

**Complaints Immediately or Shortly After Changing or Removing and Installing Spark Plugs: Observe Specified Procedure (77/21)**

Vehicle Type: **911 Carrera (991)/911 Carrera S (991)/911 Carrera GTS (991)  
911 Carrera (992)/911 Carrera S (992)  
718 Boxster (982)/718 Boxster T (982)/718 Cayman (982)/718 Cayman T (982)**

Model Year: **As of 2017**

Equipment: **3.0-liter petrol engines (911)  
2.0-liter petrol engines (718)**

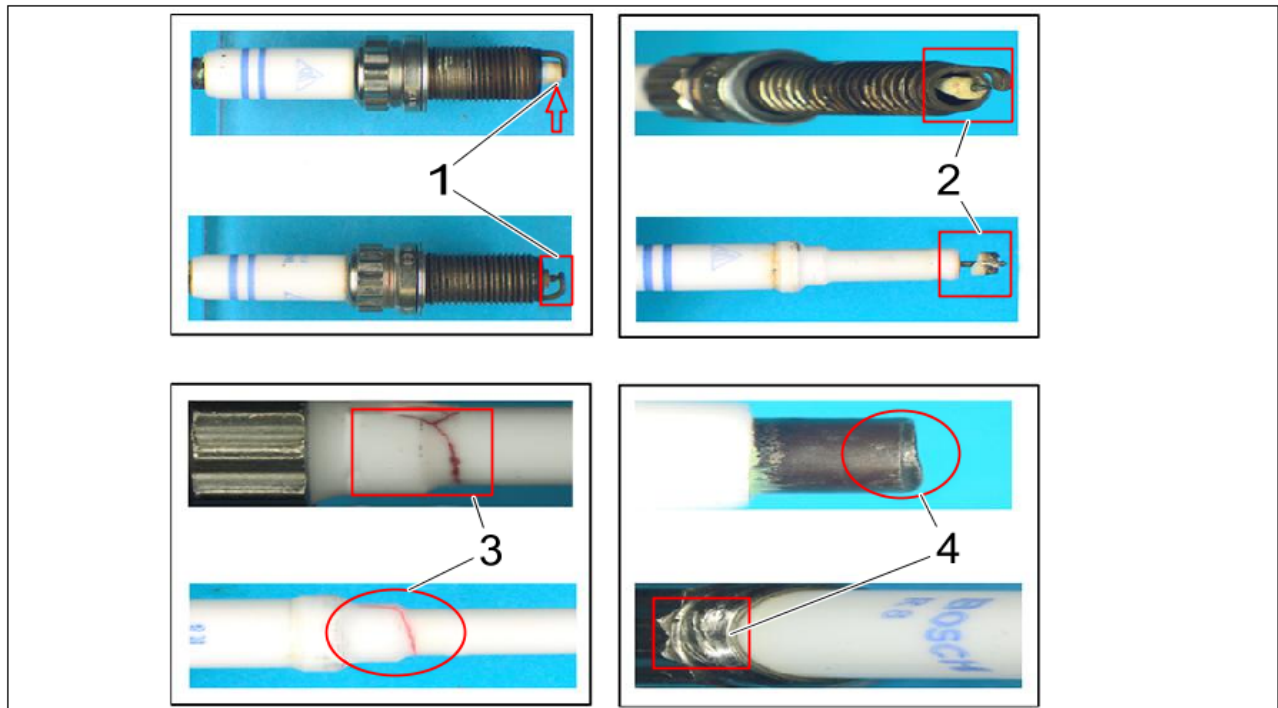
Concerns: **Spark plugs**

Information: The customer complains about one or more of the following issues immediately or shortly after removing and installing or changing spark plugs:

- Check Engine warning light comes on
- Vehicle jerking
- Rough-running engine

This may be caused by incorrect installing of the spark plugs using an **incorrect** or **worn** tool. As a result, the ceramic body will be damaged by excessive transverse forces when tightening it in the slightly angled spark-plug recess.

The electrodes can also touch and bend when inserting them.



*Damage to spark plugs*

- 1 – Electrode bent
- 2 – Insulator tip broken
- 3 – Insulator broken
- 4 – Housing/connection damaged

#### NOTICE

##### Damaged, worn or incorrect tool

- Risk of damage to spark plugs

⇒ Only use the prescribed tool and install spark plugs according to instructions in the relevant Workshop Manual.

Action required: Use the prescribed tool when removing and installing spark plugs:

- Double hexagon socket for spark plugs, a/f 14
- Extension, 3/8"

Install spark plugs according to instructions in the relevant Workshop Manual.  
⇒ *Workshop Manual '287020 Removing and installing spark plugs'*



### Information

Damaged spark plugs as a result of incorrect installing must not be invoiced using the new vehicle warranty or Porsche Approved Warranty (PAW) and can be re-debited as required after checking.

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