


Release Date	07/09/2024	Technical Service Bulletin		
287R UPDATE Spark Plugs – (NVLW)				

Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	JETTA	259
USA	2024	2024	TAOS	1,373
CAN	2024	2024	JETTA	51
CAN	2024	2024	TAOS	67

Revision History

Revision	Date	Purpose
1	July 09, 2024	Original publication

Condition/Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	Stress in the spark plug ceramic insulator could lead to cracks and/or punctures resulting in current leakage.


Remedy

Criteria	Remedy
01	Inspect all spark plugs and replace if necessary.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **287R** code in the ELSA Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty (NVLW).
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

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Service

NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in ELSA, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- ELSA may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in ELSA and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**

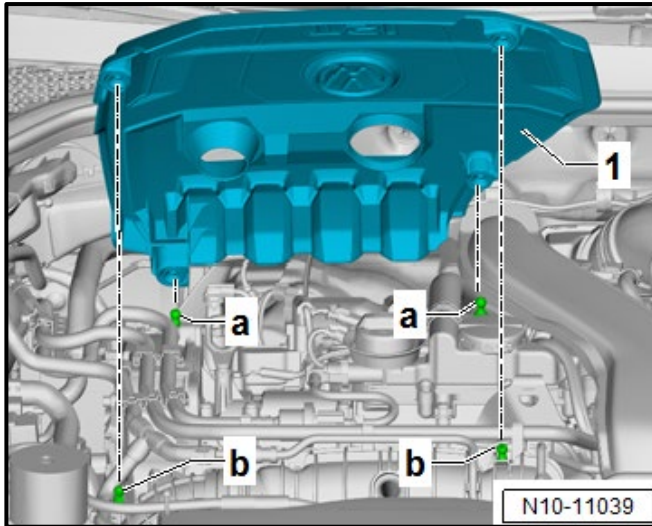
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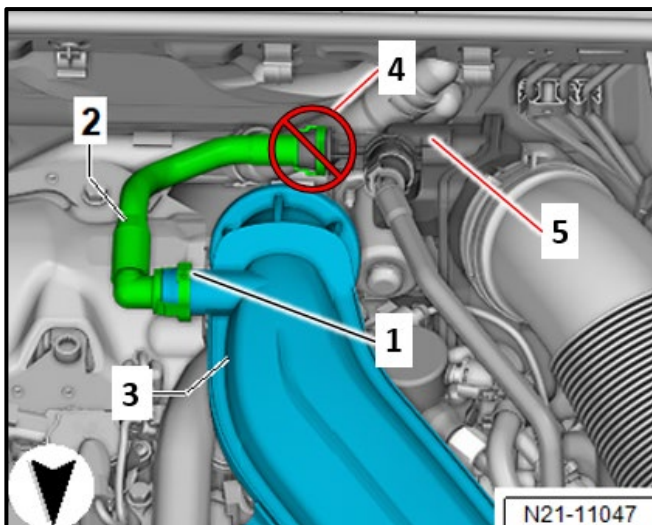


NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.



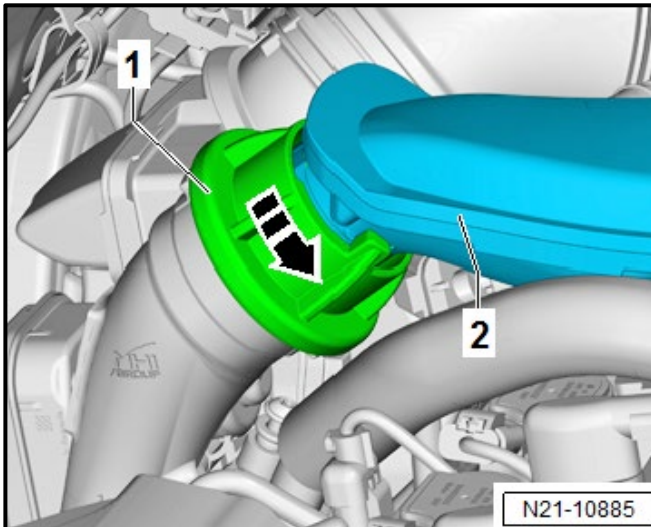
- If equipped, remove the engine cover <1> upward from the ball pins in the following sequence:
 - Pull the engine cover <1> off the ball pins <A>.
 - Remove the engine cover <1> from the ball pins .



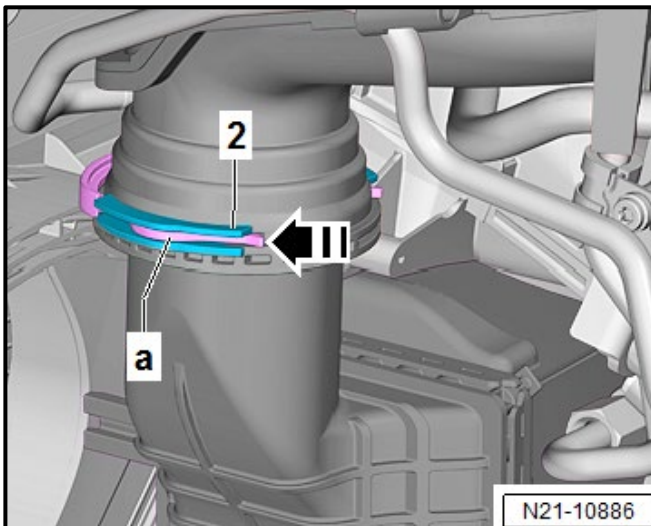
- Squeeze the locking mechanism <1> to release the breather line <2> from the air duct <3> and move to the side.

NOTE

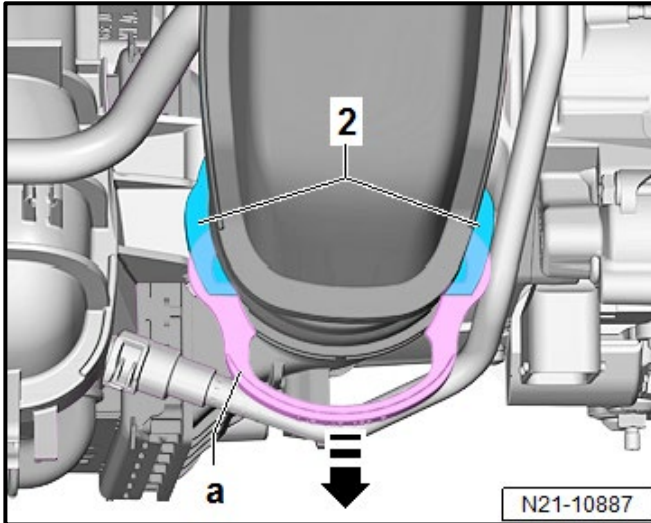
Do not attempt to remove the vent hose connection <4> from air intake block <5>. This is a bonded connection and cannot be disassembled.

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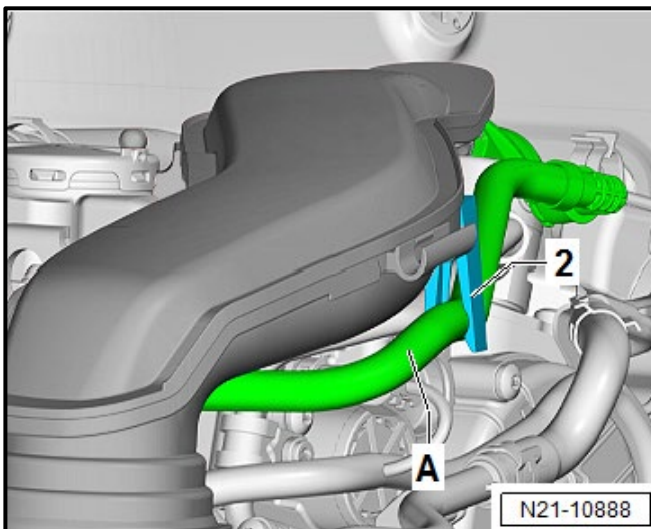
- Turn the locking ring <1> for the air duct <2> in the direction indicated <arrow>.



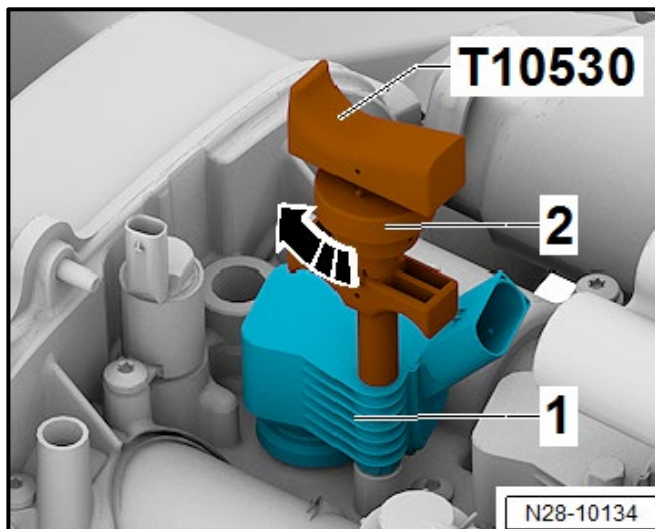
- Release the retaining clip <A> on both sides of the air duct <2> in the direction indicated <arrow>.

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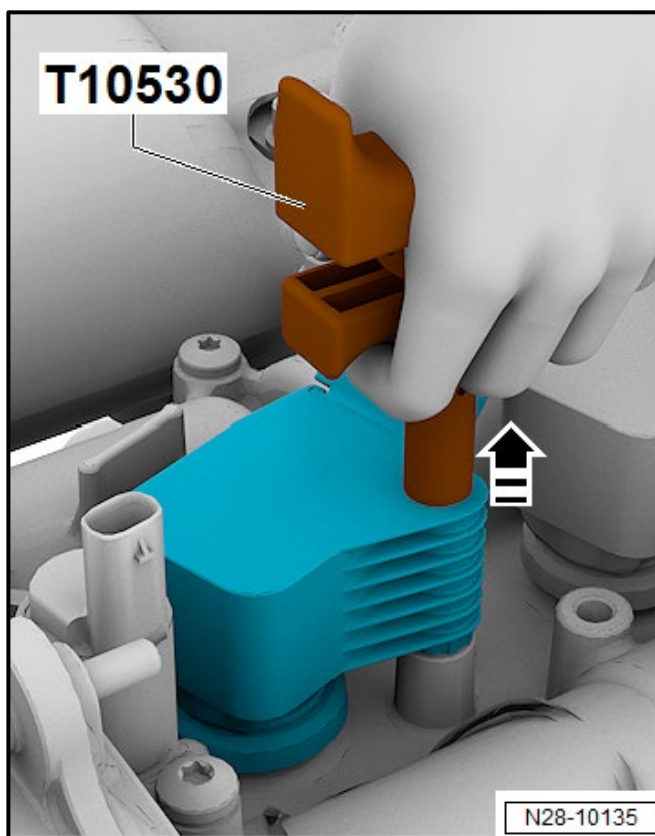
- Pull the retaining clip <A> in the direction indicated <arrow>.
- Disengage the retaining clip <A> from the locking mechanism <2>.



- Unclip the fuel line <A> from the air duct <2>.
- Remove the air duct from the charge air cooler.
- Remove the air duct from the turbocharger, lightly rotating it if needed.

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- Fully insert the Puller -T10530- into the ignition coil bolt hole <1>.
- Tighten the knurled nut <2> in the direction indicated <arrow>.

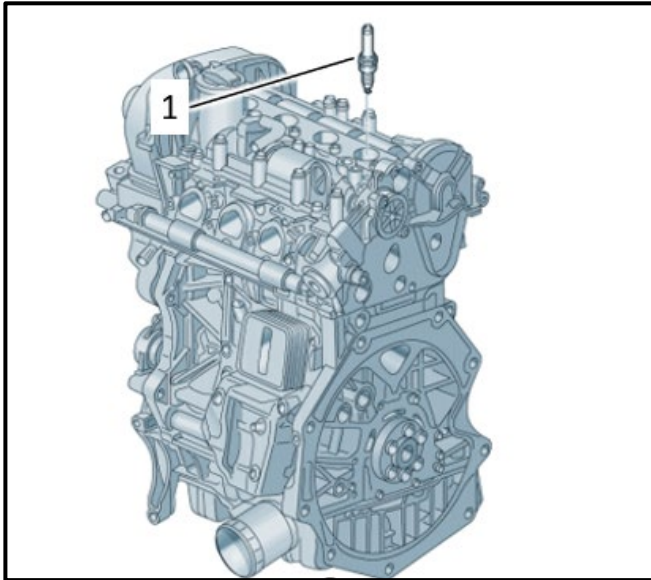
**CAUTION****Risk of consequential damage!**

Do not kink or damage the rubber tubes on the ignition coils.

- Remove the ignition coil from the cylinder head in the direction indicated <arrow> using the Puller -T10530-.
- Repeat these steps for each ignition coil until all are removed.

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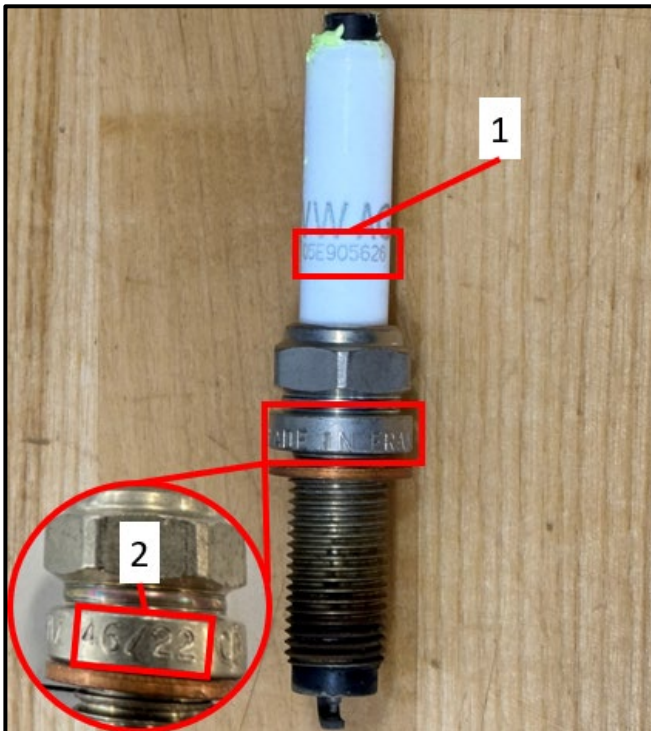
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NOTE

Note the installed position of each spark plug as they are removed.

- Remove all four spark plugs <1> using the Spark Plug Removal Tool -3122 B-.

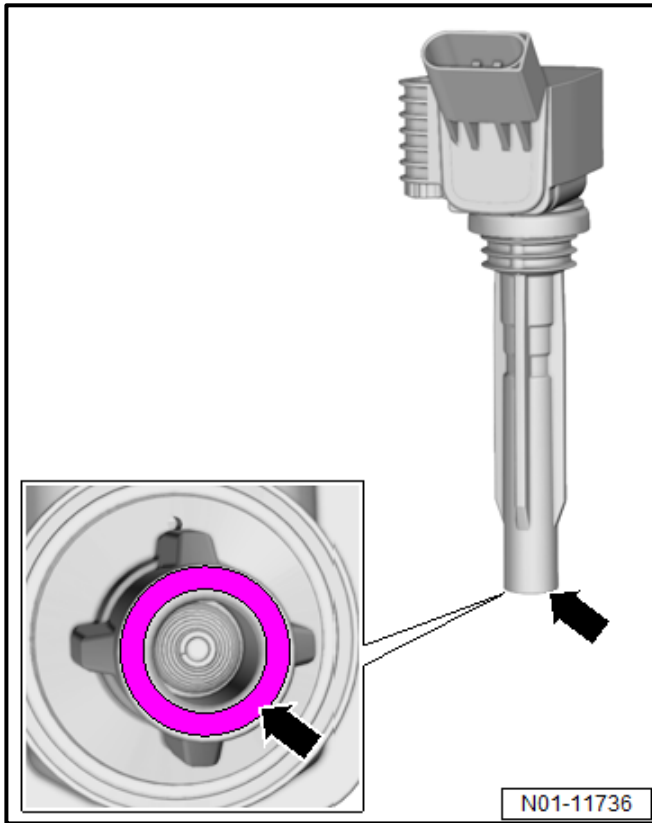


- Check the part number <1> and production date <2> of each spark plug.
- If **any** of the spark plugs have part number 05E-905-626 **and** a production date of "18/22" or "46/22":
 - Replace **all four** spark plugs.
 - Tighten the spark plugs to 22 Nm.

Part Number	Part Description
05E-905-602-C	Spark Plug (qty.4)

- If **all four** spark plugs do not meet the criteria listed above, the spark plugs **do not** require replacement.
- If the spark plugs are not replaced, reinstall the spark plugs back into their original locations.
 - Tighten the spark plugs to 22 Nm.

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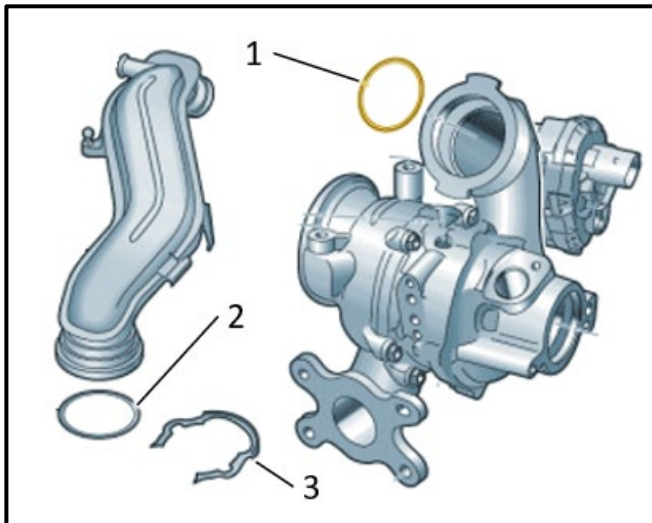


- Reassemble the vehicle in reverse order of removal while noting the following:
 - Apply silicone paste to the ignition coils in the area shown <arrows>.
 - Align all ignition coils, inserting them loosely into the spark plug shaft.
 - Press down the ignition coils evenly by hand onto spark plugs (do not use a striking tool).
 - Tighten the ignition coil bolts to 8 Nm.

Part Number	Part Description
G -052-565-A1	Silicone Paste

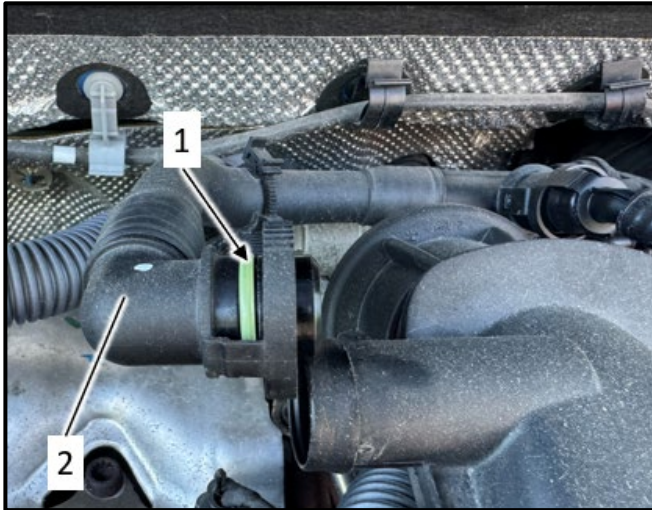
NOTE

One tube of silicone paste will repair approximately 20 vehicles.

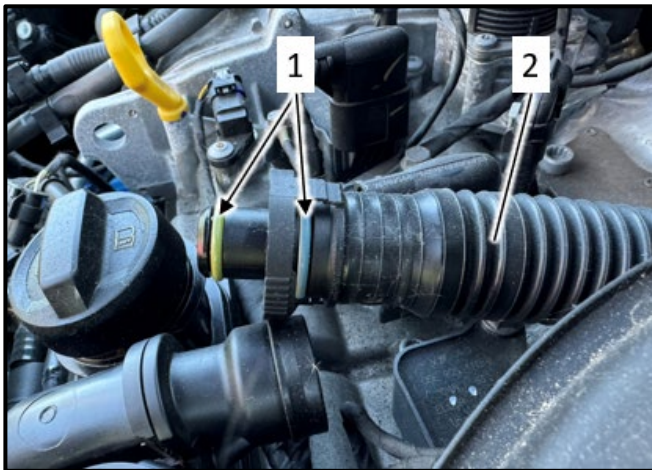


- Replace the O-rings <1> and <2> for the air duct.
- Replace the retaining clip <3> for the air duct.
- Coat new O-rings/seals with clean engine oil.

Part Number	Part Description
04E-145-853-E	Retaining Clip (qty. 1)
WHT-001-386	Intake tube seal (qty. 1)
WHT-003-247	Intake tube seal (qty. 1)

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- Check the O-ring <1> on the vent hose <2> for damage.
- Replace if necessary.
- Coat new O-rings with clean engine oil.




- Check the O-rings <1> on the vent hose <2> for damage.
- Replace if necessary.
- Coat new O-rings with clean engine oil.

NOTE

If the O-rings are found to be damaged and are not available to order, the vent hose <2> must be replaced.

NOTE

Contrary to the ELSA repair manual, the O-rings <1> are only to be replaced if damaged during this action.

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Claim Entry Instructions


After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Volkswagen WIN/Operations/Campaign Closure.

Service Number	287R		
Damage Code	0099		
Parts Vendor Code	WWO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark RETAINER* as causal if spark plugs are ok. Mark SPARK PLUG* as causal if spark plugs are not ok.		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	2870 20 45	SEE ELSA	Spark plugs remove+reinstall
	2870 02 99	10	Spark plug inspection

Continued on next page

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PARTS			
Quantity	Part Number	Description	
1.00	04E145853E	RETAINER*	
1.00	WHT001386	GASKET	
1.00	WHT003247	SEAL RING	
0.05	G 052565A1	SILIKONPASTE	
<i>Add only if spark plugs require replacement:</i>			
4.00	05E905602C	SPARK PLUG*	

Additional Actions Some of the affected vehicles may be involved in additional Actions. Please check your ELSA Campaign/Action Information screen so that any *additional required work can be done simultaneously*.

Verifying Vehicle Eligibility To verify vehicle eligibility for this Update, *always* check the ELSA Campaign/Action Information screen. The ELSA system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

Help for Claim Entry For questions regarding claim entry, contact Volkswagen Warranty.

Required Customer Notification Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

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Required Parts

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
01	4	05E-905-602-C**	SPARK PLUG (if necessary)	Free Order
	1	04E-145-853-E*	RETAINER	Free Order
	1	WHT-001-386*	GASKET	Free Order
	1	WHT-003-247*	WASHER	Free Order
	1	G -052-565-A1*	PASTE	UOL

Parts Control Type: Upper Order Limit	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
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Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: YES * NO **	<p>*Dealers will be sent an initial allocation. If no initial allocation was received, your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command.</p> <p>**There will be no parts allocation.</p>
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! NOTE
<p>Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command.</p> <p>Click on "View Campaign List" and review the Estimated Remaining Repairs column.</p>

! NOTE
<p>Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.</p>

- Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

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Required Special Tools

	Puller -T10530-		Spark Plug Removal Tool -3122B- (or equivalent)
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Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check ELSA for the most current version of this document.