

Me <my.email>

Mon, Jul 15, 2024 at 3:48 PM

To: Admin | ESS <admin@esstuning.com>, hans@esstuning.com

I've tried to keep this exchange professional despite your repeated quips, but I give up. Based on the fact that you cannot address my initial questions, I doubt you will read the entirety of this email, but either way, it needs to be said.

The real nonsense is that you cannot provide a response regarding a basic part number when, according to Vortech, ESS is responsible for packaging the kit. **All I want to do is make sure the correct part on the blower was shipped with the refurb kit.** BTW you did not question the missing vent plug, and immediately sent me a replacement, but a dipstick being incorrect is so improbable that you can't even answer the question directly?

At first I thought we just had a simple misunderstanding in written communication, but it is clear now this is not the case. If you would have answered my questions two weeks ago, you could have saved us all time, but instead you are happy providing canned responses as if you are doing anybody any favors while complaining about your time being taken up. The lack of awareness is ironic for sure. I don't even know who I am talking to, and maybe this is by design - no email signature, no phone number, nothing. Frankly, at this point it does not matter as you are apparently the sole representative of the company. Just as you question my basic ability to read a dipstick, I question your ability to serve the customer-facing position you are in. "Amazing, absolutely amazing." as you have previously kindly stated after I spent my time gathering up information to justify my question. Never in my professional career would I expect a customer to need to go to this extent to explain a perceived problem, let alone ever respond with such a dismissive attitude.

I appreciated the prompt response for support during initial install, software support, replacement of vent plug, but this particular issue has been truly disappointing and frustrating.

Your qualifiers for providing additional support are unreasonable as well. Sending my car to sit for a week+ and having a mechanic coordinate with you with 1-3 day lead times over email when you could provide measurements of the part in question? Ship the unit to Vortech and have them work with you, when they have stated that they do not support refurb kits packaged by third parties? If anything, I would just send the blower to them to repair- why would I even bother involving ESS? If you've read this far, I'm sure you are nodding your head as if I am coming to the conclusion you have wanted to hear all this time, as it would absolve you from any financial obligations or responsibilities. You have given me zero reason to think that you would honor any sort of good-faith practices for this order.

At this point I am not even sure what the "1yr warranty" is if Vortech does offer any warranty for the blower unit, and ESS no longer supports this older architecture. This combined with your dismissive tones and non-productive responses all point to highly misleading terms of sales to me. You are either ignorant of your own policies and procedures or intentionally misleading me, not sure which is better. You'll gladly take my money, will go around in circles for two weeks, won't provide a direct phone number to directly discuss the issue in a productive manner, won't address any of the documentation that I provided, or answer questions regarding part#s.

Anyways - who am I really in the end, just a nobody end-user, a working professional and a car enthusiast with limited time and resources. Ultimately you are the one in the position of power. You clearly are not interested in providing any reasonable level of support so I guess this reply serves nothing but to allow me to vent. Disappointing from such a large and established company with a seemingly good reputation. What a sour taste I have associated with all this despite the kit being well put together and getting off to a great start initially.

On Mon, Jul 15, 2024 at 11:48 AM Me <my.email> wrote:

Ok. Can I buy a spare dipstick from you?

On Mon, Jul 15, 2024 at 11:36 AM Admin | ESS <admin@esstuning.com> wrote:

For the 10th time :

1. Find a competent mechanic, have him take everything over incl communications. You really should not do anything at this point yourself.
2. Send the head unit to Vortech and see what they say if your mechanic suspects a mechanical problem as a result of running low oil level in the unit.

That is it, no more back and forth with nonsense. We will interact with your mechanic or Vortech direct only on this matter moving forward.

On 7/15/2024 8:32 PM, Me wrote:

I reached out to Vortech and they have stated that they offer no warranty or support for any products that are not purchased new, and that the third party vendor performing the refurbishment would be responsible. They also said that third party vendors sometimes will modify dipsticks as needed for the application and that Vortech can not provide me with a standard part number.

Are you able to provide me with the length for this dipstick if you do modify it for the S65 V8 M3 application? Surely someone on your end has this documented somewhere especially if you are refurbishing and reselling blower units that may have previously been used for other S/C applications? As I previously stated I have no issue owning this mistake if I have made a judgement in error during install. The dipstick I have does not match the picture in the installation manual. If the packaged dipstick is wrong for whatever reason, and has a significant difference from what is intended, then I don't see how a correct reading could be obtained.

Thanks.

On Fri, Jul 12, 2024 at 7:19 AM Me <my.email> wrote:

Great. I'll reach out to Vortech to see what they say. I am surprised you are unable to provide a part number though, that confirmation would put this whole conversation to bed. I am not really following why there is so much contention over a simple question.

On Fri, Jul 12, 2024 at 6:29 AM Admin | ESS <admin@esstuning.com> wrote:

Amazing, absolutely amazing.

We will await Vortechs determination of what is wrong with the unit and their call on any potential warranty. Arguing with someone who can not read a simple dipstick will not get us anywhere unfortunately.

On 7/8/2024 10:53 PM, Me wrote:

Hi,

I am reaching out in hopes of obtaining a second opinion as the Software email support was not productive. If you are the same person manning the Software email address, I guess I know where this is going to go already. Email thread is below.

I was able to reach a person via 480-525-9160 before the July 4th weekend. The person who picked up reviewed some information with me, but ultimately asked that I call back after the holiday, but I was unable to connect today.

Are you able to review and let me know if ESS is able to provide support? My previous conversations with Software were non-productive as I was not able to get my primary question answered regarding the part number for the oil dipstick associated with the VT1-550 for the S65 V8 application.

1. Order#8790 purchased Sept 2023 - ESS refurb VT1-550 kit for S65 V8 M3.
2. Performed DIY install, dipstick showed full oil levels at install. This seemed odd to me but I did not question at this point in time seeing that it was a refurb unit, and the vent plug was missing (indicating to me the unit was pre-filled and a non-venting plug was shipped to keep fluid in). ESS was able to provide a replacement vented plug.
3. Blower unit was observed as loud, I recorded and sent a video over, ESS confirmed as normal.
4. Drove the car for approximately 2000 miles and performed fluid change a few weeks ago (June 2024).
5. The supercharger oil only drained approximately 1oz, and came out dark and cloudy. Note that the same full-level of oil was still registered on the dipstick compared to the initial install. My comment here is that my dipstick is visibly longer and has less hatches than what is shown in the pictures of the instruction manual.
6. I filled with 4 oz of new fluid and drained out to just make sure that there wasn't some sort of weird retention of fluid with the blower unit as a result of the location of the drain hose. With 4oz of fluid in the blower, the oil level reaches well beyond the "full" mark on the dipstick.
7. The recommendation from Software was to fill to the max indicated marks per the dipstick, but I don't see how that would help if the wrong dipstick was provided.
8. I have kept the fluid (mixed original 1oz with fresh 4oz for examination if needed). The fluid is cloudy and I am pretty sure there are metallic flakes in it, indicating damage from low oil.

Please give me a call to discuss if it would be easier. I have attached a PDF with pics and notes for reference.

Thank you,
Me
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----- Forwarded message -----

From: Software | ESS <software@esstuning.com>

Date: Thu, Jul 4, 2024 at 1:09 PM

Subject: Re: Request for Tuning - BMW S65 VT1 550 Supercharger Tune - Order# 8790

To: Me <my.email>

1. Find a competent mechanic, let him take over the servicing of your car and evaluate the supercharger.

2. If he deems it has been damaged from running low on oil, send it to www.vortechsuperchargers.com and let them go through it. They will tell you exactly what happened and how to repair it. The warranty for the head unit is through them also, so you can argue all you want about coverage for not filling it with oil and checking the level with them direct.

On 7/4/2024 10:04 PM, Software | ESS wrote:

Come on, please give me a break. Do we need to run around in circles for weeks here?

On 7/4/2024 9:55 PM, Me wrote:

Ok... At this point I am just making a point because it is clear we are not communicating...

I had a few mins to gather up the information in a more organized fashion. I figure I will need this to explain it to whoever I end up talking to anyways.

Attached is a PDF highlighting what I believe the issue to be. Hope this can potentially help someone else in the future.

On Thu, Jul 4, 2024 at 5:56 AM Software | ESS <software@esstuning.com> wrote:

Find a mechanic, have him take over. Have him check oil for metal contamination from running it low and have him fill to correct indicated level on dipstick.

If he deems there is a problem, send the unit to www.vortechsuperchargers.com

Not filling the unit properly after installation and running it extremely low on oil with the excuse you are not able to read a dipstick is not a valid argument for a warranty claim I am afraid.

But maybe the unit is not damaged, it could have survived with 1oz of oil also. Have a proper mechanic take over and please have him do all servicing on this car from now on.

On 7/4/2024 4:02 AM, Me wrote:

We're having these repeated exchanges because you are not acknowledging my primary concern, which is the fact that I think the wrong dipstick was shipped from ESS for the S65 application (45 degree clock vs 0 degree clock). If the wrong dipstick was provided then there is NO WAY the fluid reading will ever be correct.

I don't mind taking responsibility if it is my error but I would like to confirm the correct parts were supplied. I am not mechanically inept as you may have implied multiple times.

Either way it is clear that you are not going to be able to help so I will seek support elsewhere, hopefully with someone who is less condescending.

Thanks,
Me
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From: Software | ESS <software@esstuning.com>

Sent: Wednesday, July 3, 2024 1:58:44 PM

To: Me <my.email>

Subject: Re: Request for Tuning - BMW S65 VT1 550 Supercharger Tune - Order# 8790

Why do you keep going back and forth? I have already told you many times now what the options are.

1. Find a mechanic and have him fill to correct indicated oil level if you are unable to read a dipstick.
2. If the unit has abnormal operation from running low on oil after initial install you have to send it to www.vortechsuperchargers.com and have them inspect and repair it accordingly.

That is it, there is no reason whatsoever for us to go back and forth here with absolute insanity.

On 7/3/2024 10:55 PM, Me wrote:

Hi,

I am having a hard time accepting this answer. I am fairly certain the wrong dipstick was provided by ESS as part of the refurb kit. There are no recommendations to S/C oil volume in the instructions supplied with the kit. The only instructions provided are to use the dipstick as an indicator. If the wrong dipstick is supplied, and no mention of volume capacity, how is the end user supposed to know

what the correct volume is? This seems to put way too much responsibility on the end user with no ownership from you, the vendor.

On Wed, Jul 3, 2024 at 1:44 PM Software | ESS <software@esstuning.com> wrote:

There is nothing I can do, if you damaged the unit by running too low oil level then the unit has to be sent to www.vortechsuperchargers.com for inspection and repairs.

If you are unable to use the dipstick to see oil level on your own for whatever reason, then you need a competent mechanic to do it for you. Always run correct indicated oil level in the unit.

The unit capacity is 4oz, if you drained only 1oz it was severely low on oil from your install where you did not check/fill oil to correct indicated range.

On 7/2/2024 4:03 PM, Me wrote:

Hi,

I am just checking in to see if additional support/response from you will be provided?

Thanks,
Me

On Mon, Jul 1, 2024 at 5:34 AM Me <my.email> wrote:

Hi,

If I fill to indicates levels by the dipstick, I only will need 1 oz of fluid, which seems low and sounds like you believe that is low, too, based on your statement about low oil. This was why I reached out initially about the typical volume of the unit to confirm.

I was doing some browsing last night and it looks like the S65 s/c is clocked at 45 degrees. Can you confirm? Based on the search query to ESS and Vortech websites, I'm not convinced I was sent the correct dipstick.

0degrees clocked dipstick is longer and has one full hatch.

45 degrees clocked dipstick looks shorter with more hatches. Shorter dipstick would mean I would need more fluid to register minimum levels.

https://esstuning.com/search.php?search_query=dipstick§ion=product

<https://vortechsuperchargers.com/products/dipstick-assembly-for-self-lubricated-superchargers?variant=33381429386>

Thanks,
Me
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From: Software | ESS <software@esstuning.com>

Sent: Monday, July 1, 2024 1:06:31 AM

To: Me <my.email>

Subject: Re: Request for Tuning - BMW S65 VT1 550 Supercharger Tune - Order# 8790

Refill oil level to correct indicated level on dipstick and change oil again after 1000 miles. Make sure oil you pull out is clean and free of metal. The unit could have been damaged from running too low on oil before.

On 6/30/2024 9:59 PM, Me wrote:

Sorry, forgot to attach pic to my response.



On Sun, Jun 30, 2024 at 12:57 PM Me <[my.email](#)> wrote:

Hi,

Basic mechanic skills - ouch! Maybe there is some truth to this, but I'd like to think that I can read a dipstick...

The unit is a Vortech V3, serial# 67239, purchased refurb from ESS in September of 2023, order# 8790.

During initial install (last year) and before draining (yesterday), I read pink fluid to the top of the hatch marks of the dipstick per the second picture of Step 118 in the instructions provided with the S/C kit. Only about an oz came out when I routed the drain line beneath the bumper (below the S/C unit) to ensure proper draining even though the dipstick registered pink fluid at the top of the hatch marks. I double checked by wiping the dipstick and re-inserting it to double check.

Also note that the dipstick provided with the unit only has one full hatch mark whereas the dipstick from the instructions show 4-5 hatches.

Thanks,
Me

On Sun, Jun 30, 2024 at 11:30 AM Software | ESS <software@esstuning.com> wrote:

Superchargers are typically not filled when shipped from us!

Please send me a photo of the supercharger, I need to see which type you have.

Dipstick will not show same level after you drain it, this is not even remotely possible so you are making massive mistakes here in judgement.

You HAVE to follow the dipstick level!!! You can NOT guess how much to fill in. If you are unable to properly read a dipstick, then you need to contact a mechanic with basic mechanical understanding to do it for you.

On 6/30/2024 1:14 AM, Me wrote:

Hello,

Sorry of this is the incorrect email address.

My E92 M3 S65 VT1-550 S/C was purchased refurb, and when checking the dipstick during install, levels looked normal so I did not perform a drain/fill (assume the unit was filled to proper levels before shipment).

Today, after approximately 2500 miles, I drained the supercharger oil and it only drained approximately 1oz, and came out pretty dark. Note that the same level is still registered on the dipstick (mine is shorter than what is shown in the pictures of the instruction manual). I am reading mixed feedback on forums on the capacity, but I filled with a full bottle of new fluid and the idle noise is barely noticeable now. Are you able to provide some input on the situation? I just don't want to overfill the unit, but having 1oz in the unit with the loud idle sound just doesn't seem right...

Thank you for your support.

Me