

Dear ACCC,

I have just come to your web site and read about the market study you are undertaking. I notice that the period for submissions closed on Monday 14 November 2016. However, I would like to submit my experiences in relation to the new car I bought in September 2014, and the behaviour of the manufacturer and their agents, in relation to some technical aspects of the car which I have since sought to obtain.

The most recent experience was when I set about installing a wired reversing camera into my car, wishing to wire it in such a way that engagement of reverse gear would provide power to the camera and monitor, instantly enabling me to see behind the vehicle as I reverse.

I contacted the local service agent, Jackson Motor Company, and the service person said they were unable to provide either a circuit diagram or information on which wires I should connect to. Rather, I was told to do a google search to see if someone else had done what I was intending to do - to which I asked: "have you done such a search?" - I did not get a positive or specific response! When I did the google search there was no information available for my vehicle, an Isuzu MU-X LS-U 4WD, but only information about Holden/Isuzu Rodeos which have not been manufactured since 2012.

Please see an attachment which shows the experience of another MU-X owner who tried to access a wiring diagram for this vehicle from the manufacturer. Furthermore, could I suggest that the manufacturers of cars should be limited in their maintaining of confidentiality in regard to their car wiring and technical details to a maximum period of their manufacturers warranty(5 years for my car), with some limited exclusions or redactions to protect their intellectual property.

At the time I purchased my car, I asked that it be fitted with steel wheel rims and all terrain tyres, instead of the alloy wheels and highway tyres. This was easily achieved by fitting wheels from the base model, or from the D-MAX ute, with the appropriate tyres. However, this had a consequence which resulted in altered gearing, due to a difference in the overall circumference of the original tyres - 255/65R17 - and the AT tyres - 245/70R16, despite the fact that the manufacturer specified that tyre size for the 16" rim, whereas, 255/70R16 tyres are only 0.01% larger than the original tyres, not the 1.85% smaller of the 245/70R16.

Thus, when I drove along the road there was a 1.85% error introduced into the speedometer reading, in addition to what I determined to be at least 6% overspeed indication introduced by the manufacturer, which resulted in an overall higher reading of 8%, compared to actual - determined by comparing with an accurate GPS. No wonder other drivers kept passing me as if I was travelling too slowly! Therefore, I now use a GPS to tell me the speed accurately, rather than rely on the vehicle speedometer. You will now ask me: how do I know that the 6% error was introduced by the manufacturer? I bought a device that plugs into the

OBD2 port below the steering wheel, which effectively reads the speed information supplied from the transmission, showing speeds close to that on my accurate GPS. Having then found this error in the speedometer, I contacted the Australian head office of Isuzu to ask why the speedometer was so inaccurate. Their reply was that the accuracy was within that allowed by legislation, which means it could be up to 10% above actual speed, but not below it.

I found it ironic that my previous vehicle, a 1995 Toyota Landcruiser 4WD, originally fitted with 7.50R16 tyres, but fitted with 275/70R16 tyres by the previous owner, was also giving inaccurate speedometer readings - something I managed to correct by fitting 265/75R16 tyres, which have the same overall circumference as the original 7.50R16 tyres, but the 265/75R16 tyres may not have been available in 1995.

In summary, manufacturers of new cars should be required to release circuit diagrams and other technical details of cars, once the manufacturers warranty has expired, with limited exceptions only to protect their intellectual property. Secondly, car manufacturers should be required to give correct information about tyre sizes suited to their vehicles. Thirdly, car manufacturers should be required to provide speedometers that read acceptably accurately i.e. within 5% of actual speed, but not below actual speed. Please note: the

1995 Toyota Landcruiser 4WD I referred to above, with only mechanical speedometer and transmission, when fitted with the correct size tyres was able to display 110 km/h accurately! New cars should have more accurate speedometers, not less accurate!

I would like to be kept up to date on the market study's findings.

<http://www.newd-max.net/viewtopic.php?f=19&t=596>

NEW D-MAX /MUX /COLORADO FORUM

Post subject: [2013/2014 Workshop manual](#)

Posted: Fri Jul 11, 2014 5:35 pm

 offline

Danno

Joined: Sat Oct 19, 2013 10:23 pm

Posts: 2965

Location: Darwin... sort of.

G'day all, yesterday in frustration I decided to email Isuzu as to the eta of our fabled workshop manual, but in my case and many others mostly the electrical diagrams.

So I wrote the email below, I pulled as many stops as I could even pulled the safety card...

Here's a copy of it with only my details removed.

Hi, I would like to enquire as to the whereabouts of the 2013/14 D Max workshop manual, or more to the point why Isuzu Ute has chosen not to release it up to this point for a vehicle that is now over two years old. Myself like many people bought this 4wd ute as a recreational/touring vehicle and as such we heavily modify these vehicles to suit ourselves and whether you approve or not is irrelevant, in our own case we will be spending up to a year living out of it and urgently require at least the wiring diagrams for this car so we can add accessories etc. and not run the risk of upsetting the delicate electrical or safety systems, please let me reiterate I and thousands of others are not interested in Isuzu's non-endorsement of these type of modifications and believe that by now Isuzu Ute has a responsibility to release this information to those of us who will modify these vehicles anyway but would prefer to do it safely.

I look forward to a favourable response from you.

Regards.

Dan

I wasn't expecting too much..

Thank you for contacting Isuzu UTE Australia.

The 'Vehicle and Parts Service Manual' is a technical reference guide created solely for the purpose of authorised IUA dealerships. Consequently this guide is restricted to dealership access only. This literal reference **has never and will never be available for purchase by the general public.**

When required you may contact your local authorised Isuzu UTE dealership and they will be able to assist you.

Thanks and regards,

...and got exactly that. Copies will eventually find their way onto the Internet I'm sure, it's only a matter of time.

