



Safety Recall

Code: 20AE

Subject	Fuel Pump Control Module
Release Date	June 26, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2006-2010 MY Passat/Passat Wagon & 2009-2016 MY CC <i>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 <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ 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	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.
Corrective Action	Replace the fuel pump control module and relocate it within the vehicle.
Parts Information	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.
Code Visibility	<p>On or about June 26, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.vw.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about June 26, 2018, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about June 26, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.vw.com and on the NHTSA VIN lookup tool at www.safercar.gov.</p>
Owner Notification	Owner notification will take place in June 2018. Owner letter examples are included in this bulletin for your reference.
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p> <p>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.vw.com.</p>

Claim Entry Instructions

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 customer refused campaign work:

- ✓ U.S. dealers: Submit request via WISE under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Upload the repair order to Audi WIN/Operations/Campaign Closure.

Service Number	20AE
Damage Code	0099
Parts Vendor Code	WWO
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark fuel pump control unit as causal part*
Vehicle Wash/Loaner	Do not claim wash/loaner under this action

Vehicles may have more than one criteria. Complete and claim all applicable criteria on one claim.

Criteria I.D.	01		
	Replace and relocate fuel pump control unit		
	Labor operation: 2070 55 99		

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 . <i>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.</i>
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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**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 requirements of the 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.

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, 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.

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




NOTE

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.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01 AND 01 and 02	1	1K0906093K	Fuel pump control module
	2	4B0867520C	Velcro pad
	110mm Section	533863288A	Felt strip
	4	N 10662201	Cable tie

Required Tools



 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Omega Clip Tool -T40280- (or equivalent)</p>
 <p>Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)</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

- 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.

Proceed to Section B

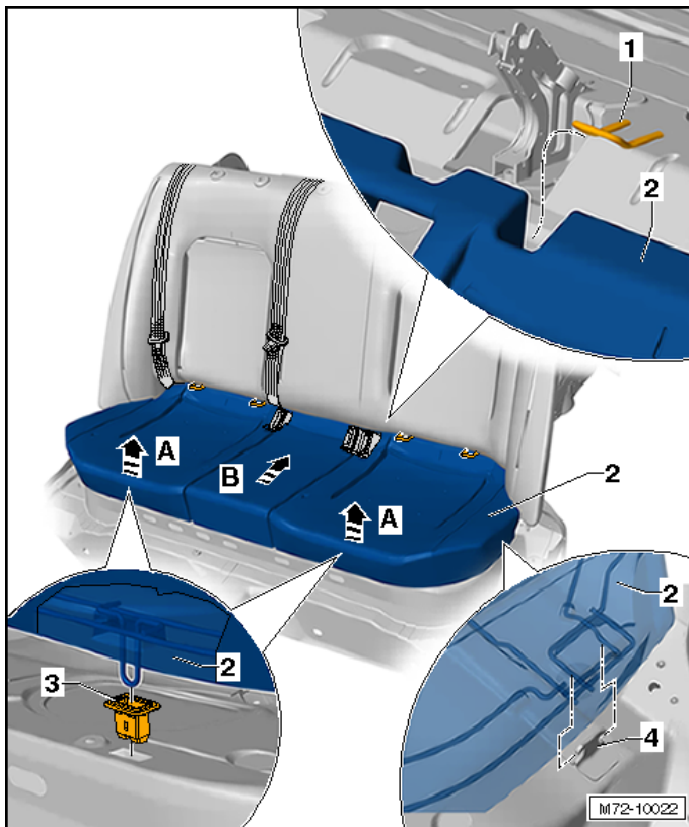
Section B – Repair Procedure

WARNING

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

NOTE

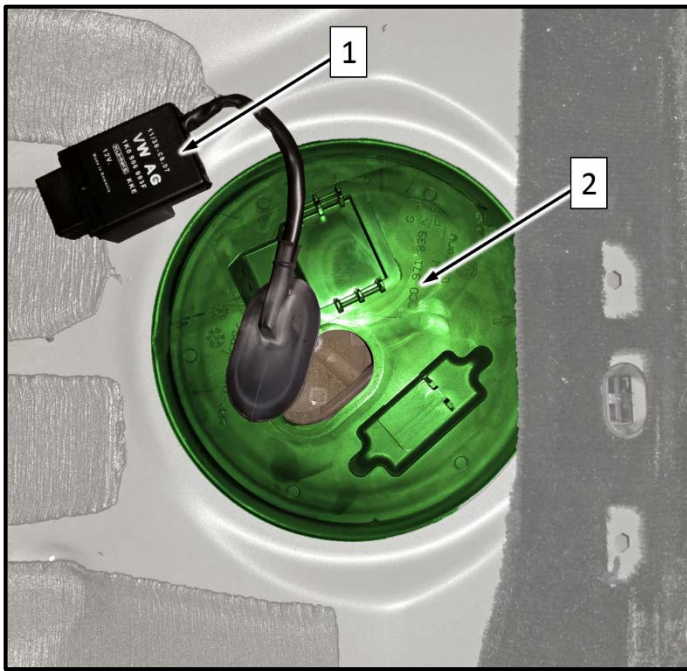
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, 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.



- Move passenger seat all the way forward.
- Remove rear seat bench <2>:
 - Pull the rear seat bench in direction of <arrows A> out of mounts <3>.
 - Push the bench seat in direction of <arrow B> and loosen the bench seat out of the retainer <4>.
 - Pull the bench seat off the lower child seat anchors <1> and remove it from the vehicle.

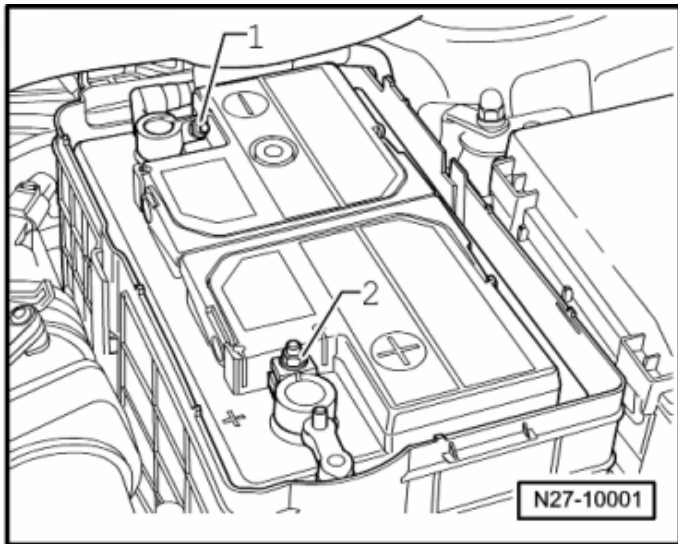
NOTE

Passat Wagon models only require the rear seat bench be folded forward.



- Disconnect fuel pump control module <1>.
- Carefully remove fuel pump cover <2> using the -3409-.
- Unlock connector and disconnect fuel pump control module from the fuel pump.
- Remove and discard fuel pump control module <1>.

Vehicles with a side airbag (Criteria 01 and 02):



⚠ WARNING

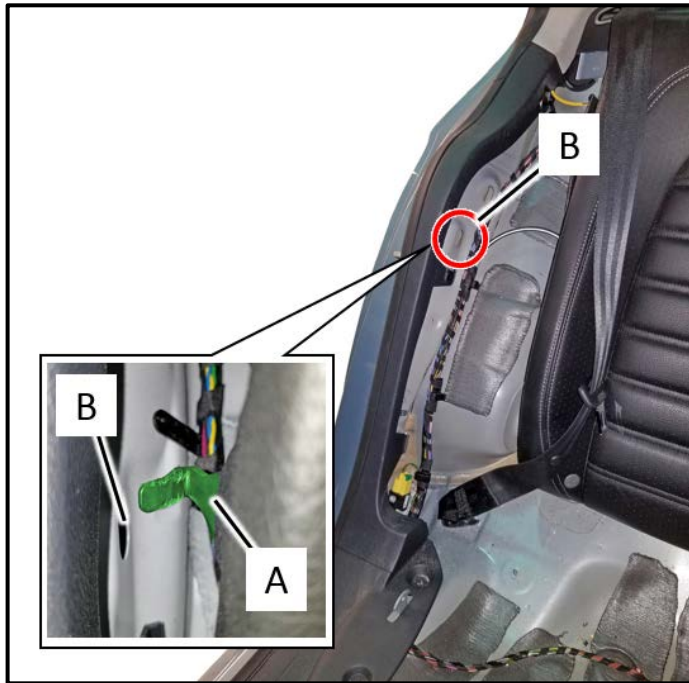
Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

- Turn the ignition on.
- Loosen the nut <1>.
- Remove and isolate the battery ground cable terminal from the battery terminal.

! NOTE

Before disconnecting the battery, it is recommended to record the customer's radio presets so they can be restored before returning vehicle to the customer.

Continued for all vehicles.

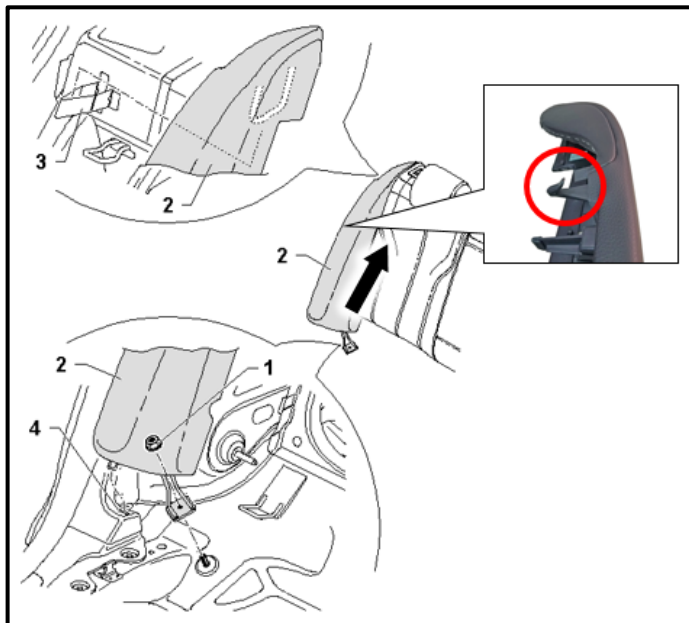


⚠ CAUTION

- Before removing right rear seat side cushion, be aware there is a hook <A> on the side cushion that is inserted into a hole in the body .
- Do not twist the side cushion or the hook <A> will break.
- Do not use excessive force when removing the side cushion.

! NOTE

- Side cushion shown removed for clarity.
- CC shown.
- Passat models have a similar tab/hook which only hooks onto the trim.
- Damage to the side cushion will not be covered under this action.



- Remove right rear seat side cushion.
 - Remove nut <1>.
 - Fold down rear seat backrest.
 - Carefully lift side cushion off the mounts <3 and 4> in direction of <arrow>.

! NOTE

CC:

Due to the size of the hole in the body, the side cushion can only be lifted about an inch before the hook <circle> restricts further movement.

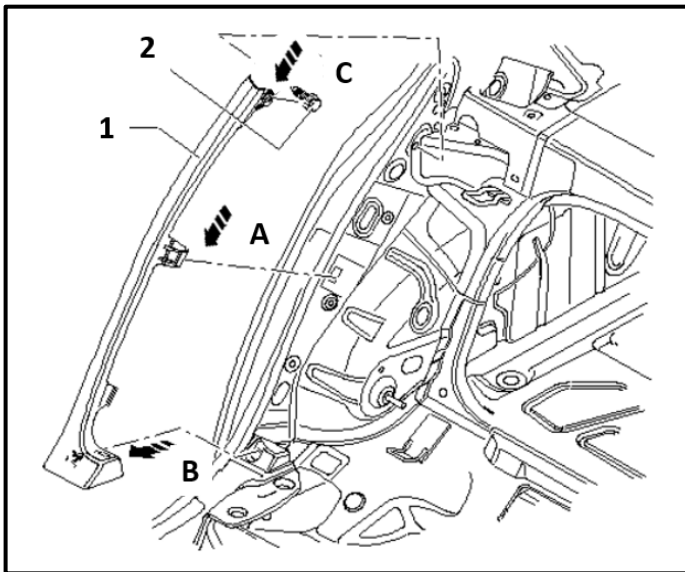
Passat and Passat Wagon:

A similar tab is present which only hooks onto the trim.

- Once the side cushion is off the mounts, carefully press in (toward the rear of the vehicle) on the side cushion in the area of the hook to release the hook from the body.
- Vehicles with side airbag: carefully disconnect airbag connector.

⚠ WARNING

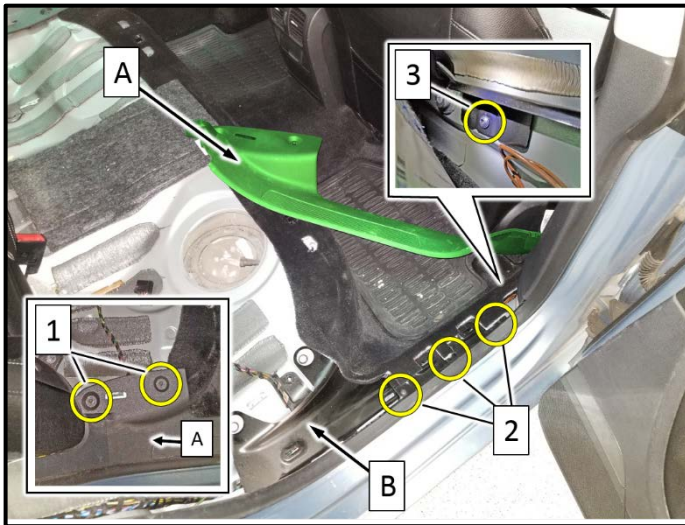
Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. This can be done by touching the door striker, for example.



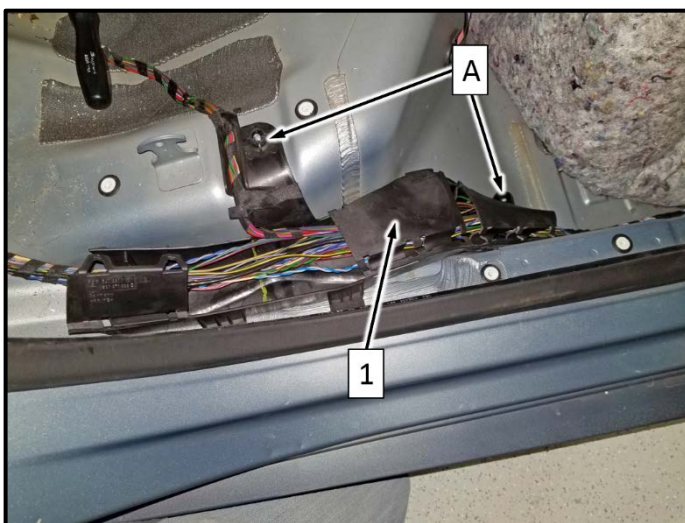
- Remove right inner wheel housing trim panel.
 - Remove trim <1> in center area from the mount in body and door seal molding <arrow A>.
 - Remove trim in lower area from the mount in body <in direction of arrow B>.
 - Remove trim in upper area from pin <2> in body <in direction of arrow C>.

NOTE

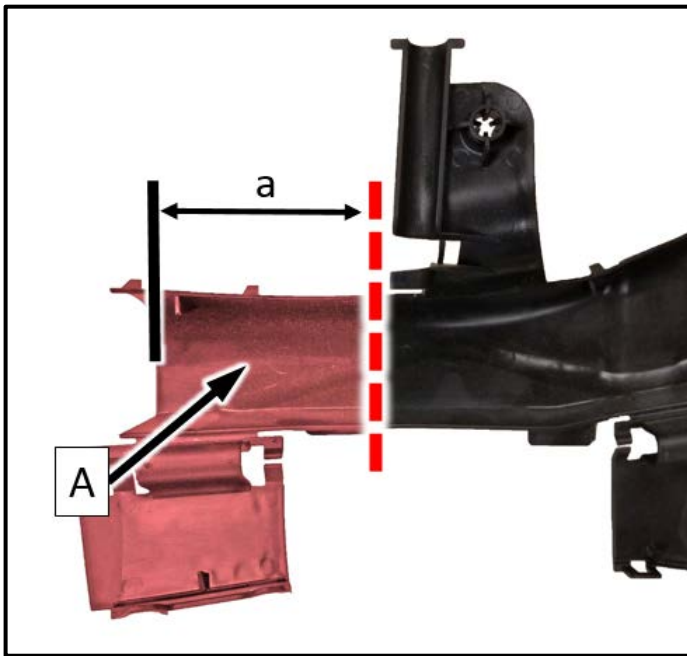
Trim removal and pin <2> quantity may vary between models and model years.



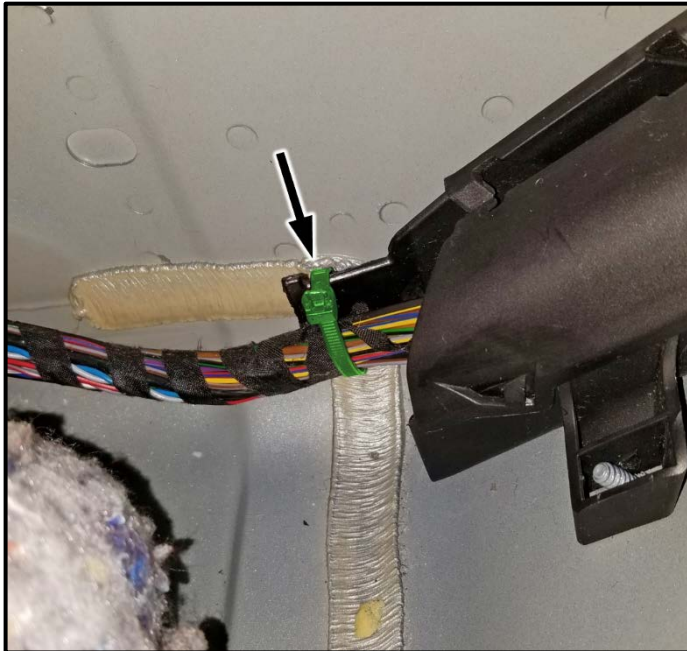
- Remove right sill trim <A>:
 - Remove screws <1>.
 - Gently remove the sill trim <A> from its retainers in the sill and lower B-pillar trim.
- Remove metal sill insert :
 - Remove screws <2>.
 - Pull back carpet slightly and remove screw <3>.



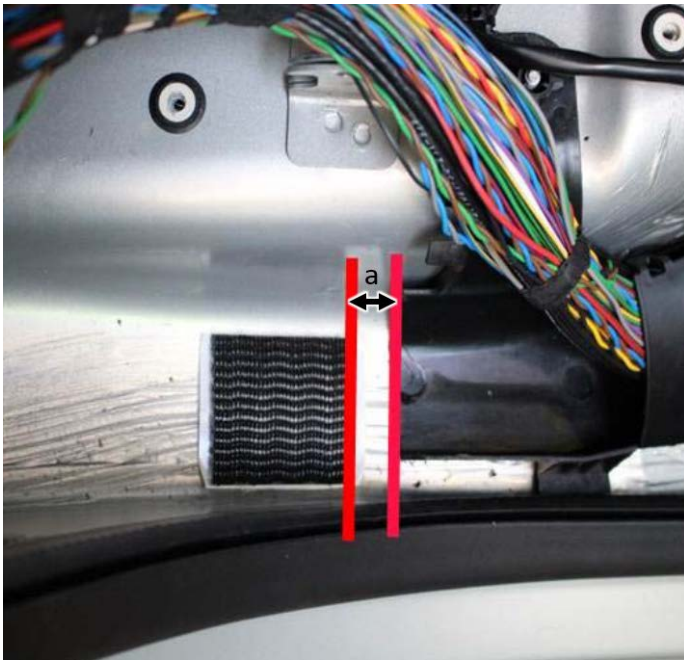
- Remove cable guide <1>:
 - Unclip cable guide covers.
 - Release cable guide from retainers <A>.
 - Carefully cut any securing tape holding the wiring harness to the cable guide.



- Measure approximately 10 cm from the end of the cable guide <dimension a> and make a mark.
- Cut cable guide and discard highlighted section <A>.
- Ensure there are no sharp edges that could damage wiring left on the modified cable guide.
- Reinstall the shortened cable guide.



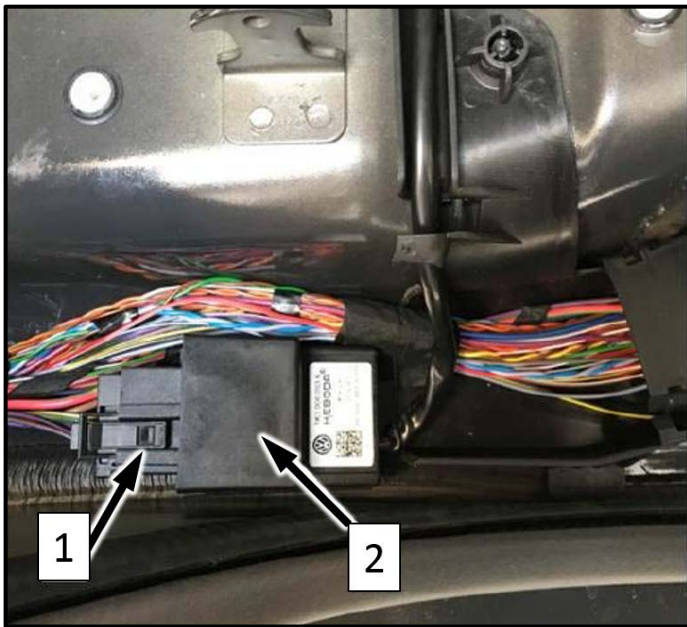
- Secure wiring harness in the footwell area with a cable tie <arrow>.



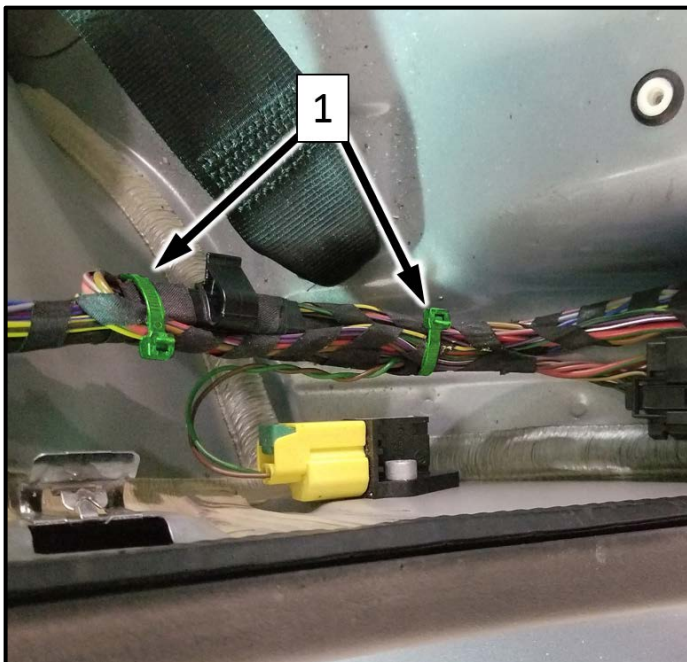
- Before attaching the Velcro pad remove dirt and grease with suitable cleaners from the bonding surface on the body.
- Remove adhesive backing and attach Velcro pad to body 1-2 cm <dimension a> from the cable guide.



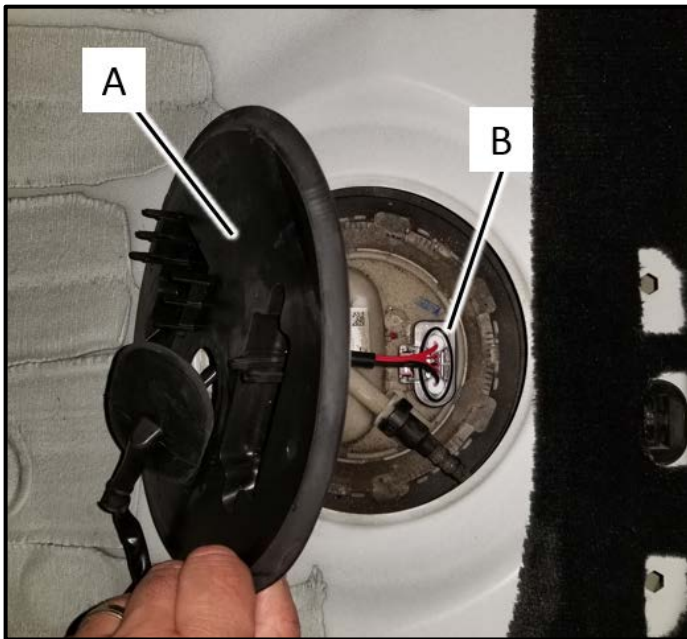
- Remove adhesive backing and attach Velcro pad to fuel pump control module.



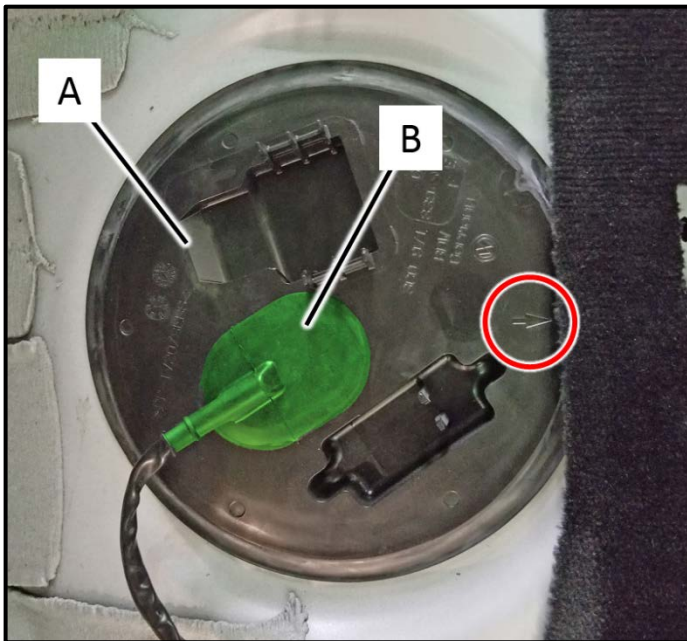
- Plug in connector <1> to the fuel pump control module <2>.
- Fit the control unit <2> and position it in such a way that the wiring harness is routed next to the control unit as shown.
- The wiring harness to the fuel pump must run above the body wiring harness.



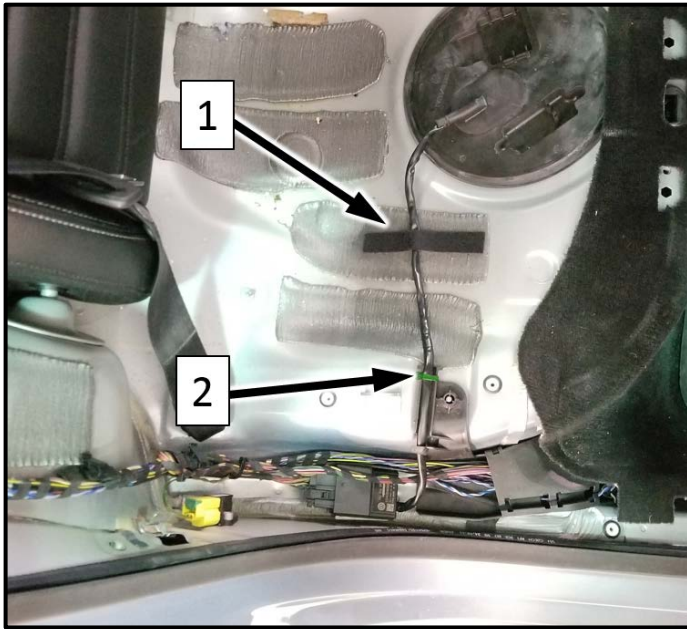
- Secure wiring harness going to the fuel pump control module to the body harness.
- Ensure the wiring harness is secured in a way so no damage will occur to the harness.



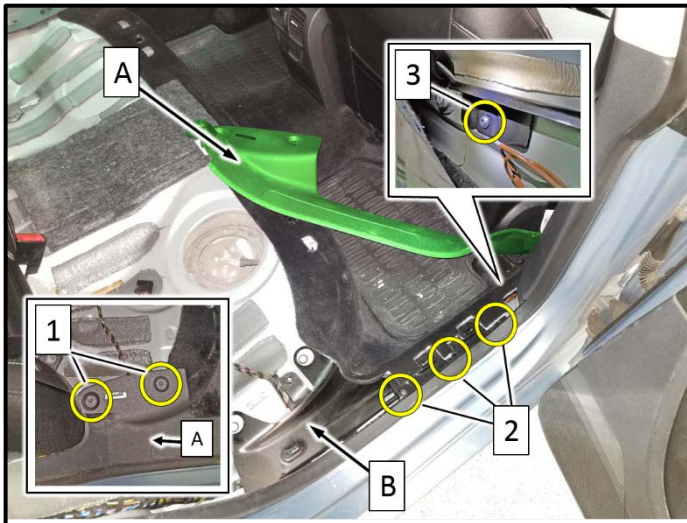
- Route harness through the fuel pump cover <A>.
- Plug fuel pump control module harness connector into fuel pump and lock the connector lock.



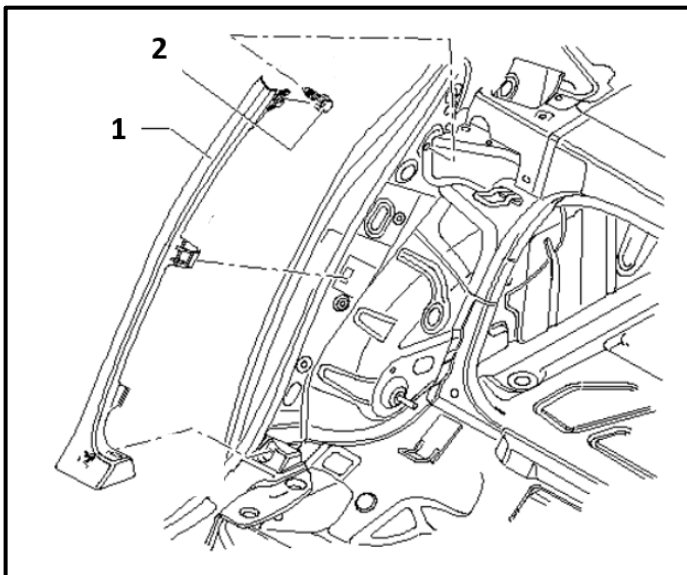
- Install fuel pump cover <A>.
- The arrow <circle> on the cover points in direction of travel.
- Install fuel pump control module harness grommet .



- Secure harness with a 110 mm section of felt tape <1> and cable tie <2>.



- Reinstall metal panel and torque screws <2 and 3> to 2 Nm.
- If needed, remove trim clips from the body using Omega Clip Tool -T40280- (or equivalent) and install into the sill trim.
- Reinstall sill trim <A> and torque bolts <1> to 2 Nm.



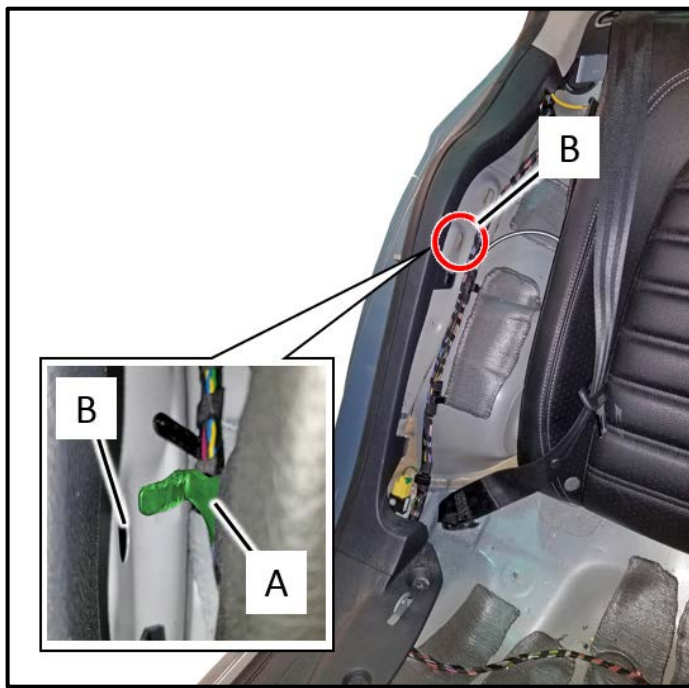
- Reinstall right inner wheel housing trim panel <1>.

NOTE

Trim removal and pin <2> quantity may vary between models and model years.

TIP

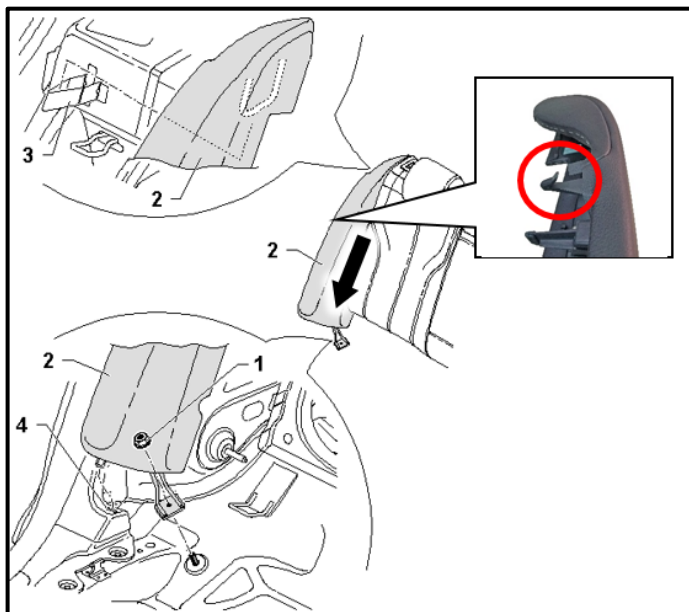
The pins <2> may need to be removed to aid in trim panel installation.



- Before installing right rear seat side cushion:
 - Fold the rear seat bench down.
 - Position the side cushion close to its installed position.
 - Press in (toward the rear of the vehicle) on the side cushion in the area of the hook until the hook <A> engages into hole .

NOTE

- Side cushion shown removed for clarity.
- CC shown.
- Passat models have a similar tab/hook which only hooks onto the trim.
- Damage to the side cushion will not be covered under this action.



NOTE

CC:

Due to the size of the hole in the body, the side cushion can only be lifted about an inch before the hook <circle> restricts further movement.

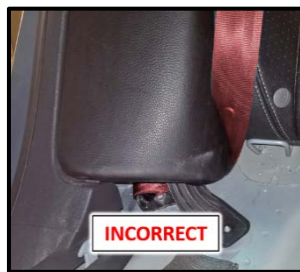
Passat and Passat Wagon:

A similar tab is present which only hooks onto the trim.

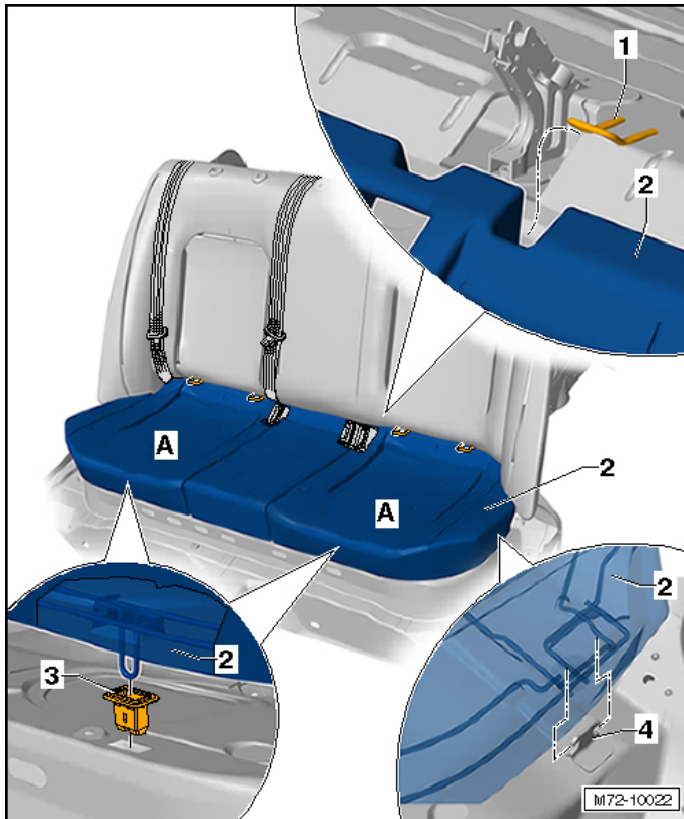
- Install right rear seat side cushion.
 - Fold the rear seat bench up.
 - Slide side cushion on the mounts <3 and 4> <in direction of arrow>.
 - Install nut <1> and torque to 8 Nm.
- Vehicles with side airbag: connect airbag connector.

WARNING

Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must "discharge static electricity". This can be done by touching the door striker, for example.



- Ensure the seat belt is routed correctly around the side cushion.



NOTE

Before installing the rear seat bench, inspect the seat grommets <3> for damage and replace if necessary.

- Reinstall rear seat bench <2>:
 - Position seat bench on child seat anchors <1>.
 - Push seat bench towards the rear of the vehicle and lock seat bench frame on retainer <4>.
 - Press down on seat bench around area <A> so the seat bench frame locks into seat grommets <3>.

NOTE

Passat Wagon models only require the rear seat bench be folded down.

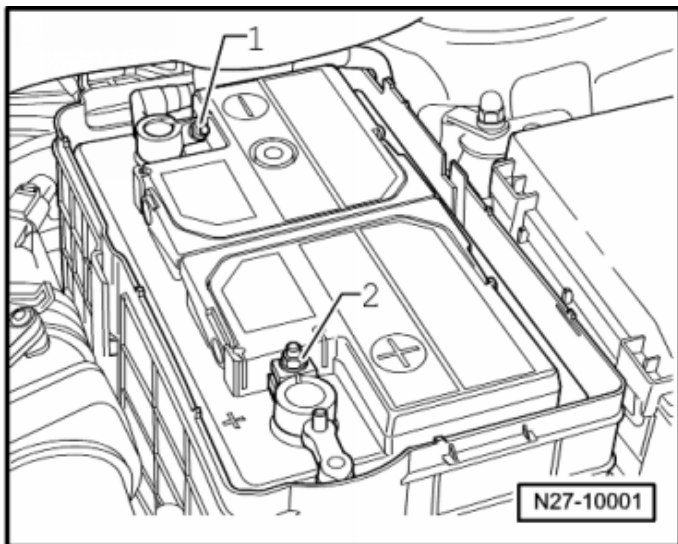
Vehicles without a side airbag, Proceed to Section C.

Vehicles with a side airbag (Criteria 01 and 02):

TIP

For 2006-2010 MY Passat vehicles, the engine may not start after reconnecting battery. This condition should be resolved by following these steps:

1. Remove the key from the vehicle.
2. Open and close the driver's door.
3. Lock then unlock the vehicle using the remote.
4. Insert the key and the vehicle should now start.



⚠ WARNING

Ignition must be **ON** when connecting battery. If pyrotechnic components (e.g. airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone inside the vehicle when connecting the battery.

- Connect the battery ground cable terminal by hand to the battery negative terminal.
- Torque the nut <1> to 6 Nm.

! NOTE

After connecting the battery and switching on the ignition, the ASR/ESP Control Lamp -K155- and Electromechanical Power Steering Indicator Lamp light up continuously. The indicator lamps switch off automatically after driving straight ahead at 10 to 15 mph. This activates Steering Angle Sensor -G85-.

- Cycle the ignition off and back on.
- Store previously recorded radio presets (if necessary).
- Set clock to local time.
- Activate the power window regulator and sunroof one-touch open/close functions.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.

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.

i 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.

Appendix A – Warning and Safety Precautions

WARNING

General Safety Precautions when Working with Pyrotechnic Components:

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When working on pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of unintentional deployment:
 - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
 - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.