



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.