



Service Manager Bulletin

TITLE:

GEN 2 Spark Plug Collection

GROUP:
00

NO:
014

ISSUING DEPARTMENT:
Quality

CAR MARKET:
United States and Canada

REVISIONS:

ISSUE DATE:
2020-09-21

STATUS DATE:
2021-02-05

Page 1 of 2

"Right first time in Time"

Attention Service and Parts Managers:

We are asking for your assistance in our effort to collect used spark plugs for engineering analysis.

What model type and year? - All GEN2 engines (MY18-up) P/N 31673604

Goal: Gather 500 spark plug kits for evaluation from real-world performance versus lab testing.

Benefit: Part Number 31673604 is the primary spark plug on these models with a DN of \$36.08 per kit. The admin allowance, in many cases, will offset almost 45% of the cost of these kits. (45% off your spark plugs while this program lasts just for returning the old ones and we pay the shipping).

FAQ:

What mileage should be collected? - Normal service interval 60000 miles, 96000 km (+/- 5000 miles, 8000 km)

What should you do with the collected spark plugs? See section "Retention Instructions"

How do you get paid? - See section "Claiming Instructions"

How do you ship material back? - See section "Return Instructions"

When does the program end? - **Have all material sent by March 31st, 2021**



Retention Instructions

Recommended collection should take place at the parts counter when spark plugs are requested by a technician for a 60,000-mile service. Replacement plugs should be handed out when old ones are turned in to eliminate possible disposal or vehicle information mixing.

Spark Plug Kits for this program should be placed in original packaging and marked with:

- VIN
- Mileage
- Date
- RO#
- Each spark plug marked by cylinder

Keep a copy of the RO and VIDA readout with each kit and store until your next TMA return request.

Claiming Instructions

Claim Type: 01 (regardless of the vehicle age/mileage)

Cause Code : 02

CSC Code : XW

Main OP : 19119

Labor Time: 0.1

Claim text must state "Spark Plug Collection"

Claim will be credited once spark plug kit has been received by TMA and will be on that week's STS.

Shipping Instructions

There will be no packing slip or TMA request generated for these spark plug kits since they are customer pay and not warranty.

Include all document copies listed above.

Ship these kits with your normal TMA return shipments at the expense of VCUSA.

Send the material per SMB 00-012 TMA Returns