

[REDACTED]

[REDACTED], Riverside, CA [REDACTED]

October 22, 2024

Volkswagen
Administrator, National Highway
Traffic safety Administration
1200 New Jersey Avenue, S> D.
Washington, DC 20590

Re: Safety Recall 20AE- Fuel Pump Control Module

VIN WWBPP7ANXE [REDACTED]

Dear Volkswagen
Administrator, National Highway
Traffic safety Administration
1200 New Jersey Avenue, S> D.
Washington, DC 20590

Enclosed, please find an invoice for **Replacing the Fuel Pump** on *my 2014 Volkswagen CC*. I had the notion to check the recall list for my car and realized that the fuel pump was on a recall. I never received any notice, written or otherwise. This was a huge financial set back as I am a [REDACTED]
[REDACTED]

At this time, I would humbly request to be reimbursed for the replacement of the fuel pump. I do intend to contact the Recall facility nearest to me to take care of the outstanding items on recall.

I thank you in advance for your attention to this matter and look forward to hearing from you in the very near future. Should you have any questions or comments do not hesitate to contact me at the above address and phone number.

Sincerely,

[REDACTED]

22



Midas Auto Service & Tires

406 South Lincoln Ave.

Corona, CA 92882

(951) 200-3328

EPA: CAL000461270 BAR: ARD299505

Invoice

9/28/2024
1:34 pm

2014 VOLKSWAGEN CC

4-1984 2.0L DOHC

VIN: WVBWP7ANXEE

Mileage: 77766

Trans:

License:

CORONA, CA

second (951)

Your Service Writer Today Is:

Center: R.O. WRITER

Service Requests:

FUEL PUMP GASKET PREVIOUS RECS. FUEL PUMP IS THE CONCERN, IF APPROVED FOR EASYPAY WANTS BRAKES DONE, WILL HAVE ANSWER IN THE AM FOR BRAKES.

Category Summary

Category	Parts	Labor	Job Total
ENGINE SERVICE	\$656.99	\$250.99	\$907.98
Miscellaneous	\$-75.80	\$-25.10	\$-100.90
OTHER	\$0.00	\$0.00	\$0.00

Technician	Service Description	Parts	Labor	Job Total
725	Perform Courtesy Check.		0.00	
725	***** 3 Ways To Pay *****		0.00	
	1. Pay \$ _____ In Full			
	2. Make _____ Interest Free Payments of \$ _____ Per Month			
	3. Pay minimum of \$ _____ Per Month			
725	Fuel Pump: remove & replace.	656.99	250.99	907.98
	<u>Part Number</u> <u>Part Description</u> <u>Part Price Each</u> <u>Quantity</u> <u>Extended</u>			
	A60051 FP MODULE ASSEMBLY 656.99 1 656.99			
	Discount	-75.80	-25.10	-100.90

Services Recommended to Customer

fuel pump gasket

Install Rear Brake Pads & Machine Rotor(s)

Parts Recommended To Customer

1	D32551	FUEL PUMP GASKET
1	EUR1348B	R PREM CERAMIC PADS

Payments:

DEBIT, \$857.93, on 09/28/24

CardNo

Vehicle Inspection Results

Body & Glass - Visual Inspection OK
Dash Indicator Lights - No Lights On - See Picture
Horn - Operating
Exterior Lights - Visual Inspection OK
Wipers - Visual Inspection OK
Hood / Hatch Supports - Working
Engine Air Filter - Visual Inspection OK
Cabin Air Filter - Visual Inspection OK
Battery / Cables - Visual Inspection OK
Hoses - Visual Inspection OK
Belts (except timing belt) - Visual Inspection OK
Windshield Washer Fluid - Reservoir Full
Engine Oil - Dipstick Within Specifications
Power Steering Fluid - N/A, Electric Power Steering
Transmission / Transaxle Fluid - N/A, Sealed Transmission
Brake Fluid - Visual Inspection OK
Brake Fluid Copper PPM - Not Tested
Coolant - Visual Inspection OK
Exhaust System - Visual Inspection OK

Differential / Transfer Case - Not Applicable
Steering System - Visual Inspection OK
Shocks / Struts Front - Visual Inspection OK
Shocks / Struts Rear - Visual Inspection OK
Driveline (CV / Drive Shaft) - Visual Inspection OK
Tire Size Actual - See Picture - Matches Placard Specifications
LF - Tread Depth - 7/32" - Tread Depth Within Guidelines
LF - Tire Pressure - Matches Placard Specifications
RF - Tread Depth - 7/32" - Tread Depth Within Guidelines
RF - Tire Pressure - Matches Placard Specifications
RR - Tread Depth - 7/32" - Tread Depth Within Guidelines
RR - Tire Pressure - Matches Placard Specifications
LR - Tread Depth - 7/32" - Tread Depth Within Guidelines
LR - Tire Pressure - Matches Placard Specifications
Tire Inspection Suggestions - None at this time
Brake Symptom Observed - None at this time
Brake Visual Inspection Front - Visual Inspection OK
Brake Visual Inspection Rear - Uneven Brake Pad Wear - Evaluation Required
Technician Notes - See Notes Below

Thank you for your business!



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License

CORONA, CA

first

second:(951)

Your Service Writer Today Is:

Center: R.O. WRITER

Technician	Service Description	Parts	Labor	Job Total
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Authorizations

Approved By:	Approval Given To:	Date	Time	Difference	Total Authorized	Method
[REDACTED]	COTY	9/27/24	4:51 pm	\$781.32	\$781.32	In Person
Reason: REQ						
[REDACTED]	COTY	9/28/24	3:07 pm	\$76.61	\$857.93	In Person
Reason: REQ						

Repair Order Notes

Midas International Corporation issues written limited lifetime warranties on certain mufflers, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads.* All other products and services are warranted from defect for ninety (90) days from the date of installation. The complete written limited warranty terms are stated on the Midas Limited Warranty Terms Document issued to you, together with this invoice, upon the purchase of the appropriate warranted product. The terms of all the warranties are also in the Midas Warranty Binder on display in each Midas location. There are no other warranties issued by Midas International Corporation. This warranty gives you specific legal rights. You may also have other rights which vary from State to State/jurisdiction to jurisdiction. Warranty work will be performed at any Midas location in the USA or Canada offering the warranted product or service. To locate a Midas location, please call: 1-800-621-8545; visit our website at www.midas.com; or contact Midas International Corporation, Customer Relations, 4300 TBC Way, Palm Beach Gardens, Florida 33410. *This is a summary of the Midas Limited Warranty Terms. For complete warranty terms, including the applicable limitations, exclusions, and restrictions, please consult the Midas Limited Warranty Terms Document issued to you or the Midas Warranty Binder on display in each Midas location. I hereby authorize you and/or your agents to contact me regarding the products and services, including any recall information, provided at Midas.

Customer Signature: [REDACTED]

Date: [REDACTED]

TOTAL PARTS	\$581.19
TOTAL LABOR	\$225.89
SUBLET	\$0.00
SHOP SUPPLY	\$0.00
SUBTOTAL	\$807.08
OTHER FEES	\$0.00
SALES TAX	\$50.85
INVOICE TOTAL	\$857.93
PAID	\$857.93
DUE	\$0.00

Thank you for your business!



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Corona, CA 92882

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VIN : WWWWBP7ANXEE

Mileage : 77766

Trans :

License

CORONA, CA

first

second: (951)

Your Service Writer Today Is:

Center: R.O. WRITER

Technician	Service Description	Parts	Labor	Job Total
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Merchant ID:

09/28/2024 04:26:39 PM

\$ 857.93 DEBIT

AID

IAD

Terminal ID:

APPLabel: US DEBIT

TSI

DEBIT

TransID

C

ARQC

APPROVED

DEBIT Card

TVR:

ARC: 00

CVM: P

Thank you for your business!

2014 Volkswagen CC 4Motion (358) V6-3.6L (CNNA)
Vehicle > Technical Service Bulletins

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

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.

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



VOLKSWAGEN DEALER COMMUNICATION

Upcoming Recall Repair Release Date – Safety Recall 20AE / Fuel Pump Control Module

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Consultant	

Date: June 06, 2018

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.

This defect affecting the fuel pump control module does not damage the fuel pump. Coverage for fuel pumps, or reimbursement requests for fuel pump replacement under this action will not be considered.

Repair: REPAIR AVAILABLE – June 26, 2018

- Repair instructions available in ELSA/ServiceNet
- Replace the fuel pump control module and relocate it within the vehicle
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@vw.com to have additional parts released.

- Notes:**
- Vehicles: Certain 2006-2010 Model Year Volkswagen Passat/Passat Wagon & 2009-2016 Model Year Volkswagen CC
 - Schedule owner repairs to begin on June 26, 2018
 - Owner mailing – June 2018

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.

RIVERSIDE CA

NEF
11/1/24

SANTA ANA CA 926
24 OCT 2024PM 2 L

Volksgruppen Arch
Administrator, Nat. Arch.
Theodore Sorely Admin
1200 Lewi JEROME AVE SE
Washington DC 20590

20590--

