

NEF-010
FEB 1 - 2019

CL-11186750-2333

[REDACTED]
[REDACTED]
CLOSTER, NEW JERSEY
[REDACTED]

Volkswagen Recall - Fuel Pump Control Module

February 3, 2019

Dear Tiffany B, Customer Care Advocate:

I am in receipt of your letter of January 2, 2019. Firstly, I would like to point out that your original letter of recall, dated June 2018, assured a sixty-day response to the customer once you received correspondence regarding this claim. This would mean that I should have expected a response sometime around September 15, 2018. Attached is my July 2018 submittal to your attention and your original letter.

I seriously disagree with your conclusion that the continuing running fuel pump module which results in a battery being prematurely drained after the car's ignition had been turned off does not come under this recall. Quoting from your correspondence to me;

"this could result in the fuel pump running continuously resulting in a drained battery and/or a no start condition..."

Like most folks, I use my car to get to work in the morning, and for personal use, when necessary. To understand why your position is not logical consider the following timeline:

October 2017- Your initial letter warning of this problem was received by me at this time. The letter, which is attached herein clearly states that "this recall repair is not yet available." It also implies that not all cars which appear to be affected by this in the model classes mentioned are, in fact, affected.

December 2017- The cranking power of my battery upon initial ignition in the morning appears to be weak. I presume it is merely a glitch, as is often the case with motor vehicles.

December 2017 to January 2018 - The decline in the cranking power increases until, finally, the battery goes dead. On several occasions, using my own jumper cables, I have to jump start the battery from my other vehicles I own, putting stress on those vehicles and engaging in a potentially dangerous situation when hooking up two vehicles battery-

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to-battery in my home's garage. Given my daily use of my car, this is a situation that cannot go on.

January 2018- I conclude that, since the vehicle is brand new, perhaps there is an outstanding warranty for the battery. But this observation doesn't solve the problem of starting the car in the morning. Faced with the need to use the car regularly and normally, I come to the conclusion that any rational person would; replace the battery and investigate the possibility of a warranty after the repair is complete. This is especially logical given the fact that there is no assurance that my car will be in the affected class in the recall, which still hasn't officially arrived.

January 22, 2018 - The battery is replaced. All of the paperwork in this regard has been sent to you.

June 2018- The official recall notice is received.

So here is the logic of your response; Volkswagen would have recommended that I jump start and charge a battery **every morning from December 2017 until the receipt of the official recall letter in June 2018!!!!**

I know what performance to expect from a Volkswagen CC. I know that its battery does not die at 16,000 miles. This was my **third consecutive lease** of a Volkswagen CC. For the last ten years it is the only vehicle model which I have driven. I had never done this before. I thoroughly enjoyed the car. In fact, I was prepared to go into a fourth CC when I found out that the car was being discontinued. I extended my lease for six months to November of 2018 in a futile attempt to heed the assurance of your local dealers that the Arteon, which I had researched and had found to be an acceptable equivalent replacement, would arrive in the U.S. by the Fall of 2018. Such event never occurred.

I have been a Volkswagen customer for my entire adult life, having owned two "original" beetles which I purchased in my college days; one in 1969 the other in 1972. I'm disappointed with the response to this claim based on years of experience which taught me to expect otherwise.

I am now in another manufacturers sedan and enjoying it. I now own/lease multiple models from that manufacturer.

How you ultimately adjudicate this issue will be one of the important issues that will determine whether or not I return to Volkswagen.

Respectfully,



CC: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, NHTSA 17V509

CC: Mr. Scott Keogh, CEO



Volkswagen

[REDACTED]
Closter, NJ [REDACTED]

Tiffany B Name
Customer CARE Advocate Title
Volkswagen Customer CARE Department
(800) 822-8987 Phone
www.vw.com E-Mail

RE: 2015 Volkswagen CC
Case: [REDACTED]
VIN: WVV8P7AN9FE [REDACTED]

January 2, 2019 Date

Dear Mr. [REDACTED]

Thank you for your letter seeking reimbursement for repairs to your CC under the 20AE Safety Recall – Fuel Pump Control Module. I apologize for the inconvenience you experienced and I hope you are otherwise enjoying your Volkswagen ownership.

Volkswagen of America, Inc.
Customer CARE
3800 Hamlin Rd
Auburn Hills, MI 48326
Phone + 1 800 822 8987
Fax + 1 248 754 6504

The defect, as identified in the 20AE Safety Recall, is isolated to the fuel pump control module. The solution is to replace the fuel pump control module and to install the new module in a new location. There could be an interruption in electrical power from the fuel pump control module that would cause the fuel pump to run continuously, resulting in a drained battery.

In the case of this recall, a battery would NOT need to be replaced, but may require a simple "jump start" if the battery is drained as a result of the campaign. A failed battery or a battery needing replacement would not be attributed directly to problem or repair outlined in this campaign.

The repair invoice that you submitted shows that you were charged for the replacement of a battery. The battery itself is not part of the 20AE Safety Recall and at this time we cannot meet your expectations for reimbursement.

We care about your safety. To check for open recalls on your vehicle, please visit www.vw.com/owners/recalls. Should you have any further questions on this, or any other matter, please contact me through our Customer CARE Center at (800) 893-5298.

Sincerely,

Tiffany B

Tiffany B
Customer CARE Advocate

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

October 2017

[REDACTED]
CLOSTER, NJ [REDACTED]

This notice applies to your vehicle: WVWBP7AN9FE [REDACTED]

NHTSA: 17V509

IMPORTANT!

Information about Safety Recall 20AE – Fuel Pump Control Module

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle.

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 2006-2010 model year Volkswagen Passat/Passat Wagon and 2009-2016 model year Volkswagen CC vehicles. Our records show you are the owner of a vehicle affected by this recall. At this time, the recall repair is not yet available.

Recall Description: On certain vehicles, there could be an interruption in electrical power to the fuel pump control module. This could result in the fuel pump running continuously, resulting in a drained battery and/or a no start condition, or cause a loss of motive power while the vehicle is in motion, which could increase the risk of a crash causing injury and/or damage to property.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please click on the *Look Up Recalls* link at www.vw.com and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

If you should have any questions about this communication, please don't hesitate to contact Customer CARE, Monday through Friday from 8AM to 10PM EST and Saturday from 9AM to 5PM EST by phone at 800-893-5298. You are also welcome to e-mail or chat through the "Contact Us" page <http://www.vw.com/contact/>.

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

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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

20AE USA_INT

IMPORTANT SAFETY RECALL

call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

20AE USA_INT

IMPORTANT SAFETY RECALL



Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

June 2018

[REDACTED]
CLOSTER, NJ [REDACTED]

This notice applies to your vehicle: WVWBP7AN9FE [REDACTED]

NHTSA: 17V509

**Subject: Safety Recall 20AE – Fuel Pump Control Module
Certain 2006-2010 Model Year Volkswagen Passat/Passat Wagon &
2009-2016 Model Year Volkswagen CC**

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 2006-2010 model year Volkswagen Passat/Passat Wagon and 2009-2016 model year Volkswagen CC vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

On certain vehicles, there could be an interruption in electrical power from the fuel pump control module. This could result in the fuel pump running continuously, resulting in a drained battery and/or a no start condition, or cause a loss of motive power while the vehicle is in motion, which could increase the risk of a crash causing injury and/or damage to property.

What will we do?

To correct this defect, your authorized Volkswagen dealer will replace the fuel pump control module and relocate it within the vehicle. This work will take less than two hours to complete and will be performed for you free of charge.

What should you do?

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

Please note: The entire rear seat must be accessible for this recall repair. Please remove all items from the rear seat prior to your appointment.

**Lease vehicles and
address changes**

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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

20AE Launch USA

IMPORTANT SAFETY RECALL

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement.

Can we assist you further?

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, 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.

Checking your vehicle for open Recalls and Service Campaigns

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 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: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

[REDACTED]
CLOSTER, NEW JERSEY [REDACTED]
[REDACTED]

Volkswagen Recall - Fuel Pump Control Module

July 15, 2011

Opening Statement:

I have had three VW CC's for the last ten years. With the return of the first two leased vehicles there was ample power remaining in the batteries. It was curious that, in my current CC, the battery failed at approximately 16,000 miles, per the repair invoice. I now know why.

1. The repair was paid by me (name and other information on the letterhead).
2. The VIN is WVWBP7AN9FE [REDACTED]
3. Battery failed at approximately 16,000 miles. Work order attached.
4. Credit card receipt attached.

VOLKSWAGEN OF AMERICA, INC.
P.O. BOX 217022
AUBURN HILLS, MI 48321-7022

ZONE S RECALL VW USA LAUNCH 20180605 1013-00213963 20AE 19

CLOSTER, NJ



Campaign Reimbursement Request Form

If you have incurred out-of-pocket expenses directly related to a campaign repair and would like to request reimbursement:

1. Please provide legible copies of receipts, invoices and/or repair orders and keep the originals for your records. *Documents will not be returned.*

Documentation must include:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the repaired vehicle.
- A description of the problem and what repair was done, and the name, address and phone number of the repair facility that performed the work.
- Proof of payment for the repair and date payment was made (cancelled check, bank statement, etc.).

2. Please mail this form and required documentation to: **VOLKSWAGEN OF AMERICA, INC.**

Attn: Campaign Reimbursement

3800 Hamlin Road, Auburn Hills, MI 48326

Please note:

- > Your claim will be acted upon within 60 days of receipt. If your claim is approved, you will receive a check from Volkswagen. Reimbursement may be limited to the amount the repair would cost if it had been completed by an authorized Volkswagen dealer.
- > If your claim is incomplete we will contact you and offer you the opportunity to provide additional documentation to support your claim.
- > If your claim is denied we will contact you with the reason(s) for denial.

Statements made in support of this reimbursement request are true and the accompanying documents are actual copies reflecting the actual expense(s) incurred.

--20AE 19-----Campaign Code(s)

USVWVWP7AN9FE

CLOSTER, NJ



Customer's Signature _____

Preferred Phone _____

Email Address _____

Questions? Please call 1-866-VWOA USA (1-866-896-2872)

Closter Exxon Servicenter

681 Piermont Rd.

Closter, NJ 07624

Shop Phone: (201) 767-0660

Invoice

Estimate Ref #0

Date Printed: 01/22/2018

Printed Time: 3:50 pm

Hat/Ref:

Complete Automotive Service

Time Promised:

2015 VOLKSWAGEN CC L4 2.0L 1984CC 121CID FI GAS T CBFA

VIN:

License:

Mileage In: 16,154

Date Written: 01/22/2018

Unit #:

Mileage Out: 16,154

Written By:

DOM:

Save Old Parts: No

Closter, NJ

Home:

Cell:

Job Name	Description	Technician	Qty	List	Extended
Battery Replacement	Install Battery				
Labor 1	Work Requested - Check charging system, check for parasitic draw, & replace battery		0.25	100.00	25.00
Part 48S PP	Battery		1.00	150.35	150.35
Job Total:					175.35

Parts and labor guaranteed 90 days or 4,000 miles whichever occurs first unless noted otherwise. Tires are covered under manufactures warranty only and are not covered for nails, cuts, bruises, or sidewall damage including bubbles.

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$150.35

Labor: \$25.00

Sublet: \$0.00

Misc: \$0.00

Hazmat: \$0.00

Supplies: \$0.00

Tax Total: \$11.62

Invoice Total: \$186.97

Closter Exxon
681 Piermont Rd
Closter, NJ 07624
201-767-0660

01/23/2018 17:57:19
Merchant ID: 540921480102797
Device ID: 1235
Terminal ID: PD04.

CREDIT CARD

VISA SALE

XXXXXXXXXX

TRANS # 000
Batch #:
Approval Code: 05283C
ACI Code: E
TRANS ID: 388023809226810
Entry Method: Swiped
Mode: Online
SALE AMOUNT \$186.97

CUSTOMER COPY



The Administrator
NHTSA 17V509

National Highway Transportation
SAFETY Administration
1200 New Jersey Avenue, SE
Washington, DC 20590





[REDACTED]
Closter NJ