



Safety Recall

Code: 38CX

Subject Document History

Transmission

Date	Summary
03/06/2025	Original publication

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

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.

- ✓ Campaign status must show "open."
- ✓ If ELSA shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

Problem Description

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.

Corrective Action

Replace the transmission in the affected vehicles.

Code Visibility

On February 14, 2025, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in March 2025. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.vwclub.com.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	09H-300-035-N	AUTO.G/BOX (Transmission)	Reference POC comments individually by part number.
	1	0A5-409-413-D	CIRCLIP (Circlip Bevel Box)	
	2	01M-323-255	SEAL RING (O-rings - Axle Shaft)	
	1	5Q0-253-115-C	GASKET (Gasket - Cat to Turbo)	
	1	5WA-253-725	CLIP (Clamp - Cat to Turbo)	
	2	7E0-407-297	RING (Circlips - Axle Shaft)	
	2	N -015-081-8	NUT (Nuts - Stabilizer Link)	
	1	N -102-058-02	NUT (Nut - Level Control Sensor)	
	3	N -105-524-04	BOLT (Bolts - Transmission to Mount)	
	1	N -105-580-02	BOLT (Bolt - Pendulum Support)	
	1	N -107-847-01	BOLT (Bolt - Pendulum Support)	
	1	N -107-848-01	SCREW (Bolt - Pendulum Support)	
	3	N -908-461-02	SCREW (Bolts - Driveshaft to Bevel Box)	
	4	N -910-889-01	SCREW (Bolts - Bevel Box to Transmisison)	
	6	N -912-332-01	HEX. NUT (Nuts – Ball Joint)	
	3	WHT-000-729-A	BOLT (Bolts - Noise Insulation)	
	2	WHT-005-437-A	12POINT S (Bolt - Drive Axle)	
	Up to 4L	G -12E-100-1G CON	COOLANT (U.S. only)	
Up to 4L	G -12E-100-2G CON	COOLANT (CANADA only)		

NOTE

The completeness of the parts list above cannot be guaranteed. Please order all further replacement/small parts according to the repair manual and parts catalog. If a listed item is not required, do not enter the part on the claim.

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	38CX		
Damage Code	0099		
Parts Vendor Code	WVO		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark AUTO.G/BOX* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action. Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	3735 19 27	SEE ELSA	Automatic transmission remove+reinstall
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided Functions
	PARTS		
	Quantity	Part Number	Description
	1.00	09H300035N	AUTO.G/BOX*
	1.00	0A5409413D	CIRCLIP
	2.00	01M323255	ROUND SEAL
	1.00	5Q0253115C	GASKET
	1.00	5WA253725	CLIP
	2.00	7E0407297	LOCK RING
	2.00	N 0150818	NUT
	1.00	N 10205802	SHOULDERED HEX. NUT, SELF-LOCKING
	3.00	N 10552404	BOLT, HEX. HD. WITH SHOULDER
	1.00	N 10558002	BOLT, HEX. HD. (COMBI.)

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	1.00	N 10784701	BOLT
	1.00	N 10784801	SCREW
	3.00	N 90846102	12 POINT SOCKET HEAD SCREW
	4.00	N 91088901	SOCKET HD. SCREW WITH COLLAR
	6.00	N 91233201	HEX. NUT
	3.00	WHT000729A	HEX SOCKET HEAD BOLT (COMBI)
	2.00	WHT005437A	12POINT S
	As needed**	G 12E100S1	COOLANT
<p>**Observe the warranty parameters for invoicing coolant:</p> <p>U.S. Dealers: VW Wise > Job Aids & SAGA Communications > SAGA - Fluids and Lubricants Reimbursement Table</p> <p>Canadian Dealers: Warranty Policies & Procedures Manual > search CVWP 21-04</p>			

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 25V081

Subject: Safety Recall 38CX - Transmission

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do?

To correct this defect, your authorized Volkswagen dealer will replace the transmission in your vehicle. This work will take about two (2) days to complete and will be performed for you free of charge. Please keep in mind that your dealer will need to order the parts to perform this work and may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit www.vw.com/find-a-dealer.

Additional Information

- If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at www.vw.com/contact or by calling us at 800-893-5298.
- If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-888-275-9171); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com/owners/recalls and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2025-065

Subject: Safety Recall 38CX - Transmission

Dear Volkswagen Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the 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.

What will we do?

To correct this defect, your authorized Volkswagen dealer will replace the transmission in your vehicle. This work will take about two (2) days to complete and will be performed for you free of charge. Please keep in mind that your dealer will need to order the parts to perform this work and may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

Additional Information

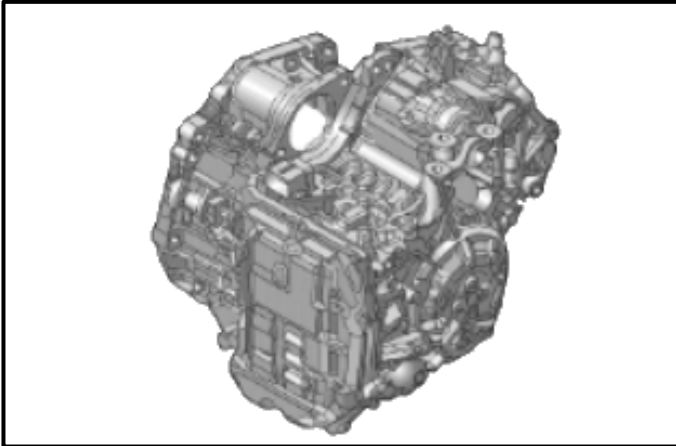
- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at www.vw.ca.
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Volkswagen Customer Protection

Repair Overview



- Replace transmission assembly.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.


Required Tools

	<p>Drive Axle Wedge Tool -T10161-</p>		<p>Engine Bung Set -VAS6122- (or equivalent)</p>
	<p>Hose Clamps - Up To 25mm -3094- (or equivalent)</p>		<p>Pry lever -80-200- (or equivalent)</p>
	<p>Socket - Xzn 14 -T10061- (or equivalent)</p>		<p>Engine Support Bridge -10-222A-</p>
	<p>Engine/Gearbox Support Shackle (2 pc.) -10-222A/12-</p>		<p>Transmission Support -3282- (or equivalent)</p>
	<p>Adapter -10-222A/35-</p>		<p>Transmission Support - Mounting Plate 48 (qty. 3) -3282/48-</p>

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	<p>Transmission Support - Mounting Plate 49 -3282/49-</p>		<p>Shop Crane - Drip Tray -VAS6208- (or equivalent)</p>
	<p>Engine and Gearbox Jack -VAS6931- (or equivalent)</p>		<p>Insert Tool - 18mm -T10179- (or equivalent)</p>
	<p>Tensioning Strap (qty. 2) -T10038- (or equivalent)</p>		<p>Engine Support -T10533-</p>
	<p>Socket - AF 24 mm -T10361A- (or equivalent)</p>		<p>Safety Gloves and Safety Goggles</p>
	<p>Engine Support - Bracket w/Spindle and hook -10-222A/10-</p>		<p>Drive Shaft Remover Kit -T10520A-</p>
	<p>Used Oil Collection and Extraction Unit -SMN3725- (or equivalent)</p>		<p>Counterhold - Multiple Use -T10172A-</p>

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	<p>Slide Hammer Set -VW771- (or equivalent)</p>		<p>Holding Fixture – Spacers -VW540/1B-</p>
	<p>Puller - Bevel Gear -T10472-</p>		<p>Ring Wrench 7-Piece Set -3337-</p>
	<p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>		<p>Battery Tester/Charger capable of minimum 70 Amp continuous supply</p>

Repair Instruction


Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

EXAMPLE

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

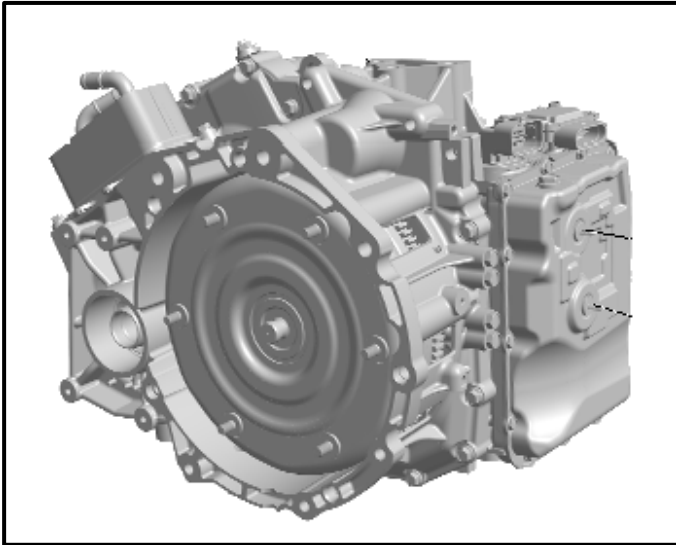
CRITICAL REPAIR STEP



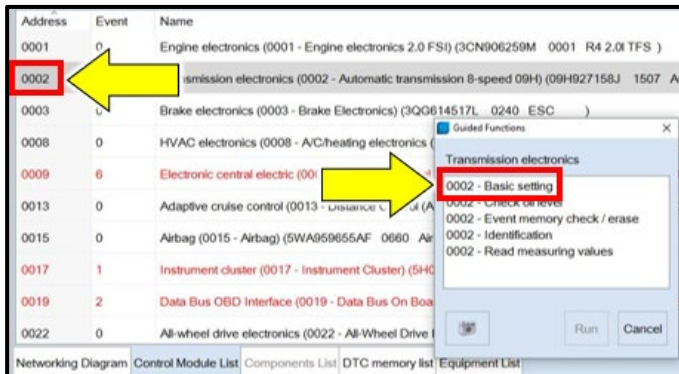
All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

Section B – Repair Procedure



- Replace the transmission per the ELSA repair manual:
 - *Repair manual > Drivetrain > 8-Speed Automatic Transmission 09H > 37 Controls, Housing > Transmission, Removing and Installing.*



- Perform the transmission basic settings:
 - *Operating mode – Diagnosis > DA 0002 > Guided functions > 0002 – Basic setting.*
- Follow all on-screen prompts.

Proceed to section C

Section C – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



TIP

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section D

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.