



VOLKSWAGEN DEALER COMMUNICATION

UPDATED - URGENT! MANDATORY STOP-SALE NOTICE

ALL 2022 MY Volkswagen Taos equipped with 4MOTION® all-wheel drive

This notice is for:

- | | | |
|--------------------|----------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Consultant | |

Date: August 03, 2021

UPDATED INFORMATION

SAGA Code 24HH is now visible in ELSA for all vehicles included in this stop-sale.

Affected Vehicles:

Effective immediately, a MANDATORY STOP-SALE is in effect for:

ALL 2022 MY Volkswagen Taos vehicles equipped with 4Motion® all-wheel drive

Note: Front-wheel drive Taos vehicles are not impacted by this issue.

Issue:

Customers of certain 2022 MY Volkswagen Taos 4MOTION vehicles have alleged that their engine has shut off unexpectedly when coming to a stop.

Volkswagen is working on a repair to address this issue; at this time a repair is not available. Further information will be provided in the coming days.

Required Dealer Action:

- **DO NOT** sell or offer for sale or lease any 2022 MY Volkswagen Taos 4MOTION vehicles.
- In the interest of customer safety and satisfaction, place all 2022 MY Volkswagen Taos 4MOTION vehicles at your dealership in a secure area where they cannot be made available for sale, lease, trade or demonstrator use until a repair to address this issue is made available and has been performed.

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-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.