



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – UPDATE 287R / Spark Plugs – (NVLW)

This notice is for: All Dealer Personnel

Date: July 08, 2024

Issue: Stress in the spark plug ceramic insulator could lead to cracks and/or punctures resulting in current leakage.

Affected 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

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Repair:**
- REPAIR AVAILABLE – July 09, 2024
 - Inspect all spark plugs and replace if necessary.
 - See ELSA and Service References in Elsa2Go for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers

Parts Department: See UPDATE technical bulletin for required materials.

Notes: Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

- Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions. Therefore, consistent with general policy governing Updates, customers will not be receiving letters about this action.
- Each vehicle coming into your workshop (for maintenance or any other service visit) that shows this Update code open in ELSA on the day of repair should have the work completed.
- Affected vehicles in dealer inventory **cannot be delivered** to consumers until this Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Volkswagen Public Relations.