# Compliance Recall
# Code: 74iF

**Subject**

**Second-Row Center Seat ISOFIX/LATCH Anchor Openings**

**Document History**

| Date | Summary |
|---|---|
| 11/10/2026 | Original publication |

**Affected Vehicles**

| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count |
|---|---|---|---|---|
| USA | 2027 | 2027 | ATLAS | 3,914 |
| CAN | 2027 | 2027 | ATLAS | 656 |

*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.*

- ✓ *Campaign status must show "open."*
- ✓ *If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.*

**Problem Description**

The ISOFIX/LATCH anchor openings for securing a child restraint system in the second-row center seat are partially obstructed by surrounding stitching, potentially preventing a child restraint system from being properly installed or secured in a manner that complies with regulatory requirements. Improper installation or securement of a child restraint system may reduce occupant protection and increase the risk of injury to a child in the event of a crash.

**Corrective Action**

Rework the seams around the affected mounting points

**Precautions**

Until the recall remedy has been completed, owners are advised: do not use the second-row center seat to secure a child restraint system using the ISOFIX/LATCH anchorages. If a child restraint system must be installed in that seating position, use the vehicle's seat belt in accordance with the child restraint manufacturer's instructions, or install the child restraint system in another seating position equipped with properly functioning ISOFIX/LATCH anchorages.

**Code Visibility**

On November 10, 2026, the campaign code was applied to affected vehicles.

**Owner Notification**

Owner notification will take place in November 2026. Owner letter examples are included in this bulletin for your reference.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**USA Dealers - 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.

**Canada Dealers – New Vehicles in Dealer Inventory:** Dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2026 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

**All Dealers - 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign 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 a customer declines campaign work, refer to the “Customer Declines Campaign/Update Repair” section in the Campaign/Update Policy and Procedures Manual.

| | |
|---|---|
| **Service Number** | 74iF |
| **Damage Code** | 0099 |
| **Vendor Code** | WWO |
| **Claim Type** | Sold vehicle: 7 10<br>Unsold vehicle: 7 90 |
| **Causal Indicator** | Mark labor as causal |
| **Vehicle Wash/Loaner** | Do not claim wash/loaner under this action.<br>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 |
|---|---|---|
| 7447 49 99 | 20 | Modify second row, center seat ISOFIX openings |

## Customer Letter Example (USA)

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 26V732

**Subject: Compliance Recall 74iF - Second-Row Center Seat ISOFIX/LATCH Anchor Openings**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that certain 2027 model year Volkswagen vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 225 – *Child Restraint Anchorage Systems*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The ISOFIX/LATCH anchor openings for securing a child restraint system in the second-row center seat are partially obstructed by surrounding stitching, potentially preventing a child restraint system from being properly installed or secured in a manner that complies with regulatory requirements. Improper installation or securement of a child restraint system may reduce occupant protection and increase the risk of injury to a child in the event of a crash.

**What will we do?**

To correct this non-compliance, your authorized Volkswagen dealer will rework the seams around the affected mounting points. This work will take less than one (1) hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

**What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work or visit www.vw.com to find a dealer near you.

**Precautions you should take:**

Until the recall remedy has been completed, do not use the second-row center seat to secure a child restraint system using the ISOFIX/LATCH anchorages. If a child restraint system must be installed in that seating position, use the vehicle's seat belt in accordance with the child restraint manufacturer's instructions, or install the child restraint system in another seating position equipped with properly functioning ISOFIX/LATCH anchorages.

**Additional Information**

- If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
- If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-888-275-9171); or go to http://www.safercar.gov.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/lookup and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns Lookup tool.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Customer Customer Letter Example (Canada)

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2026-539

**Subject: Compliance Recall 74iF - Second-Row Centre Seat ISOFIX/LATCH Anchor Openings**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The ISOFIX/LATCH anchor openings for securing a child restraint system in the second-row centre seat are partially obstructed by surrounding stitching, potentially preventing a child restraint system from being properly installed or secured in a manner that complies with regulatory requirements. This is non-compliant with Canada Motor Vehicle Safety Standard (CMVSS) No. 225 – *Child Restraint Anchorage Systems.* Improper installation or securement of a child restraint system may reduce occupant protection and increase the risk of injury to a child in the event of a crash.

**What will we do?**

To correct this non-compliance, your authorized Volkswagen dealer will rework the seams around the affected mounting points. This work will take less than one (1) hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

**What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work or visit www.vw.ca to find a dealer near you.

**Precautions you should take:**

Until the recall remedy has been completed, do not use the second-row centre seat to secure a child restraint system using the ISOFIX/LATCH anchorages. If a child restraint system must be installed in that seating position, use the vehicle's seat belt in accordance with the child restraint manufacturer's instructions, or install the child restraint system in another seating position equipped with properly functioning ISOFIX/LATCH anchorages.

**Additional Information**

- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our “Contact Us” page at www.vw.ca.
- To check your vehicle’s eligibility for repair under this or any other recall/service campaign, please visit www.vw.ca and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns Lookup tool.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

## Repair Overview



- Modify both ISOFIX openings on second row, center seat.

**NOTE**

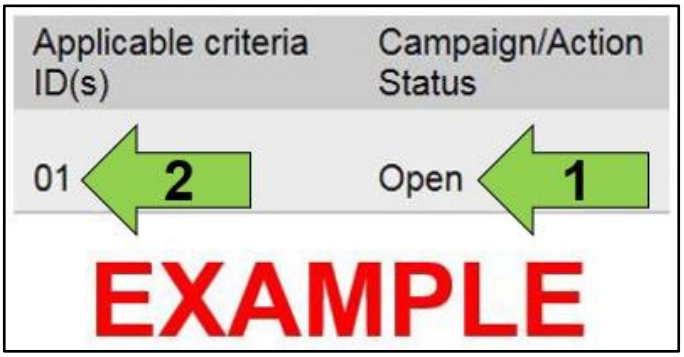
- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

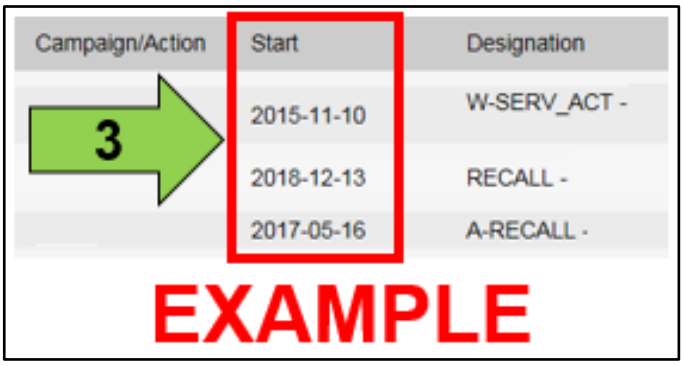
## Required Tools

| | |
|---|---|
|  | Utility knife |

## Repair Instruction

### Section A - Check for Previous Repair




- 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!**

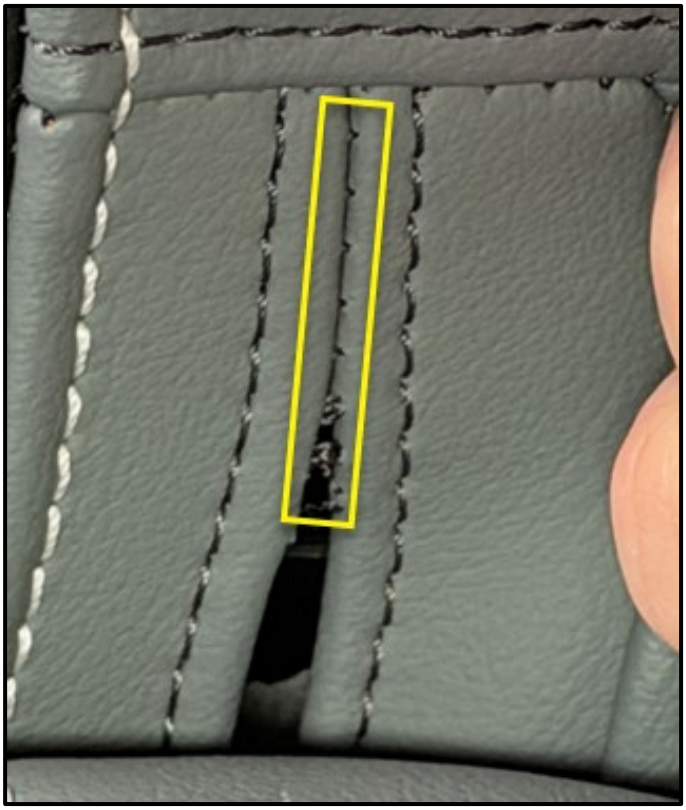
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

**Proceed to Section B**

## Section B – Repair Procedure



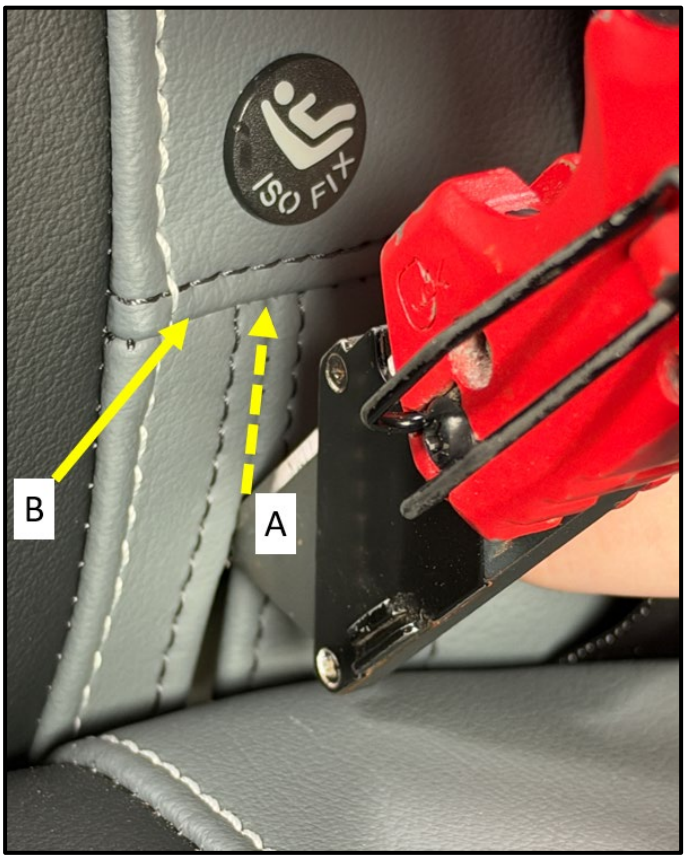
- The two ISOFIX openings in the middle row, center seat will be modified.



- Take note of the area to be modified <1> on both ISOFIX openings.




- Apply tension to the seat covering in one direction to aid in exposing the stitching that requires cutting.




**⚠ CAUTION**

**Risk of irreparable damage!**

Use extreme caution when cutting the stitching. Using a dull blade or trying to cut the stitching too quickly can result in irreparable damage to the seat cover.

- While maintaining tension on the opening, carefully cut the stitching using a utility knife or suitable cutting tool in the direction of <arrow A>.
- Use a new, sharp blade to avoid cutting errors.
- Only cut the stitching up to the first horizontal seat covering seam <arrow B>.
- Take care not to cut the seat cover.
- Remove any stitching remnants from the opening.
- Repeat the procedure on the other ISOFIX opening for the middle row, center seat.

**Work is Complete**