

## GLOW PLUG REMOVAL

*A few important things to understand before we start.*

If your vehicle requires new glow plugs, there are some things that you need to be aware of before work commences. Modern glow plugs are generally less physically robust than those seen in vehicles with old technology & there is a greater likelihood that breakage can occur as a result of the weaker design. Although we take the greatest care & have invested in the latest cutting edge technology to deal with safe extraction of the glow plug, it must be understood that breakages can & do still occur from time to time. Older, higher mileage vehicles tend to be more susceptible to glow plug breakages, but age alone is not the only factor. Harsh environments (wet climates) and poor maintenance or historical defects such as exposure to coolant or road spray or rain water, can also lead to corrosion & thinning of the plug construction.

When a breakage occurs, there are many factors to consider when dealing with the challenge of removing the remains of the broken glow plug. Factors such accessibility & nature of the break. For example, has the plug broken off & left the threaded body stuck in place, or has the glow element tip itself remained jammed deep inside the cylinder head? The answer to each of these questions presents different challenges & different approaches to solve.

Although we are able to deal with the aftermath of a broken glow plug, it should be recognised that the fact that it has broken, that it does not demonstrate any degree of negligence on the part of the repairer & it is simply a matter of wear & tear failure & despite best efforts, the plug broke.

Although the percentage of breakages are low (less than 10% of plugs cause problems), when they do break, the customer needs to be aware that the costs involved with tackling the problem, are the responsibility of the vehicle owner. Although this seems like an obvious statement, historically we have encountered customers who believe that the we the repairer should take responsibility for the problem & therefore absorb the cost of dealing with it.

The cost of dealing with snapped glow plugs can be very costly & in some extreme cases it can actually render the vehicle unusable. Therefore it is advised that considerable thought is given before deciding to go ahead with glow plug replacement. If you have any further questions or require any more advice, then we are more than happy to talk you through it.

**I have read & I understand the implications of a snapped glow plug.**

Name (Printed) \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_