



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – Upcoming UPDATE 74E4 / Ski Pass Through Carpet – (NVLW)

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Consultant
- ✓ Warranty Administrator
 - ✓ Technicians

Date: March 01, 2023

Issue: This UPDATE has been released proactively to prevent the carpet on the second row seat pass through lid from detaching.

- Repair:**
- REPAIR AVAILABLE – March 02, 2023 - Check the carpet on second row seat pass through lid, and replace if necessary.
 - Repair instructions available in ELSA/ServiceNet
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.
 - Repair every affected inventory vehicle before delivery to consumers.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	TAOS	3,367
CAN	2022	2022	TAOS	415

**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.*

- Notes:**
- Please ensure that this UPDATE is performed on every applicable vehicle before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.
 - Please reinforce the correct repair description of this action with all dealership personnel – this action is a vehicle **UPDATE**, not a recall.

-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.