



# VOLKSWAGEN DEALER COMMUNICATION

## Repair Available – UPDATE 42M6 / Rear Suspension Adjustment Bolts – (NVLW)

**This notice is for:**

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

**Date:** August 03, 2023

**Vehicles:**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	ID4 USA	4
CAN	2023	2023	ID4 USA	2

*\*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.*

**Issue:**

Rear suspension bolts may not have been properly torqued. Rear suspension bolts that are not correctly tightened may cause the alignment angles of the rear suspension to change over time. If this occurs, this can lead to pre-mature tire wear.

**Repair:**

- REPAIR AVAILABLE – August 03, 2023 - Check the rear axle alignment and torque of the rear suspension adjustment bolts. If the any of the bolts are not at the correct torque, the rear axle alignment will be corrected as needed and the adjustment bolts torqued to the proper specification. The tires will be checked for premature and uneven wear. If found, the tires will be replaced as 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.

**Parts Department:**

- There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population. Parts will be managed by Free Order

**Notes:**

- Consistent with general Volkswagen corporate policy governing Updates, Volkswagen is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

**-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.*