



VOLKSWAGEN DEALER COMMUNICATION

Repair Available – UPDATE 56A1 / Rear Lid Control Module Software Update – (NVLW)

This notice is for: All Dealer Personnel

Date: January 16, 2024

Issue: Due to incorrect programming of the rear lid control module, the “Easy Close” function of the rear lid may not be available.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	ATLAS	12,746
CAN	2024	2024	ATLAS	1,618

**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.*

- Repair:**
- REPAIR AVAILABLE – January 17, 2024 - Update the software of the rear lid control module.
 - See ELSA and the Service References tool in Elsa2Go for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: See UPDATE technical bulletin for required materials.

Notes: Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Volkswagen customers.

- Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions. Therefore, consistent with general policy governing Updates, customers will not be receiving letters about this action.
- Each vehicle coming into your workshop (for maintenance or any other service visit) that shows this Update code open in ELSA on the day of repair should have the work completed.
- Affected vehicles in dealer inventory **cannot be delivered** to consumers until this Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system

-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.