletin 16-68-06 available on the internet. Refers to Automatic Transmission Inhibitor Switch adjustment. Makes no reference to the code as it appears in a Manual Transmission. At the end of the Service Bulletin, if this procedure does not overcome the problem, it refers you back to the Subaru Service Manual, which is not available to us.

We have solved the problem but we have had to use excessive research time to work through the issue. This time is not fully chargeable. All we can charge is what it would take us if the information was available to us from Subaru.

To keep faith with our customers, who for whatever reason choose not to go back to the dealer, costs us money, which we should not have to lose in a properly competitive market.

Ultra Tune Blacktown – New South Wales

20/01/17

On Friday (last week) I had an Audi A1 2012 model, required a new mechatronics unit that without the correct software we would be unable to code to the security module and would need to be returned to Audi for coding.

08/02/17

Had a 2010 d22 2wd Navara come in the other day that would intermittently go into limp mode for a CDR fuelling issue, was unable to retrieve any usable fuel data for diagnosis and ended up refer the car back to Nissan for this fault.

Ultra Tune Browns Plains – Queensland

2005 petrol Nissan Patrol that had an engine light on & turned out to be the engine ECU. Once replacement ECU was installed it required an "access code" to enable new ECU to engage with immobiliser system. Managed to resolve this after extensive research on Google, which I was unable to charge customer labour time. ECU was purchased from dealer with no mention of any codes required to marry up ECU systems.

Another dealer-aftermarket repairer communication failure. 2003 Nissan Pulsar in no start situation, found no injection due to immobiliser > ECU Communication issue, 1 code that reoccurs when starting, tried initialisation of 2 modules but failed.

Boyce's & Auto Data information insufficient. Dealer to investigate.

Ultra Tune Mornington – Victoria

07/02/17

Holden Astra 2005 AHL48 chassis with Z18XE engine, Vehicle not starting at times, customer has to leave vehicle and return later, it starts. Vehicle had to go to dealer for software update and possible new computer.

We had a 2010 Mercedes Sprinter Van in on 10/03/2015 with a light on dash. Vehicle had done 123129 km and was 2010. Vehicle was going into “limp mode”. It had a code 226300 boost pressure deviating. Auto electrician checked system. We were not able to communicate with vehicle even with an Autoland scanner, or auto electrician’s scanner. Mercedes would not give us any info. We replaced speed transducer and repaired an exhaust leak. The vehicle was still occasionally going into “limp mode” and stuck in 1st gear. After extensive testing and various scan tools we were not able to read the live data to detect the fault when it occurred. The vehicle was unsafe to drive in this condition and it had to be returned to a dealer.

15/06/2016 - 2008 Jeep Cherokee Diesel ENS 14

Vehicle intermittently lost power to injectors. Our scan tool would not read the live Data. Could not read codes. He was a long-time customer who had to take vehicle back to Jeep because no information was available to us.

3/01/2017

2006 Peugeot 307 EW10 , engine light on unable to connect with scan tool, our support centre were not able to assist with our scan tool. Vehicle had to go to dealer.

9/12/2016

Holden Commodore VE SS lost key programming. We were not able to get information to reprogram the existing key or a new key. Vehicle had to go to dealer to have ECU reprogrammed and 2 keys programmed at considerable cost to customer including towing etc.

In talking to our auto electrician, a lot of auto electricians are closing or in the process of closing because they cannot get information on Jeep, BMW, Mercedes, Renault and other manufacturers. They regularly repair cars for the dealers, however in a lot of cases they are unable now, as they can’t get information, resulting in some cars being deemed unrepairable. Please see email below from my Auto Electrician

From: Earl Chapman

Sent: Thursday, January 1, 2015 11:40 AM

To: ultratune@exemail.com.au

Subject: From Earl Chapman

Good Morning Rob

Please be advised that many Auto electrical companies that are closing their doors are directly attributed to the fact that the Australian dealerships, are withholding imperative programming software and wiring diagrams, that are imperative to allow the auto electrical industry to repair vehicles.

It is extremely obvious that this is their tact to keep all clients who have purchased particular make and model vehicles to have to be returned back to the dealers, and keep all repairs in house.

I have been in contact with the VACC on numerous occasions over the deliberate black mail of this issue to no effective outcome what so ever, other than to be told get used to it and that this is the way it's all going, as a result I have witnessed several auto electricians who have consistently spent hours on customers cars, and scanned the fault issues but cannot rectify the reprogramming without taking the car back to the dealers, and are often told it cannot be done through us as auto electricians but the customer must come to them directly hence, cutting us out of being able to finish the job, and making it extremely difficult to get paid by the customer for time spent to date.

The American Freedom of information act, whereas no car is allowed to be sold to the public unless all assisting wiring diagrams, software and repair work procedures are made available to the public, should be adopted within Australia.

But the way the Dealers in Australia are getting around the same freedom of information act is: they own the licence of the software and will sell the use of their licence at \$600 access fee per week, meaning unless you're doing BMW's or Mercedes all week it's not a financial leasable prospect, in other words they've got a monopoly on the software, and their excuse is they're not withholding the programming software but charging too much to not make it financially feasible to buy the programming software at \$600 pw so we pay \$165.00 each time instead.

I truly believe that most Auto electricians see the end of our industry as a result.

The major Dealers who are doing this are:

(a) BMW

(b) Mercedes Benz,

(c) Jeep Chrysler

(d) GMH, and Hsv

(e) Saab

(f) Volvo

90% of all European Vehicles

Toyota, Mazda and 90% of all Japanese Vehicles

I am highly annoyed in regard to this issue and as are all motor trade owners, being locked out, I am available to discuss this issue if I can be of any assistance what so ever.

Kind Regards

Earl Chapman

Director of A.E.C Auto Electrical Pty Ltd

earlchapman@bigpond.com

0447 937 258

Ultra Tune Stafford – Queensland

1/11/16 - Had a 2012 Jeep Grand Cherokee with surging on highway and DPF light coming on. Used 3 different scan tools and none will start a DPF regeneration. He took car back to Jeep who replaced a fuel filter and were able to complete a DPF regeneration.

Recently had a late model Jaguar had an electronic log book. We cannot access to complete service details.

Ultra Tune Port Macquarie – New South Wales

KIA CERATO 2010 – check engine light coming on starting running lean bank 1 – had customer return several times just to make sure it was problem. We therefore replaced the O2 sensors and still came back on- after multiple hours of diagnostic ie check air flow etc. could not find the answer. We recommended the customer to return to dealer and see what could be done – dealer carried out software regeneration – okay and worked well. Cost us refunding the customer for all labour and parts used and extensive labour time not charged out.

VE commodore – many of these vehicles coming in with powertrain lights on and going into “limp mode” – due to stretched timing chains. Advised customer that chains are slightly stretched only way to fix is to replace with full chain kit. Vehicles have gone back to dealer for a reflash of the computer to allow for the stretch timing chain.

Subaru Impresa 2009 EJ20 4cyl. Combine cruise control and check engine light also showing catalyst efficiency code. We monitored the O2 sensors – all working within specs – removed whole exhaust to check for blockages or meltdown in cats – all okay. After many of unpaid hours of checking at our own cost – customer returned vehicle to dealer and had software upgrade – carried out upgrade and adjust parameters. Vehicle okay. Thankfully another workshop, not Ultra Tune, had a similar model and replaced both cats and cost them 2,000.00 and did not fix problem.

Subaru diesel vehicles – continuing to have the DPF light coming on after we tried to do a reset. Would go into “limp mode” – after so many goes had to go the dealer for the reset.

We are losing a lot money with diagnostics and being we are not ones to rip off a customer – we have had to refund money several times, to a good customer, due the unanswered results.

Ultra Tune Caloundra – Queensland

Last week we had a customer bring in his 2015 Nissan Navara NP300 Turbo Diesel for a 10,000klm service. Whilst car was with us we learnt that Nissan had changed the servicing intervals on this and that the handbook was now incorrect. We called a Nissan dealer (who I do have contacts at) and this was confirmed. Had we not stumbled on this purely by chance we would have gone ahead and performed this now unnecessary service. Lucky escape this time; however, we should be made aware of these types of changes.

We have continuous frustrations in resetting service lights. This can take precious time that we cannot charge our customers and if we cannot reset these lights our customers question whether the actual service has been done. Customers think that when the service is done the light automatically turns off.

Oils and lubricants are becoming a huge drama. Accessing specifications on these and even getting very specialised or exclusive (to dealers) oils that are required to ensure the vehicle’s warranty is not effected, is very difficult. Not forgetting the high charge that we have to pay the dealers. An example is a Honda that requires CVT fluid for the transmission.

Ultra Tune Artarmon – New South Wales

This has happened on several occasions. When replacing an ECU on TS Holden Astra, the vehicle has to go to a Holden dealership to have the computer reset, as we cannot access information to perform this. Customers get annoyed at additional time this takes and of course the high cost that we have to pass onto the customer.

Ultra Tune Mount Ommaney – Queensland

On 4 different occasions, we have replaced O2 sensors on Mazda 3. Once fitted we could not clear the codes, therefore the customer thought we replaced them for no reason. All 4 had to go back to the dealer for an update which we were unable to do at a cost to the customer of between \$140 – \$195 depending which dealer carried out the update. On each occasion the dealer told we were incapable of carrying out the repair trying to make us look stupid.

We replaced the ignition barrel & key on a Mitsubishi Lancer, only to find we need a pass code to be able to reprogram the vehicle. The pass key was only available from Mitsubishi and they would not give it to us. Instead they made the customer come to them and charged the customer \$195 and a tow at \$130, as vehicle would not start without the code. I might add that before we ordered the parts from Mitsubishi we asked if we needed to reprogram the vehicle and they said no!!!!

On several occasions, we have not been able to clear service reminders on VW'S or Audi's. We have been told by a worker at a dealership they have the ability at predelivery to lock out the service reminder so the dealer is the only one that can clear them, at a cost of \$45 if they do not service the vehicle.

Another huge problem is radio codes, if at any time the customer removes or requires a new battery and they have lost the code. The dealer will not give a code out without a charge of \$30-\$40. If we phone and ask we get a flat no!

2016 Range rover TVR, Unable to reset service lights with scan tool or through cluster, Vehicle had to be taken to dealer to have lights reset,

2015 BMW X6 40D, no service book in vehicle, Service book is electronically stored in cars computer system, unable to update electronic service history for client, Referred back to dealer.

2011 VW Amarock, TDI 400, DPF Fault, scan tool procedure, recommended regen of DPF, set up DPF Regen process, started process, regen process stopped, due to DPF been too blocked, Unable to proceed, contacted dealer, dealer said vehicle needed to be returned to them to have this carried out.

2008 VW Jetta tide, vehicle had an abs warning light on, fault code found for ABS control unit, control unit needed recoding, connected to scan tool, worked through procedures, no software available to recode control unit, vehicle referred to dealer for coding. VW Advised centre control unit needed replacement, when vehicle was taken to VW, they were able to code original unit.

2010 BMW 320 e90, DSC Warning on, DSC Unit required coding, set up scan tool to start coding procedure, no data available, Vehicle was taken to dealer to have control unit coded.

2010 AUDI TT RS Quattro, vehicle had ABS Fault, scan tool procedure was carried out, ABS Control unit needed calibration, no data available to calibrate, vehicle taken to dealer to have unit calibrated.

2013 Jeep Grand Cherokee, engine warning light on, multiple scan tools unable to pick up any faults, taken to dealer, oxygen sensor fault found, required replacement.

2010 mini cooper, electric power steering pump failure, replaced P/S pump, Unable to code vehicle to remove warning light, taken back to dealer to have coded and faults cleared

2011 Subaru outback 2.5i AWD, warning light for AWD system, scan tool unable to detect any codes, no information available, taken to dealer, fault found at dealer with AWD sensor, replaced and cleared fault at dealer.

2009 BMW 320d e90 DME failure, ordered replacement part from dealer, part had to come coded from dealer, no option from dealer to order a blank and code it at the centre or to recode existing (turnaround time on coded part was 3 weeks from date of order).

Hi Tania,

I received this email today as a Toyota customer. Thought it may help

Kind regards

Shane

Ultra tune Mt Ommaney

From: [Toyota Australia](#)

Sent: Wednesday, February 08, 2017 5:40 PM

To: mtommaney@ultratune.com.au

Subject: Counterfeit parts, they're not worth the risk

[View this email in your browser](#)

Counterfeit parts

They're not worth the risk



You might be surprised that 'fake' watches and 'knock-off' designer handbags are not the only inferior counterfeit copies being offered for sale in Australia. For peace of mind always buy your Toyota Genuine Parts from an authorised Toyota dealer.

[Read more](#)



Brake Pads

Counterfeit brake pads can contain



could mean the airbag will not
deploy in an accident



and branded in the style of Toyota
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Ultra Tune St Marys - NSW

6/1/17 Volkswagen Golf Tsi 1.4 litre 118kw 2013 model.

A regular customer came into our workshop with the “engine check light” on and lacking power. We scanned the computer and found a code “unsupported” by our scan tool, I could clear the code, however as soon as it was driven the problem would come back. Scan tool support could not help us and we had to refer the customer to Volkswagen because we could not access the information.

Ultra Tune Seven Hills - NSW

2007 Holden Commodore VE V6 3.6 Alloytec

Vehicle presented with engine light ON. DTC “P0101 – Mass Air flow sensor range/performance” found in ECU. After various checks and diagnoses we had come to the conclusion of a faulty Mass Air flow meter. After replacing the component, the vehicle returned after several days, with the exact same DTC. Suggested to the customer they take the vehicle to Holden for a second opinion and to keep us updated. Customer later informed us the issue had been resolved with an ECU software upgrade, that could only be performed by a Holden Dealership. At the customer’s expense.

Ultra Tune Tuggerah - NSW

On the 20/10/2016 one of my regular customers rang to say her car would not start, so I sent a tow truck to pick it up. The tow truck driver rang to ask for help as he could not get the car out of gear, the dealer was no help. I drove over to help, got the car out of gear and back to the workshop. After checking the vehicle over the fault was found to be the smart key, we do not have the ability with aftermarket scan tools to link a new key to the body control module. So, after finding the fault the car had to be towed to the dealer to finish the repair. This effects not only our business but the customer's perception of the aftermarket repair industry.

2009 VE Commodore fitted new battery, 15 months later battery failed, apparently there's an updated program available to dealers to up the charge voltage to the battery, this information not made available to the aftermarket industry.

2011 VE Commodore towed in cranks but wouldn't start, we were able to diagnose as faulty body control module but not able to link with body control module at the time. Result towed back to the dealer

2011 FG Falcon replaced steering column for faulty lock assembly. Could not program to body control unit as it has rolling code system. Tow back to dealer to finish job.

VF Commodore regular customer wanted GPS updated, not able to be done without access to dealer info, car had to be directed to Holden dealership.

2010 Hyundai Getz breakdown for roadside at Tuggerah shopping centre unable to start, found fault immobiliser, unable to repair towed back to dealer.

Ultra Tune Preston – Victoria

We just came across another example (30/01/17). A 2013 Mazda CX-5 2.2 litre diesel needs to go back to Mazda to have the oil light reset at a cost of \$110-. They won't release the required data.

Ultra Tune Bridge Rd Richmond – Victoria

2005 525i BMW

16/01/17 – Car came in with "Assist Steering Light" on. We were unable to scan and no codes came up. Could not clear light and had to send to BMW. Vehicle needed a new module and cost customer \$2,800.

2009 Nissan Pathfinder

18/01/17 – Car came in with "Airbag Light" on. Could not get any information from our scan tool. Phoned Nissan dealer they would not assist or give any information. Car had to go to Nissan dealer.

Ultra Tune Bankstown – NSW

2014 Volkswagen Tiguan

A couple of months ago, this vehicle came into us with a fan control module issue. We replaced this part and a couple of weeks later the fault code returned. We ended up refunding the customer as we could not find any information to reset this code and be confident that it would not return. Customer went to Volkswagen and they replaced exactly same part as we did and reloaded the parameters in the computer and the fault code did not return. If we had information to reload these parameters we would not have lost \$800 and had a frustrated customer.

2011 Holden Captive Diesel

Car came in with a DPF light on. Gave the customer the option of replacing part with genuine or aftermarket, customer opted for aftermarket part. We then could not reset the computer to clear the fault code. There was no published information for us to access to clear this fault code and customer took it to a Holden dealer where they were charged handsomely to clear this.

Ultra Tune Chadstone – Victoria

A couple of months back we had a 2014 Mercedes Benz C250 in for a service, we complied with all the log book requirements and used the correct parts and oils. Once we completed the service we were trying to reset the "Service reminder" light that appears on the dash every time you start it. After a few failed attempts, we decided to call our local MB Dealership to ask for assistance. I explained what service we performed and that the service light won't reset, his response was "I can't give you that information, you need to bring the car here so it can be reset (at a fee of course approx. \$180). I couldn't believe that he couldn't just spend 30 seconds just quickly explaining the procedure.

We are located right next to a Mitsubishi dealership and had a new customer come in with his airbag light on, we scanned it and found a fault with the side airbags, with this information we went over to Mitsubishi and asked the advisors there if they had come across this problem before. They said yes I went to the parts department to get prices and availability on the parts, after all that it was lunch time and one of the mechanics was finishing his lunch and was having a cigarette out the front with one of the mechanics from next door, I explained the situation to him and he couldn't believe how much it was going to cost the customer when the mechanic said that there was possibly a recall on the wiring looms that causes problems like I described and to get it checked. Being that we were not the owner of the vehicle they said that they could not do it for us and the owner must bring it in himself. We advised the customer on what we had been told and to follow it up. We never heard back from the either of them regarding the issue, lost customer!

Ultra Tune Mona Vale – NSW

On late model Land Rovers, we can't access the online service and warranty details. So we can't enter the service as being done and customer thinks they are paying for work that has not been done.

Ultra Tune Hawthorn – Victoria

03/02/17 – 2011 BMW X6 – Car came in for brake replacement and customer asked me to update their on-board Satellite Navigation System. As I do not know how to access this computer system in the car I have advised customer to take their car to BMW.

On numerous occasions I have had my customers tell me that they have been advised of a recall from the manufacturer to update software and would I please perform this, I have to let my customers know that this is not something that I can do as I do not have access to these recalls and they have to go to the dealer.

Ultra Tune South Fremantle – Western Australia

I had a customer come in with a Nissan Dualis 2015 with a radio code needed. I rang the dealership from where it was purchased to inform them the radio pin code card was not placed in the vehicles log book when sold and not entered on the printed sticker placed with the vehicle information in the service log book.

Having 6 years Holden and Nissan dealership background I know the parts department can look up the code when given the serial number of the headset on 3 wrong entered pin lock out. Knowing the response that Spare Parts staff are told to say is the vehicle needs to come in for the headset to be removed costing ex amount \$\$\$. After an argument on customer courtesy, I was told it wasn't their problem they haven't seen the car since it was bought.

Ultra Tune Newtown – New South Wales

2007 Holden Statesman WM

Vehicle required software update due to a common fault with BCM not going into sleep mode within specified time causing excessive drain in car battery. As advised from Holden tech support vehicle required software update that can only be performed by a Holden dealer. We had to send customer to dealership.

2012 Ford Fiesta current shape (6th edition 2008-2017)

Roadside assist towed vehicle into the workshop with a no drive fault. Upon scanning vehicle for faults, found that it had no communication with vehicle automatic transmissions ECU.

To rectify the fault with new transmission ECU we had no access to programming data to be imported into new ECU, unfortunately we had to redirect customer back to the FORD Dealer to install and program new ECU.

Very embarrassing and lost 4 hrs workshop time and compensate customer second tow to dealership.

Ultra Tune Urangan – Queensland

New 2016 BMW that we could not reset service light because the information is stored in the key. Dealer was unable to assist as car needs to go back to them. There is no BMW dealer in Hervey Bay and still they cannot assist. The customer does not want to travel 100 km to car and wait around all day.

Ultra Tune West Toowoomba – Queensland

2013 Holden Colorado

This vehicle came in this week (03/02/17) and needs new computer to be fitted, we had to refer customer to dealership as we are unable to fit new computer and reprogram to vehicle, money out the door.

Ultra Tune Currimundi – Queensland

3/2/2017

2014 Ford Focus 1.6 Turbo Diesel belonging to a regular customer dropped off as the engine light had become illuminated. When we assessed the cause we found that it was due to a DPF self regeneration failing to be carried out. We attempted to do a forced regeneration on the vehicle but to no satisfaction, our recently updated scan tool denied access to the function. To save face, I phoned a supplier of ours which is a mobile diagnostic technician to attend, but this was also to no avail. Begrudgingly I phoned the customer and informed him that even though we have been the trusted source of all servicing needs for his and his wife's cars for some time now and informed him that he would have to send the vehicle to the dealer to have this DPF regeneration carried out. I know that he would have left questioning our ability to service his vehicles if we weren't able to attend to this matter.

I believe that this should not have occurred and with some release to the aftermarket industry of relevant information we would have been able to carry out this repair in the time given by the customer with a positive outcome.

Ultra Tune Brisbane Airport – Queensland

3/2/17

2011 Mitsubishi Colt towed to our store that would not go. Upon diagnosis we found that the cause of the no start was a simple problem. The issue was as simple as the customer had dropped the key on the ground and it had fallen apart, she picked up the key and put it back together. But she did not realise that she had lost the transponder from her only key. We diagnosed the issue reasonably quickly but could not fix the problem because the key had to be programmed by the dealer. The customer had to pay for another tow truck to tow to dealer.

Ultra Tune Rockhampton – Queensland

2012 Subaru Forester (Diesel) – October 2016

We had a Subaru Forester come into our store with the customer complaining about a lack of power and the DPF light on. We found that the turbo inlet pipe was split causing the computer to pump extra diesel into the engine. This caused the engine to emit an excess of diesel soot polluting the atmosphere and blocking the DPF. This problem is a common issue, we have seen it 3 times since. We replaced the turbo hose but then we could not do a regeneration of to burn the soot from DPF, because it was saying the DPF was more than 90% blocked. The only way we could do this was take it to the dealer costing us \$400 taking 3 days the customer was not very happy.

Ultra Tune Mackay – Queensland

2002 Audi A4 – August 2016

Audi came to our shop with fire damage to all of the dash and console. All the computer modules for the dash, ABS, climate control and engine were damaged. We had the knowledge and staff to carry out the repairs. But we did not have access to the software in our scan tool to program all these modules back to the main ECU. There is no Audi dealer in our town to sublet the programming. We tell customer we could not do the repairs, these repairs was quoted at \$2600. The customer was left with the problem of having a car that does not go with no one in his town able to repair it.

Ultra Tune Nerang – Queensland

On 22/02/16 we had a Jeep Grand Cherokee present with a Transmission problem. The issue was that sometimes when reversing up the driveway the transmission had no drive. We checked everything we could, scanned the transmission but no faults found and live data looked good. We contacted the local dealer who said there were no recalls due and no known issues. However, the customer got so frustrated one day she took it into the dealer who carried out a “Software Update” that fixed the problem. Turns out this is a common issue and they would have known about it. We are lucky the customer still comes here for servicing but we could easily have lost her due to this dealership cover up.

21/02/17 I just called the Toyota Dealer in Southport to get a quote on a Fuel Level sender for a 2010 Toyota Yaris. Cost to us: \$157.30 - RRP \$157.30. On Capricorn cost to us: \$143.00?

This is another example of the dealers charging excessive amounts to us. We would lose money on the part after our Ultratune fees & make no profit on part?

They must be making a lot of money in parts, when genuine is required it is very difficult to make a margin..

Ultra Tune Melton – Victoria

We would love to give you examples but unfortunately we just haven't too many occasions where our experiences would be beneficial for you to use.

I can however say that working with the general stream, we are extremely limited in getting any information.

Having worked for Dealerships and used their technical portals, they have the privilege of Technical Service Bulletins (TSB's) and service hints which are released by the manufacturer and are used before starting any diagnostic work. A huge number of faults are recorded on these bulletins with links to DTC's, meaning the Technicians diagnostic times are a fraction of what we need to go through as this information is not available to us. We need to go through the painful process of diagnosing a fault that the manufacturers engineers have already released fixes for.

Not having access to Customer service campaigns and Safety recalls are a liability waiting to happen.

I had to call Jeep recently for parts pricing and whilst on the phone I requested to be put through to the Service Department to check for outstanding recalls on that particular VIN.

I was told that it was not necessary as the customer would be sent out a letter if her vehicle was in the effected range.

Some service books now come with a tick box that outstanding recalls have been checked when stamping the handbook, yet this basic safety information is only available on the Dealer portals.

Below is one recent situation that I found outstanding.

SQ5 Audi 2015 – No oil quantity documented in owners/service handbook. No engine oil dipstick. Called Castrol technical to obtain engine oil quantity without avail as the Technical Adviser, advised that they also could not obtain this information from Audi.

Ultra Tune Corio – Victoria

3/2/17

A client came in with a VF Commodore wagon that was running rough and check engine light was on. We scanned the vehicle and found 3 codes saying P0202/P0300 Faulty Injector No 2 cylinder/c heck engine light engaged limp home mode activated. After further diagnosis we found the injector to be working properly and in fact the cylinder had no spark.

After a brief discussion with the client, he asked for some time before making a decision.

He came back into the office and advised us the car was going back to Holden under warranty. He was shocked as Holden said even though the vehicle has done 142,000 klm and the warranty run's out at 100,000 klm he has been advised that because the car is at an aftermarket repairer Holden will cover the vehicle 100% in a good will gesture.

With my means and sources I have conformed this is in fact the truth and the vehicle is being repaired by Holden Free of charge. This is another hurdle we are up against the dealer taking business away from us.

Ultra Tune Morley – Western Australia

We have previously had a 2011 Mazda BL 3 in with the engine light on referring to an oxygen sensor code. We replaced the oxygen sensor but the code came back. We contacted a Mazda dealer who told us the ECU required a software upgrade & that only the dealer could perform this.

We sent the vehicle to Mazda who did the software update & then returned the vehicle to the customer.

Ultra Tune Wollongong – New South Wales

On the 14/9/2016 we had one of our regular customers car towed in because the transmission failed and wouldn't drive. We placed the car on the scanner and it told us the (mechatronic unit had failed). It cost the customer about \$1400.00 for the part and they bought the unit and I fitted it. After a long process of fitting the unit it had to go to VW to have it programed to work, they would not give us any information.

Ultra Tune Footscray West – Victoria

2006 Lamborghini Gallardo

13/12/16 – Vehicle came in with 2 engine lights. Scanned vehicle with one scan tool and couldn't get any information or clear code. Tried another branded scan tool which was highly recommended by Ultra Tune and it also wouldn't communicate. Advised customer to go to dealer.

2011 Volvo XC90

24/12/2016 – Vehicle intermittently wouldn't start. Scanned system and got immobiliser fault. Function wasn't supported on scan tool and had to take to Dealer to get key programmed.

2005 Audi A4

4/1/17 – Vehicle windows and door locks not working. Scan tool gave comfort module error. Purchased comfort module and wasn't able to program. Referred customer back to Audi.

VW Passat 2008 Diesel

18/10/16 – Vehicle came in intermittently not starting. Checked error codes and got steering column module fault. Couldn't get enough information. Sent customer to VW Werribee. In the end it was the immobiliser which was part of the instrument cluster and we wouldn't have been able to program it anyway. Only way we could do the job was to get it 2nd hand and replace most ECU modules on the car which wasn't feasible. Cost customer in excess of \$3000.00.

Ultra Tune Woolloongabba - Queensland

Landrover service books are now recorded online. Neither the customer or ourselves have access to the required login parameters.

To code new keys for Mitsubishi, whilst our scan tool is adequate, there are dealer codes required which they do not share.

Ultra Tune Redland Bay – Queensland

1995 Honda Accord - Honda are not able to provide information as to the location of the ABS module.

To replace Mazda cabin filters you need a genuine Mazda scan tool.

Mazda consistently tell customers they must service with them as they are the only ones who can upgrade their ECU. This is supposedly done at every service.

I would like to bring to your attention an article on the RACQ website concerning dealer v non dealer servicing.

This was brought to my attention by one of my loyal customers and I agree with them that the article certainly supports the big guys.

The RACQ claims to be the champion of Qld motorists and as such they have a moral obligation to present factual unbiased information.

Talking of scan tools the article asserts " such equipment is expensive and is only available to the dealers." This is simply not correct. The equipment is not expensive, the problem is the software which the dealers do not make readily available to aftermarket operators.

Further the article states " the effects of non-dealer servicing on out of warranty assistance is largely ignored. This is deceitful". The length of time a warranty last is not determined by the dealer, it is set in consumer legislation via the Australian Consumer Law which states that an item should last a reasonable time.

The definition of reasonable is the issue here but I would believe most reasonable Australians would expect a \$60,000 motor car to generally last way more than the 3 years the manufacturers claim is a reasonable warranty period.

The fact that dealers need to blackmail customers into servicing with them states a lot about their business model.

Ultra Tune Mordialloc – Victoria

Volkswagen range with DSG gearbox.

Cannot carry out 60,000km services due to not having the correct tool to refill/service DSG. Volkswagen dealers have part/tool but will not sell to trade/customers. This does cause an inconvenience to the customer and my business.

Ultra Tune Epping – Victoria

2007 xr6 turbo u1900 not available from manufacture had to send customer back to dealer to rectify cause of stalling and on occasion unable to turn engine off.

Ultra Tune Hamilton – Queensland

It's important that they are aware that a lot of this module coding requires authorisation from dealer servers in their home country. That's where many of the issues we face come from.

20 – 1 – 17

VW Amarok

Transmission Failure – Unable to code transmission control module to vehicle as contact with VW Germany servers are required. Had to send to dealer. \$7000.00 job that we are unable to complete. Customer states far more expensive at the dealership.

20 – 1 – 17

VW Polo

Ignition barrel failure. Unable to repair, as VW are unable to advise if we will need to connect to Germany for coding new ignition module to vehicle. Customer has authorised modification to the vehicle to bypass this system.

Many Occasions

Mazda 3

Presents with O2 Sensor issue. Replace the sensors, this issue does not go away. Vehicle requires software update, which is not available to aftermarket. Send to Mazda to have them update the software to correct the problem. Scan tools apparently report the O2 sensor is a problem, no communication or information about said software update. Customer paid for 2 not required O2 Sensors.

Mid 2015

VW Golf

Cluster failure in vehicle. Unable to replace as we are not given access to the tools required to both code the new cluster into the vehicle (connect to Germany), and to update the odometer reading in the vehicle to what was actually on the vehicle. We fitted it, and were required to tow it to VW for them to code it.

Resetting Mercedes-Benz Service lights over 2500km overdue

This is something that can only be performed on a MB official scan tool. We have many Sprinter vans come in overdue and we are unable to reset the service lights once they go over this KM range. This is a trip to the dealership which is very rarely made by our customers, due to the fact that the costs involved are not worth it, just to remove the service light.

Ultra Tune Diamond Creek – Victoria

February 2017

2016 BMW X5 my own vehicle. First service, no log book. Had to have my own vehicle serviced at the dealer. Oil and oil filter change. \$735!!

2015 Merc GLA200. Customer has a fleet of 4 Merc GLA200 vehicles, customer has been having his cars serviced with Ultra Tune for years. Has now updated to these new Mercs. He feels he can't have Ultra Tune service them as they don't have access to the online log books. Customer had to take his Mercs to Merc dealer.

As there are many different issues we have all experienced in the trade of late, I have listed biggest one that sticks out to me, this issue is a major one and will affect the trade in a major way if not sorted ASAP.

Vehicle manufactures are no longer supplying the owners with log books, log books are now locked and stored online on the dealerships portal which the dealership can only access. This is not allowing the owner the right to take their where they want, it's also locking the owner in to take their car back to the dealer to be serviced.

Manufactures which are currently doing this that I know of is Mercedes Benz, BMW and Lexus. I'm sure as we start to see may more imported vehicles into the country we will see more manufactures follow in these footsteps. This will completely kill the aftermarket service industry!

We need to fight to be able to access these online portals ASAP.

Ultra Tune Bribie Island – Queensland

Earlier this year (2017) we had a 2010 Suzuki Grand Vitara come in with the DPF light on. We fitted a non-genuine which did not fix the issue. We contact the selling dealership in Tasmania, they would not believe our diagnoses and had the car towed to a local Suzuki dealership. As it turned out our diagnoses was correct, they removed the non-genuine part and replaced this with a genuine part which did fix the issue. We are still waiting to be reimbursed the \$3,000 that we were told we would get.

Ultra Tune Campbellfield – Victoria

10/11/2016

Volkswagen Amarock 2014

Engine light on and glow plug light flashing diagnosed problem with electric water pump car is running on limp mode went back to dealer due to no information handed out on which water pump was needed as there are 3 fitted to vehicle.

Ultra Tune Beenleigh – Queensland

2012 Mitsubishi Outlander throttle position reset and diagnosing procedure, very expensive to replace and very hard to diagnose properly. I have lost many Mitsubishi's back to the dealer due to lack of support.

Jeep, Chrysler and Dodge the same problem, no support and very expensive parts to guess with.

Radio codes from many manufacturers. Dealer will not release code without driver's license of registered owner and a fee.

Security pin codes for keys and programming majority of dealers won't release without driver paying a fee and proving ownership. In some instances makes the vehicle return to them to be fixed as won't release any information whatsoever.

Ultra Tune Altona – Victoria

The guys did a DPF on a diesel 2010 Nissan Xtrail and were unable to reset the computer and it had to be returned to Nissan as no other information was available to perform this.

Ultra Tune Kenwick – Western Australia

Subaru Forester 2011 diesel - diesel particulate filter unable to perform regeneration using scan tool - had to send back to Subaru to perform task

Holden Commodore VY - replacement ECU required, only dealer could re code ECU - Customer very unhappy they charged way more than quoted

BMW X5 brake pad replacement, unable to reset light on the dash using 4 different scan tools from other stores - BMW would not tell us procedure had to go back to dealer

Ultra Tune Toowoomba East – Queensland

About 12 months ago, we had a 2006 VW golf with a random misfire problem. We scanned the vehicle for fault codes and could only get 2 fault codes, which were random cylinder misfire and cylinder misfire number 1. So we replaced spark plugs and coil packs and carried out a decarbon. Vehicle was better but still not right and a short while later was just as bad. We carried out further testing which was very time consuming and could not charge the customer for. Testing including ECU and wiring harness testing to no avail. After much frustration and losing time and money. We had to take the car back to the dealer for a diagnostic. They found out that the vehicle had faulty injectors and had to be replaced. There was no injector fault codes in our scan tool. There was nothing on live data to suggest that the injectors were faulty. The cost was out of this world for the customer and for us.

Ultra Tune Argenton – New South Wales

Polo ECU programming issue.

Volkswagen Polo 2007 GTI

Fault - Found car engine miss fire. Car going into limp mode and had melted O2 sensors. Traced and replaced faulty parts.

Found ECU causing fault. We spent approx. 8- 10 hrs diagnosing issues and replacing faulty parts. 2nd hand ECU required a simple programming. Due to being unable to get this software from the dealership. We had to get the car towed into Newcastle at the cost of \$145. So, we were unable to complete the job, causing a lot of frustration to us and our customer. We then had to pay a \$300 programming cost without any choice to get our customer back on the road.

Ultra Tune Prahran – Victoria

2008 Mazda 3 – Transmission control unit.

2007 Bmw 320 – Engine control unit.

Our scan tool has program capability but the profit margins simply aren't worth the risk. We might see only 3-4 of these cars a year.

For a control unit that costs in excess of \$1000 or sometimes a lot more it is not worth the risk for a mere few hours labour.

The Mazda 3 noted above was diagnosed correctly by us, Mazda parts told me the control unit required programming and the cost of the transmission control unit was approx. \$1000. We sent the customer back to Mazda who diagnosed the fault and replaced the control unit for a total cost of less than \$1400. Why would we take all that risk for \$300-\$400?

Even if we can program the control unit the aftermarket software available to us is not as up to date as most dealers program live online with the latest software versions which are only available to dealers.

We have contacted the VACC a number of times seeking wiring diagrams etc. and have found them to be of very little help.

Ultra Tune Strathpine – Queensland

We have had a problem with a late model 2013 Ford Fiesta, which was towed to us after cutting out crossing an intersection. We scanned the vehicle and recorded a DSG fault. Though unable to pin point a specific problem. We checked our normal internet sources though no information available. We eventually contacted Ford who offered no help at all and suggested we tow the vehicle to them. After wasting a day of both ours and the customers time we had no choice but to send it to the dealership.

Ultra Tune Nowra – New South Wales

07/02/17

90k service on late model diesel Pajero's. We did the service as per Boyce's Auto Library. Sometime after the service the owner reported that the vehicle started to blow black smoke. When he reported it to Mitsubishi they asked if the 90k service was done in full, and what was done. We reported that it was done via the book and information on the Boyce's website.

Mitsubishi have now stated that the inlet plenum was not removed and cleaned as per the 90k service requirement and they quoted the customer \$750 to do so. I told the customer that if this fixes it, I would be happy to refund 50% of the cost, which I will on Thursday when he comes in.

Ultra Tune Richmond – Victoria

2008 Audi A4 in January for internal engine fault – required cylinder head removal to assess damage – unable to get information from Boyce's regarding timing chain & head remove and replace procedures – they advised us that the information was not available and as such we couldn't proceed with job & vehicle was towed out....

Ultra Tune Dural – New South Wales

2010 Peugeot 308

Customer complaint- cannot read the LCD screen that displays radio, phone and clock settings. Found the LCD screen had lost its pixel display so ordered a new screen direct from Peugeot which had to be ordered from France and took 6 weeks on back order. Screen arrived and was fitted to vehicle to find screen had to be programmed to display English which I could do through our scan tool

Next it had to be programmed to display all other options including radio, telephone, outside temp etc. Not even the clock could be set until screen programmed. After many attempts using 4 different scan tools and 2 phone calls to Trivett (a dealership) the customer had to be referred to the dealer to have the screen programmed.

I even went as far as dis-assembling the old display assembly to remove screen from circuit board only to find the screen ribbon was soldered to the board.

Ultra Tune Bibra Lake – Western Australia

2000 TS Astra. Undefined code for ABS. No technical assistance in diagnosing undefined codes at all.

2006 Ford Focus Zetec. Attempted to get information regarding how to set the timing chain up as special tools were required. No offer of assistance from dealerships in loan of special service tools or in how to set up timing.

2009 Hyundai Santa-Fe Harmonic balancer. Could not find an aftermarket one available. Genuine cost me \$1,099.00 for just a balancer. Customer was dissatisfied with cost.

2013 Mazda 6-9 Diesel. No advice in Boyce's (auto library) that the engine oil degradation had to be reset - unknown to us. Lost a customer due to lack of knowledge on our behalf.

All makes and models - Unsatisfactory technical support. No access to some Log Book service

information. No access to known issues with vehicles. No access to PIN codes for immobilisers or radios or any assistance offered besides "Car has to come to us"

20/02/17 - 2010 Mazda 3. Engine Light - code p2096.

Known issue with Mazda 3 for this code to be an ECU upgrade.

Cannot carry out ECU upgrade as is Mazda specific.

Customer not happy that they have to go back to Mazda for the upgrade and pay their ridiculous price.

Ultra Tune Townsville City – Queensland

We have had a Hyundai Getz in before and we were trying to get the radio security code. From the book it looks like it was bought from Pickering Hyundai but when we rang them and gave them the rego, which is still the same rego written on the owner's manual when the car was purchased, Pickering Hyundai said the car was not bought from them therefore they don't have the radio code.

A Mini Cooper. We couldn't figure out what logbook service was due on the car and the only way was to scan the computer of the car, which we didn't have access to. We rang Pickering BMW and they said they can't provide us with what the last logbook service was.

Ultra Tune Kingaroy – Queensland

1. trying to get a dealer for Great Wall difficult
2. Great Wall head office cannot help and continually tell me next level will call
3. no response from anyone
4. one dealer suggests buy \$1000 part maybe the problem

Ultra Tune Wyndham Vale – Victoria

May 2016

2009 Volkswagen Golf engine change, vehicle came in running rough and engine light on we found cylinder 2 no compression which later found was a common problem for that engine, we replaced the engine but vehicle had no power at take-off and engine light couldn't be deleted.

Our scan tool and others borrowed could not get access to all data or codes so the vehicle had to go to Volkswagen to extract codes to identify the problem which took 2 days for them to do so and a week before we could get the vehicle into them to do that.

Customer was without their vehicle for nearly 2 weeks because we didn't have Volkswagen programs to identify the issue which turned out to be a switch and a necessary re learn of the ECU.

Luckily the customer was patient, though we provided a free courtesy vehicle but nevertheless it was still an inconvenience to us and the customer.

Ultra Tune Tweed Heads – New South Wales

10/1/17 - 2010 Holden VE Commodore 3.0ltr sidi engine light on, fault codes for cam and crankshaft out of sync. Holden fix is a software update to rectify, our scan tools not capable and software not available outside of dealer, had to send customer to dealership for repairs.

11/1/17 - 2012 Ford Mondeo diesel engine light on fault codes for DPF regeneration required. Scan tool has function but not perform (access denied) had to go to dealer for regeneration.

15/9/16 - Chrysler 300c diesel customer had damaged key, ordered new key from Chrysler. Attempted to program, scan tool would not execute function without security code, code not available from dealership and not possible due to timing out when programming, customer returned to dealer for programming.

Ultra Tune Bunbury- Western Australia

We have an issue with Volkswagen DSG gear box service oil replacement as we all need their software to recalibrate the clutch bite points of all gears once the oil is replaced.

The timing belts we find require their special locking tools to keep the high pressure fuel pump, cam and crank secure. The Renaults are also the same with floating crank and cam sprocket.

Ultra Tune Gladstone – Queensland

We have a ford ranger that has an issue with 4h & 4l lights staying on when it's not in 4h or 4l. after checking the switch, & doing a bit of research we found it could be the 4x4 shift actuator. We called ford for information, on how to test/fault the actuator. We were not given any information on the issue.

We have in the past asked for information regarding a Subaru Tribeca. The was in regards to information on the cooling fans, has they had caused major problems with the vehicle. We received no information on them. To later find out that the aftermarket fans we fitted cause a short in the ECU.

Ultra Tune Roxburgh Park – Victoria

9/2/17

2013 Jaguar XF, 106,000klms on odometer. Came in with engine light on, which was caused by engine cooler malfunction. Metal gasket in EGR unit needed replacing, contacted dealer, they do not sell gasket separately and we have purchase entire EGR unit for a cost of \$842 to us. Customer very unhappy with the price that we quoted (including our mark-up) found that they could purchase from dealer at \$920.

28/2/17

2011 Jeep Grand Cherokee 3.6ltr V6 Petrol, with only 69,000klms on the odometer, came into our centre with fuel pump issues. This car has 2 fuel pumps both located in the fuel tank for us to test which fuel pump needed replacing we would have to remove the tank, which would be a lot of hours in labour. Decided to contact Jeep for assistance and pricing on fuel pump. Fuel pump was going to cost us around \$1,100 for one! They would not give us any tips or advice on this. Upon further research on the computer it became apparent to us that this is a known fault with this particular vehicle and it is a relay wiring issue. Spoke again with Jeep no assistance given, we asked if this was a warranty issue which it is. Car is on a tow truck as we speak heading to Jeep to have this rectified, at no cost to the customer. If I had not researched this and found this known fault I may have gone ahead and done the fuel pump only to find that this did not fix the problem and I would have been thousands of dollars out of pocket. The customer was very upset with this situation.

Ultra Tune Ashgrove – Queensland

We had an issue of late last year. We had performed front and rear brake service on an 2012 VW diesel Touareg and whilst we had no trouble performing the repair my tech accidentally deleted the handbrake software (parameters) when releasing the handbrake motor with the scan tool. Tried for two days with several different tech's but could not get the information required to realign the handbrake motor. Had even tried a European specialist and they tried to get the software from England but could not. Car had to go back to the dealer for the software download and parameter reset.

At my expense and the customer losing their car for a total of four days.

Ultra Tune North Parramatta – New South Wales

23/02/17 2011 Mercedes Benz C200 we were unable to reset the service light with our numerous scan tools that we have. I spent over an hour and a half looking for this information online that I could not charge the customer for.

Late last year I had a similar situation with a 2016 Holden VF Series 2 SV6 Commodore. With this one I spent almost 2 and a half hours researching this information and again this is not something that I can charge a customer. I could be doing servicing on other vehicles that earn us money instead of unnecessary (unpaid) research.

Ultra Tune Cannington – Western Australia

Recently we had a Mazda 3 with the engine light with a fault code for a faulty cat convertor and all it needs is a software update which only Mazda can do. So we had to send car to the dealership.

Ultra Tune Jesmond – New South Wales

2012 Mazda BT50 December 2016

No power to fuel pump, body control module failed. Had to be sent to Mazda to be set up on their scan tool only, as there was no information available to us.

Ultra Tune Peakhurst – New South Wales

21st February 2017 – 206 Holden VZ Commodore. We required a wiring diagram for Pinout Map, as we needed to know what was the power wire, earth and signal. Holden would not supply this. I have a friend with this exact car, so that night after work I went around to his car and copied the info I needed. I could not charge the customer the additional time it took to get this and the customer had to wait an extra day to pick their car up.

2015 Porsche Macan – I recently had to decline doing a manufacturers handbook service as I could not get any servicing information on this car as to what needed replacing etc.

2014 Peugeot 308 1.2Ltr – We are unable to access any servicing schedule information, we don't know labour times or what is recommended to be done to the vehicle.

Ultra Tune Perth City – Western Australia

A Ford Ranger was towed into our workshop with a knocking noise and poor starting. Suspected something to do with injector pump timing. No Ford dealer would give information as to problem, only goes as far as to say that they knew what the issue was. Customer towed vehicle away very acrimoniously and was very abusive because we did not know ANYTHING!

Ultra Tune Mt Druitt – New South Wales

2010 VE commodore with manifold absolute pressure sensor fault logged, fitted new sensor & came back 2 days later with same fault code. Had to send to Holden to ensure fault code did not return.

Secondly & more specifically was a 2010 Mercedes Benz C220 CDI with a DPF pressure sensor fault/range/performance (confirmed). Fitted new sensor, a real tough job, cost the customer \$700 & came back 2 days later, same fault. Double checked with 2 other scan tools & same fault.

Ultra Tune Lake Haven – New South Wales

Audi A4 2011 and consistently struggle to reset service light on this model even with most up to date software has to go back to Audi.

Hyundai i30 and Santa Fe with knock in steering, no info available on repair for this safety related issue needs to return to Hyundai.

2014 Audi A1 for its first service. Couldn't reset service light at that point. Told customer to give me 2 weeks to chase the info to reset. Customer then went to Audi for map update and was told by Audi they would have to pay for a service with them in order to have light reset.

Ultra Tune Carlisle – Western Australia

24/11/16 Ford Focus 2011, battery went dead. Replaced battery and were unable to get radio code for customer from any Ford dealership. Customer had to go to Ford and pay \$40 for the pleasure.

Ultra Tune Booval – Queensland

December 2016 – We had to replace an automatic transmission into a 2014 Volkswagen EOS Diesel. As we could not synchronise the mechatronics to the computer system, we had to send the vehicle to Volkswagen and have this done as we could not access the procedure to perform this. We also did not charge the customer for this.

Ultra Tune Hornsby – New South Wales

2014 Mitsubishi Triton Diesel. Car has been serviced as per manufacturers requirements at correct intervals by Ultra Tune, has a problem with the heater core. Vehicle went to Mitsubishi for repair under warranty, initially they tried to tell customer warranty void due to being serviced at Ultra Tune, now they are saying Ultra Tune used incorrect coolant, which is not the case. This vehicle belongs to Franchisee's nephew. Currently with Fair Trading.

Ultra Tune Slacks Creek – Queensland

2014 Holden Cruze Diesel

Code 82 would come on the dash screen-unable to remove with our scanner the vehicle had to go to Holden to get the code removed.

Ultra Tune Ashmore – Queensland

27th February 2017 - 2007 Ford Focus Diesel. Car came to us with starting issues over a week ago, we have been chipping away at this one for all of this time. The alternator had been replaced recently by someone else and we suspected that it had not been wired correctly as there were power issues to the fuel pump and the injectors. I contacted Ford to get wiring diagrams so we could re-wire, they told us that these were not available to us only to Ford dealers. We rang a couple of other Ford dealers only to be told the same. We still have this car in our workshop and we have an Auto Electrician coming here today to look at it, this is going to cost more money, some of which is going to be hard to justify to the customer without looking incompetent.

20/02/17 – 2013 Audi A4 - Key had been getting sticky in the ignition, then customer, who works 100 metres away, could not turn ignition off, therefore car was still running. I went down and disconnected the battery for her. I then contact Audi to get some direction from them, which I did not get they just said it has to come to us. I then asked for a quote on replacing the ignition barrel, they told me this would take 4 weeks to get to me. The customer range Audi herself and they told her it had to come to them, she then asked about the replacement part and they told her that someone from Ultra Tune had called earlier and they (Ultra Tune) should not be touching this car as they don't know what they are doing and that the car should be towed to them. This made the customer very angry with Audi and she felt trapped and had no alternative but to take her car to the dealer.

Ultra Tune Manly – New South Wales

2016 Range Rover Sport, this is my own vehicle and I am the Franchisee of this centre. As my vehicle has an electronic logbook system this vehicle did not come with a hard copy of a logbook. I have been unable to purchase one as I am told they do not exist. I have purchased a logbook for the previous model of this vehicle as I used to own one and used that VIN to obtain this. However, I am concerned that some things may have changed. I also cannot update the computer system in the vehicle that the services have been performed, I am hoping this does not affect the resale value of my vehicle. I am not going to be forced to send my vehicle to a dealer when I am perfectly capable and qualified to perform services on my own vehicle.

Ultra Tune Smithfield – Queensland

2015 Landrover Discovery Sport 2.2 Tdi – February 2017

The vehicle was presented for a service. The service book is electronically within the vehicle with very limited info for the servicing available to us.

Also, there is no way to reset the service light unless the vehicle is taken back to the dealer.

Ultra Tune Narellan – New South Wales

When it comes to replacement keys and reprogramming we do not accept these jobs as we know that it requires very specific information that is not available to us and we don't want to upset our customers by saying we tried however couldn't do it. We tell our customers that this is a dealer only procedure.

Ultra Tune Ellenbrook – Western Australia

Customer required new key for Kia Sorrento platinum 2011 XM diesel auto. Key fob is available to buy and scan tool can program key, but you need a security code from Kia that they won't give out. Had to send tech to Kia Wangara and pay \$77 for the program. If we can't get the codes to program the key it shouldn't be allowed to be sold.

Ultra Tune Castle Hill – New South Wales

Late last year we had a 2014 FG Ford Falcon that needed a key replacement our scan tool took us all the way through the procedure until the very end when it asked for a security code, which we were unable to get from Ford and had to send the customer to a Ford dealer.

Ultra Tune Corrimal – New South Wales

December 2016 we had a 2014 Audi Q3 come in for its scheduled service. We were unable to reset the service light. Called our local Audi dealership for guidance and they told us that the car had to be returned to Audi to have this light reset and the customer would have to pay for another service for this to happen.

17/02/17 2014 Suzuki Swift radio kept turning itself off. As the vehicle was still under new car warranty we recommended the customer to take it to a Suzuki dealer. The customer called Suzuki and they told her because the vehicle had been serviced at Ultra Tune the New Car Warranty had been voided, the customer is now taking this up with Fair Trading.

Ultra Tune Lidcombe – New South Wales

We recently had a 2013 Volkswagen Golf in for a service, part of this required the transmission to service to be performed. To test drive and reset the parameters the level of fluid had to be at a certain point and the temperature of the transmission fluid had to also be at a certain temp, as we were unable to obtain this vital information we were unable to complete this service and had to send the vehicle back to the dealer and we were unable to charge the customer for the time we spent attempting this and fluid that we used, which is quite expensive.

Ultra Tune Chermside – Queensland

Late last year (2016) we had an older (1999) Toyota Landcruiser HZJ100 come into our centre with ABS issues, due to the very limited information that we could access on this we had to refer our customer and his car to a Toyota dealership. This was very surprising to us given the age of the vehicle

Ultra Tune Phillip – ACT

I am the Franchisee of this centre and I also own Ultra Tune Belconnen. I own a 2015 BMW M3, I service this car myself, however it has to go back to my local BMW dealership to have the service light reset and to have the electronic logbook updated. This is crazy!

Ultra Tune Cairns – Queensland

We recently had a 2010 Mazda CX7 2 litre that we could not access information for oxygen sensor codes, this had to be referred to dealer.

Ultra Tune Menai – New South Wales

23/02/17 – 2016 Mitsubishi Triton required replacement fuel filter. Customer requested a Toyota genuine part. Rang a Toyota dealer and they would not supply part and would not supply a part number. We had to get a Ryco (non genuine) fuel filter.

We will not do key replacements for Holden VE & VF Commodores, for 2 reasons. First one is it is very complicated and difficult to get the codes to reprogram and secondly these vehicles can only have 3 keys programmed to them at any one time, if you reprogram a fourth key one of the existing 3 keys are deactivated. We have been caught by this before and had very unhappy customers whose existing keys no longer work.

Ultra Tune Airlie Beach – Queensland

February 2017 – 2015 Holden Cruze Diesel. Code 32 came up on scan tool to do with Diesel service, all of our scan tools couldn't perform this, got other scan tools from other workshops they couldn't perform this. Car had to go to local Holden dealership as they were the only ones in town that could perform this.

Ultra Tune Geebung – Queensland

9 November 2016

2007 JEEP GRAND CHEROKEE - Vehicle ignition barrel was unable to accept the key. A new barrel and switch were required. We were advised by Jeep that the new assembly would need to be encoded by the dealer. The vehicle was towed to the Dealer who supplied the new part and encoded the switch as required.

7 February 2017

2004 SUZUKI GRAND VITARA V6 - Towed to our workshop and would not start. Tests concluded there was computer failure due to air conditioning drain water ingress. This is a common fault. Due to the expense involved the owner sourced a new Genuine computer from an aftermarket supplier. The coding procedure to link the new computer to the vehicle system however required the Suzuki scan tool and passwords. The owner towed the vehicle to the local Suzuki Dealer so they could encode the new unit.

Ultra Tune Miranda – New South Wales

There have been many times, where it was required to call the dealerships in regards to obtaining the correct Radio Pin Code and was not able to retrieve this correct information from them, so therefore had to unfortunately send customer back to the dealership for this access.

Another example would be on a Holden Captiva diesel 2010. Yawn Sensor was required to be replaced but could not program this part as the software information was not available and had to send vehicle to Holden dealership to get the software procedure updated which cost was on me as I could not ethically charge the customer for this.

Ultra Tune Arana Hills – Queensland

In late 2016, we completed a manufacturers handbook service on a 2009 BMW 320d E93, however we could not reset the service light. After more than half an hour (which we could not ask the customer to pay for) we had to advise the customer to take it to a BMW dealership.

Ultra Tune Bundaberg – Queensland

In January 2017 we had a 2015 Mazda 6 2.5ltr Automatic that needed transmission fluid, as this is a very specialised fluid it was very difficult to get the correct viscosity and the actual fluid. Mazda we of no assistance. Our oil and fluid supplier could not confidently assist us. We spent over 45 minutes on the phone with every contact we could think of to get this fluid, this is time we cannot honestly charge our customer.

2000 Jeep Grand Cherokee, December 2016 we had to replace the radiator, we got to a certain point and could not go any further. After a lot of internet research, it was found that we needed a special tool, we called Jeep and they could not supply us with this tool, they told us only Jeep dealerships could purchase this. This had to be referred back to dealer.

2015 Jeep Grand Cherokee – customer called us for a quote on a service, we used our online auto library to quote on this. When the car came in, we became aware that a very certain (exclusive) diff oil was required. We contacted Jeep and after an hour of waiting for them to get back to us we had to call them again. They had been able to source this however the price was through the roof. We lost a lot of money on this as we were unable to get the correct information at the time of quoting.

We have had a number of occasions with Mazda's where we could not reset the service light as there is no information available to do this. We have had to ask the customers to take the car to a Mazda dealer to have this performed, we feel like we let our customers down and feel very inadequate. The customers also have to pay Mazda to perform this reset.

Ultra Tune Capalaba – Queensland

2011 VW Passat – rear brake pad replacement. Was unable to source dealer information regarding resetting electronic handbrake adjustment. Was advised that we needed the VW software and there were no other means for carrying out the job. We ended up finding a way to dismantle the calliper to reset the piston to carry out the job. Takes additional time to do therefore losing money.

2013 VW Golf – Had difficulty sourcing the procedure to drain auto transmission fluid and fit new auto filter. Again, had to resort to ringing around other workshops. Lost time and most importantly money to my business.

2009 BMW was unable to reset an engine light and service reset. Owner had to return vehicle to dealer.

Ultra Tune Malaga – Western Australia

1. Ford – No warranty parts for Ranger
2. Fiat – No Codes
3. Toyota – Radio Code
4. Hyundai – Radio Code
5. Hyundai – Had an I30 come in for a safety check for a customer who was looking at buying it, it was found to have a leaking head gasket the owner took it back to Wild West Hyundai as it is where she has only had it serviced, it had only been serviced 3 months prior and it was evident that it had been leaking longer than that. This customer had brought all her Hyundai's from Wild West for the last 20 years and they would not come to the party and help her with the cost of repair as they were adamant that it had only started in the last 3 months and that it was out of warranty by 18 months. After speaking with Hyundai Customer Care and getting no help from them she has now refused to go back to a Hyundai Dealer for servicing very disappointed in their customer care for their long-term customers nearly 20 years of purchasing and servicing and repairs at one Dealership.
6. Audi – Can't clear service code reminder Q7.

Ultra Tune Lilydale – Victoria

27/02/18 - 2013 Nissan Navara V6 Diesel

I went to Nissan to have a car tested for an EGR valve issue and they diagnosed the computer and told me that the EGR had failed. I purchase a new EGR (not from Nissan because I could get it elsewhere for \$300 cheaper). I fitted the new EGR and then had a EGR coolant code and when I rang Nissan to ask why they would not offer any help. I can only think the because I did not buy the EGR from them they did not want to help. When I rang the VACC they would only provide verbal help as the information they had was on disc and they are not allowed to send info in paper form. After a lot of unnecessary time researching this (not being able to charge the customer for this time) I finally got to the bottom of this issue. It was something that would have been commonly known to Nissan, very disappointed that I had to spend this time looking for answers when they would have known them.

APPROX 220 STORIES