

Two types of “comeback” repairs consumers have experienced relate to mass airflow sensors and turbochargers. And over the past 5-6 years, we have completed a great deal of independent and in-house analysis and testing in order to provide both consumers and service technicians with knowledge and information about what was misdiagnosed on these vehicles, as well as what caused the actual failure. Here’s what we found.

“Once a frustrated or unhappy customer has left your door, they are far less likely to return with their business in the future.”

When we first looked into repairs our consumers had paid for related to the mass airflow sensor (MAF), we discovered that we needed to backtrack to find out what happened when the car was in the hands of the service department. In most cases, the vehicle was brought in because the MIL illuminated; sometimes there was a drivability problem and sometimes the vehicle exhibited no problems at all. We found that technicians would troubleshoot by inspecting the sensor visually, with no magnification and in most cases the technician would claim to see a contaminant on the sensor, necessitating its replacement. The sensor was replaced, PCM cleared of any codes, MIL reset and the vehicle was given back to the customer.

When the consumer had to bring their vehicle back to the dealer for the same problem (sometimes 2 or 3 times) we

would come to their aid to help get the problem resolved. We started acquiring some of the sensors which had been replaced and sending them to our in-

house lab, where a lab technician would inspect the sensor and test its function vs. a new sensor.
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