



# VOLKSWAGEN DEALER COMMUNICATION

## Advance Notice – Safety Recall 38CX / Transmission

**This notice is for:** All Dealer Personnel

**Date:** February 14, 2025

**Issue:** Due to a production defect, a part within the transmission could fail and cause the vehicle to suddenly lose forward drive power. A sudden loss of forward motive power, without prior warning, may increase the risk of crash.

- Repair:**
- REPAIR NOT YET AVAILABLE
  - Until the recall remedy becomes available, dealers should diagnose customer vehicle concerns and perform repairs, if needed, following existing repair procedures. This work cannot be billed/claimed against the recall.
  - Dealers and owners will be notified in writing once the remedy is available.
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	ATLAS CROSS SPORT	3
USA	2025	2025	ATLAS	16
CAN	2025	2025	ATLAS	6

*\*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:**

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

**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.

**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.

**-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.