

Part 573 Safety Recall Report

25V-081

Manufacturer Name : Volkswagen Group of America, Inc.**Submission Date :** FEB 12, 2025**NHTSA Recall No. :** 25V-081**Manufacturer Recall No. :** 38CX**Manufacturer Information :****Population :**

Manufacturer Name : Volkswagen Group of America, Inc.

Number of potentially involved : 19

Address : 3800 Hamlin Road

Estimated percentage with defect : 100 %

Auburn Hills MI 48326

Company phone : 1-800-893-5298

Vehicle Information :

Vehicle 1 : 2025-2025 VOLKSWAGEN ATLAS

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by analyzing supplier and factory vehicle build records to identify vehicles that may have received an affected transmission. Vehicles not included in this recall were not built with affected transmissions according to production records.

ATLAS: 16

Production Dates : NOV 15, 2024 - NOV 20, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2025-2025 VOLKSWAGEN ATLAS CROSS SPORT

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population was determined by analyzing supplier and factory vehicle build records to identify vehicles that may have received an affected transmission. Vehicles not included in this recall were not built with affected transmissions according to production records.

ATLAS CROSS SPORT: 3

Production Dates : NOV 20, 2024 - NOV 20, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : Due to a production defect, a part within the transmission could fail and cause the vehicle to suddenly lose forward motive power.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A sudden loss of forward motive power, without prior warning, may increase the risk of crash.

Description of the Cause : The steel ball that seals the hydraulic fluid passageway within the AQ451 gearbox was not pressed to a sufficient depth. There was a press maintenance intervention at supplier's facilities on November 05, 2024, resulting in a product that did not meet the design intent for the steel ball insertion into the shaft.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Gearbox

Component Description : AQ451 8-speed automatic gearbox

Component Part Number : 09H.300.035.M

Supplier Identification :**Component Manufacturer**

Name : Hyundai Transys Georgia Powertrain West

Address : 6801 Kia Pkwy

West Point Georgia 31833

Country : United States

Chronology :

November 20, 2024: Topic is detected in the Chattanooga Factory. Supplier begins root cause analysis.

CW48: Supplier analysis continues and a test drive verification procedure is devised in an attempt to identify affected units.

CW49: Supplier identifies the potential root cause and delivers a list of the potentially affected gearbox units.

CW50-52: Supplier and Volkswagen continue analysis and clarification of the root cause, including determining potentially affected scope. Volkswagen initiates rework of the affected vehicles on the ground, the gearbox

units removed from those vehicles are shipped to Supplier for a measurement correlation to the production data from Supplier.

CW52: Supplier completes risk assessment/operational testing of units manufactured with various ball heights in an effort to finalize root cause analysis and potentially affected scope.

CW01-05: Supplier and Volkswagen review results of operational testing and finalize root cause analysis and potentially affected scope, including analysis of field data that identified one dealer complaint within the suspect scope.

February 05, 2025: Topic discussed at the Volkswagen Product Safety Committee and a recall was decided.

Description of Remedy :

Description of Remedy Program : The transmission in the affected vehicles will be replaced at no cost to owners. Volkswagen will offer a reimbursement program under this recall.

How Remedy Component Differs from Recalled Component : The recalled component is the AQ451 gearbox with part number 09H.300.035.M.
The new part 09H.300.035.N is a gearbox that does not contain the defect.

Identify How/When Recall Condition was Corrected in Production : On November 20, 2024 - Affected stock identified by supplier and quarantined at VW/supplier's warehouses.
On November 21, 2024 - Daily check of steel ball height. On December 23, 2024. Laser measurement of ball height implemented.

Recall Schedule :

Description of Recall Schedule : Dealers: On or before February 14, 2025. Owners on or before April 11, 2025.

Planned Dealer Notification Date : FEB 14, 2025 - FEB 14, 2025

Planned Owner Notification Date : APR 11, 2025 - APR 11, 2025

* NR - Not Reported