



Service Action

Code: 37HT

Subject

Transmission Differential Race

Document History

Date	Summary
05/22/2026	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2026	2026	ATLAS CROSS SPORT	1
USA	2026	2026	ATLAS	4

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.

About this Service Action

A small number of vehicles were equipped with an incorrect differential race in the transmission. Under this service action, dealers will replace the transmission at no cost to owners.

Code Visibility

On or about May 22, 2026, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in May 2026. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **June 18, 2030**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this work performed after the expiration date, your normal parts and labor cost associated with this work will apply.

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.

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

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description
01	1	09H-300-035-M	AUTO.G/ BOX
	As required	See ELSA/ETKA	Single use fasteners, gaskets, fluids, etc.

Ordering Method:

Reference POC comments individually by part number, or in the POC Campaign List

Initial Allocation:**NO**

There will be no parts allocation.

**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	37HT											
Damage Code	0099											
Parts Vendor Code	WWO											
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											
	<table border="1"> <thead> <tr> <th>Labor Op</th><th>Time Units</th><th>Description</th></tr> </thead> <tbody> <tr> <td>3735 19 25</td><td>SEE ELSA</td><td>Automatic transmission remove+reinstall</td></tr> <tr> <td>0150 00 10</td><td>SEE ELSA</td><td>GFF/Guided Functions (setup + battery charger)</td></tr> <tr> <td>0150 00 60</td><td>Time stated on diagnostic protocol</td><td>GFF/Guided Functions</td></tr> </tbody> </table>	Labor Op	Time Units	Description	3735 19 25	SEE ELSA	Automatic transmission remove+reinstall	0150 00 10	SEE ELSA	GFF/Guided Functions (setup + battery charger)	0150 00 60	Time stated on diagnostic protocol
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NOTE: No TAC case is required												

Customer Notification Example (USA)

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

Service Action 37HT - Transmission Differential Race

A small number of vehicles were equipped with an incorrect differential race in the transmission. Under this service action, dealers will replace the transmission in your vehicle at no cost to you.

Your dealer will order the replacement parts for your vehicle and once the required parts are on hand, the work will take about a day to complete.

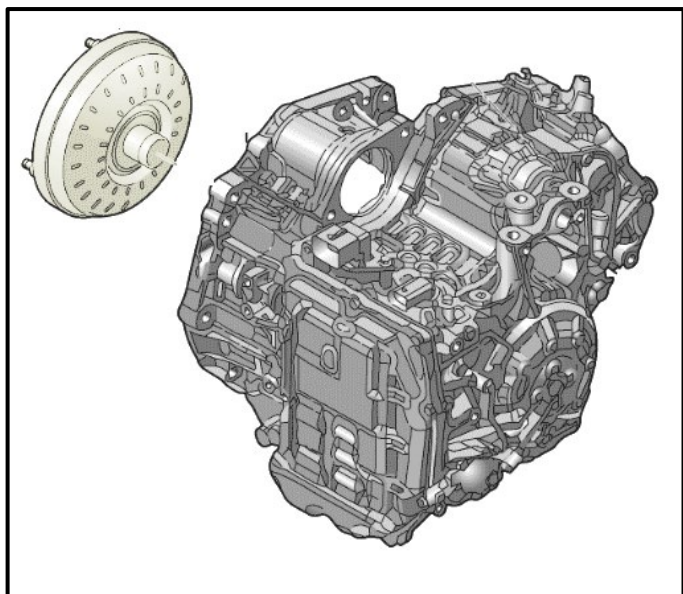
Please contact your authorized Volkswagen dealer to schedule this work or visit www.vw.com to find a dealer near you.

This service action will be available free of charge **only until June 18, 2030.**

Volkswagen Customer Protection

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit www.vw.com and enter your Vehicle Identification Number (VIN) into the Recalls and Service Campaigns Lookup tool.

Repair Overview

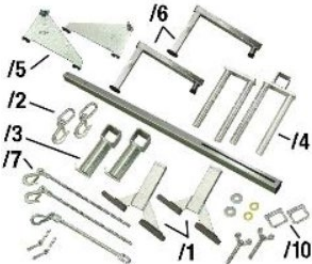


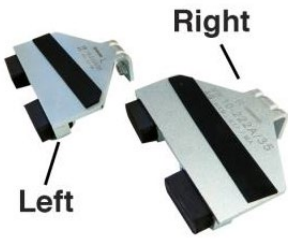
- Replace transmission assembly
- NOTE: No TAC case is required

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

	Drive Shaft Remover Kit -T10520A-		Drive Axle Wedge Tool -T10161-
	Shop Crane - Drip Tray -VAS6208- (or equivalent)		Engine Bung Set -VAS6122- (or equivalent)
	Hose Clamps - Up To 25mm -3094- (or equivalent)		Pry lever -80-200- (or equivalent)
	Socket - Xzn 14 -T10061- (or equivalent)		Engine/Gearbox Support Shackle (2 pc.) -10-222A/12-
	Engine Support Bridge -10-222A-		Transmission Support -3282- (or equivalent)

	Engine and Gearbox Jack -VAS6931- (or equivalent)		Insert Tool - 18mm -T10179- (or equivalent)
	Tensioning Strap -T10038- (or equivalent)		Engine Support -T10533-
	Counterhold - Multiple Use -T10172A-		Adapter -10-222A/35-

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	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.

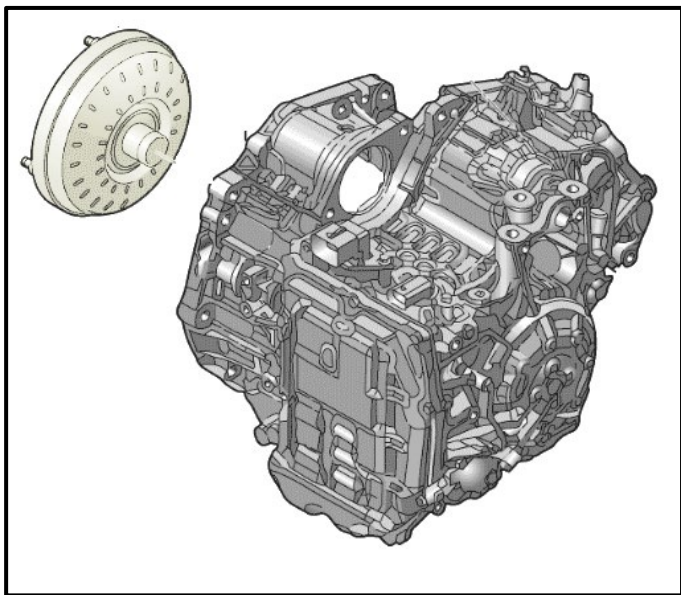
CRITICAL REPAIR STEP



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

Proceed to Section C

Section C - 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.