

May 30

Topic

Intake/Injector Cleaners

Issue

Customer complaints of drivability concerns AFTER intake and/or fuel injector cleaning service was performed. In many cases, the fuel injector service was performed after new spark plug replacement resulting in the belief the installed spark plugs were not suitable for the vehicle. Again and in many cases, the spark plugs will be replaced with a competitive product further leading to the assumption the first replacement spark plugs were improper, defective or of inferior quality and the customer requesting full reimbursement for both parts and labour from the repair shop.

Background Information

The use of chemical cleaners such as Intake cleaners or Injector cleaners that do not state “**ceramic or sensor friendly**” may contaminate the ceramic portion of the spark plugs or O2 Sensors, leading to premature failure of these components. Additionally, any injector or intake cleaning must be performed PRIOR to spark plug replacement.

Note: This situation will not be considered as spark plug or O2 sensor warranty; no warranty consideration will be given to replacement of Spark Plugs or O2 Sensors if non-component friendly cleaners were used or cleaning performed prior to spark plug replacement.

SUMMARY

- Always ensure Intake and Injector Cleaners are Spark Plug and O2 Sensor friendly!
- Only perform Intake or Injector cleanings prior to Spark Plug replacement

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