

Owner:

**** *****

2003 C230 Sports Coupe

VIN *****

W – *****

C – *****

Servicing Dealership

R & H Motorcars

Owings Mills, MD

41.363.7793

This document is a result of my previous substandard service experiences (at Valley Motors of Cockeysville MD) I now believe it is necessary to escalate an incident where a pattern of negligent service emerges.

Facts - Sequence of Events

4/15 – Brought car to R & H Motorcars of Owings Mills, MD for service regarding the following:

- Oil discovered in cam sensor harness/wire. Provided a write-up of exact parts that need replacement from research and discussion with external MB experts (please refer to Addendum A.).
- Spark plug closest to radiator had a creamy rusty film on the plug and walls of the spark plug shaft/chamber. The muck-covered spark plug was provided in baggy for inspection along with a list of possible issues resulting from this (refer to Addendum B.). Told SA was discovered following a 60K mile spark plug change.

4/16 – Received call from SA that there were no issues discovered. I was told it is normal to have dirty plugs and replacement of plugs would not be covered under extended warranty. I informed SA I was not concerned about plug replacement as I had just replaced the plugs and that my concerns were as to why there was an irregular amount of thick creamy, rusty film on the plug and surrounding chamber. SA also informed me they could not find the oil leak in sensor and was offered to personally show the technician where the leaking connector is located. I came in later that afternoon (having to take leave from work) and showed the technician. It was apparent the technician was looking in entirely wrong area for the cam sensor wire leak. I informed him to refer to the document I presented that listed exactly the parts to be addressed (ie – Addendum A).

As for the spark plug issue, the technician had not looked at the dirty plug (in fact had not been presented it), had not checked the coolant level, nor analyzed the oil. No further diagnosis regarding the spark plug chamber concerns were performed.

4/17 – Called SA to verify the parts listed in Addendum A would be replaced. SA confirmed.

4/18 – Picked up car.

4/21 – Heard severe engine tapping. Decided to look under hood and check service performed. Discovered oil covering the entire engine bay (see pictures attached). Dash computer verified 3 qts of oil low. Technician failed to install a plug in the cam sensor essentially leaving two holes in the engine for oil to spray out. Also, discovered the isolating wires (part 271-150-27-33 in Addendum A provided to SA/technician) were not installed even though was told so on 4/16 by technician and 4/17 from SA.

4/22 – Talked with SA over phone. I informed SA of the oil leak, and my concerns listed below.

Minimal Expectations

I expect the following:

- Repair of the leak be performed properly.
- Engine bay *thoroughly* cleaned (will not tolerate any trace of a grimy/oil sodden engine bay).
- The isolating wire actually be installed.
- A (1) compression test, (2) leak down test, and (3) oil analysis be performed and provided results.

Concerns

Irreversible damage has been done as a result of an engine running without proper lubrication. The tapping noise is metal scraping metal. While this may not result in immediate problems, it clearly is going to be detrimental to both the life and performance of the engine. Years of meticulous care and maintenance was carelessly tossed aside. How can I be protected?

Addendum A.

Cam Sensors leaking motor oil into the wires/harness/ecu/O2.

The leak is through the connector. The seal inside the sensor breaks down and leaks oil into the electronics which seeps out into the connector and eventually O2 sensors and finally ECU. There will be **NO** visible signs of a leak unless you disconnect the sensor and find oil in the connector.

There is a Technical Service Bulletin (TSB) out for this.

MB has a fix for this, which includes replacing the sensors and adding some additional wiring to isolate the problem.

2x 271-150-27-33 - Isolating wire

2x 271-051-01-77 - Cam sensor

1. Check the O2 sensors/connectors.
2. If there is any oil in those connectors, the engine harness and O2 sensors need to be replaced.

NOTE: If Service Department says this will not fit your engine, they are wrong.
ALL M271 use the same cam sensor

Addendum B.

Spark plug closest to the front had a pasty/creamy rust film on the plug and somewhat on the walls of the spark plug shaft (hole). The other 3 plugs were clean.

Any ideas of what might have caused this? I'm thinking it might be spark plug shaft seal. I can hear a slight knock on my engine when the cover is removed but I'm not sure if this is new or is normal.

Pull your oil filler cap...

Does it have a tan colored mayo looking substance on the bottom?

The rusty creamy stuff you describe sounds just like that.

If yes, your head gasket might be blown...or there's a crack in the head on the cylinder #1.

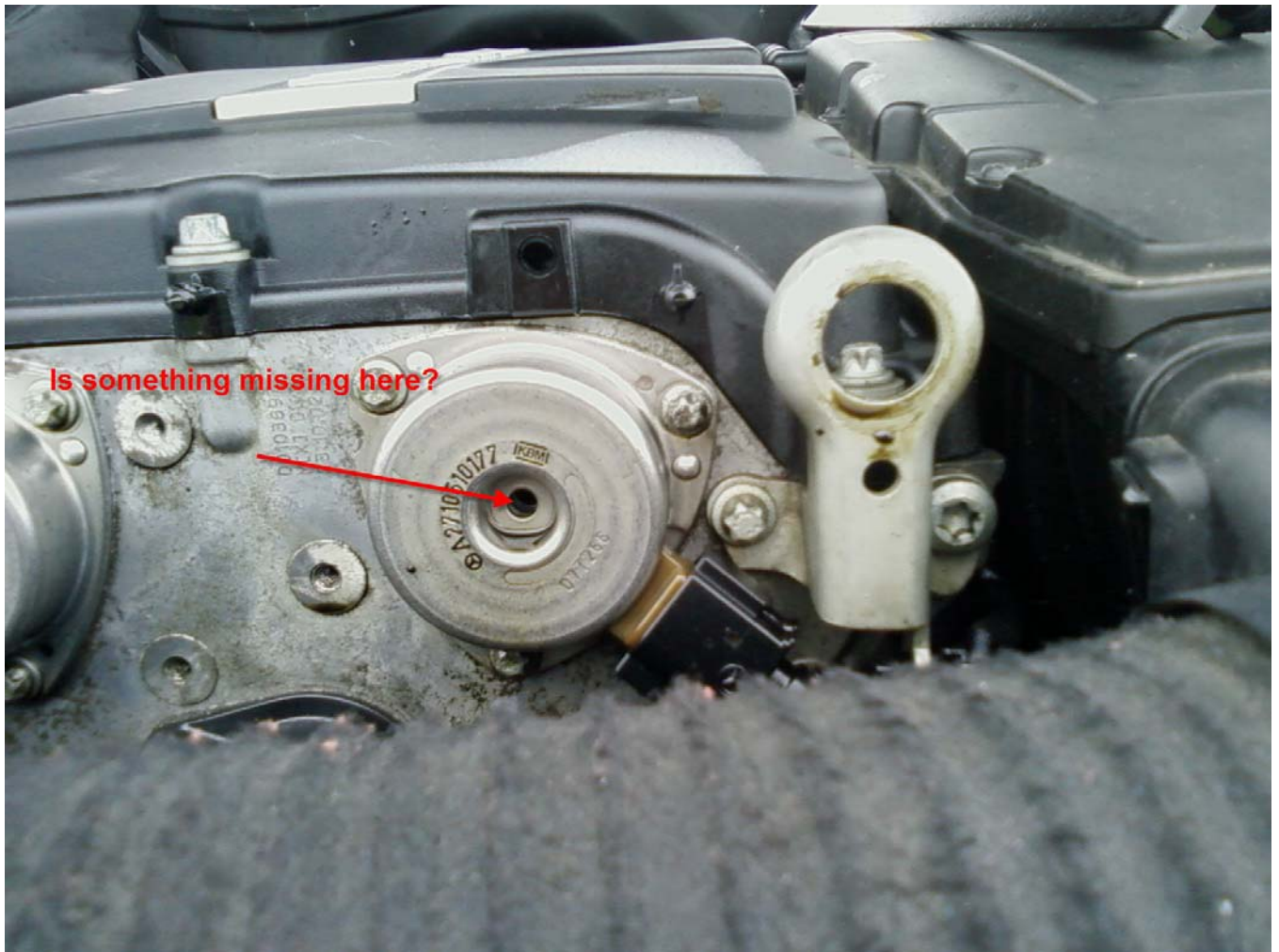
Are you loosing coolant?

Check your oil and see if you see coolant in it. Thats a good sign of a HG blown or smoke coming out of your exhaust while driving.

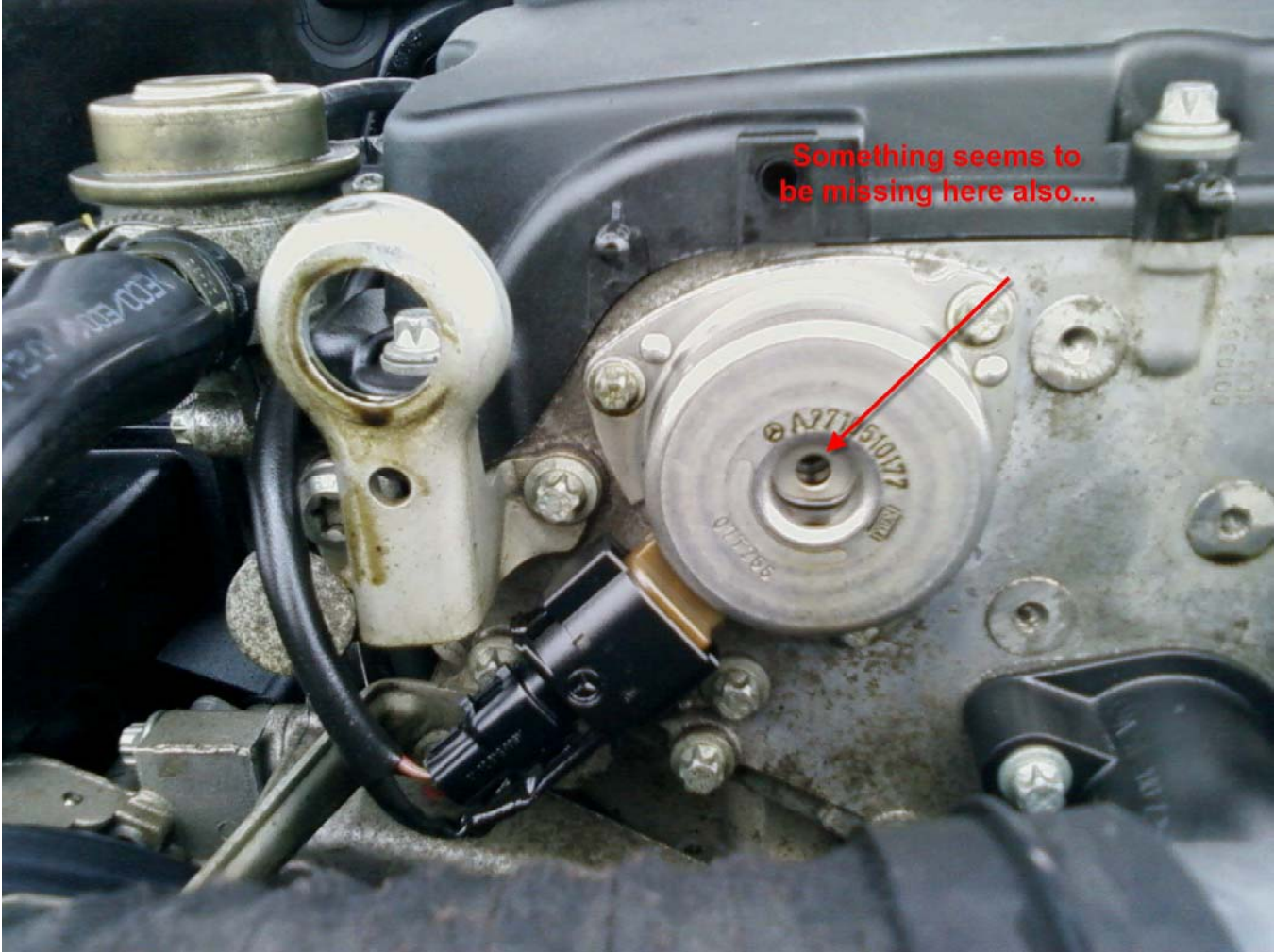
Could also be the valve cover gasket.

Addendum C.





Is something missing here?



Something seems to be missing here also...



