

TOPIC	TYPE	RECALL CODE	QUESTION	ANSWER
Fuel Pump Control Module	Safety Recall	20AE	What vehicles are included in Safety Recall 20AE?	Certain 2006-2010 Model Year Volkswagen Passat/Passat Wagon & 2009-2016 Model Year Volkswagen CC
			What is the safety concern for Safety Recall 20AE?	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 is the repair for Safety Recall 20AE?	The fuel pump control module will be replaced and relocated within the vehicle.
			When will the repair for Safety Recall 20AE be available?	Parts are available now and repairs have begun. Please contact your local Volkswagen Dealership to schedule an appointment. If you are not familiar with one, please click <a href="#">here</a> to locate a Volkswagen Dealer near you.
			The closest Volkswagen dealer is a very long distance from me. How can I make an appointment for an vehicle inspection or for recall repairs?	All recall/campaign work must be completed at a Volkswagen dealership. To schedule an appointment, click <a href="#">here</a> . If you live in Hawaii or Alaska, please contact Volkswagen Customer CARE at 1-800-822-8987 for assistance in scheduling this important work.
			I received a recall letter in the mail from Volkswagen, but I'm pretty sure I have already had the affected part replaced. Do I still need to have the recall work done?	Yes. If you received a recall letter concerning your vehicle, you need to schedule an appointment with a Volkswagen dealer to have the recall work performed.

			I received a recall letter in the mail from Volkswagen, but I'm not having any problems with my vehicle. Do I still need to have the recall work done?	Yes. If you received a recall letter concerning your vehicle, you need to schedule an appointment with a Volkswagen dealer to have the recall work performed.
			I heard about the 20AE recall on cars that are similar to mine, but when I check the VIN lookup or talk to my Volkswagen dealer, I am told that there's no recall on my car. Why is that?	Recalls affect vehicles built during a certain production timeframe, and may also only apply to vehicles with certain types of engines or specific options/equipment. Because of this, cars similar to yours may be recalled, but your car is not affected. Checking with your Volkswagen dealer, or using the VIN lookup tool on vw.com are both very good ways to see if your car is included in a recall or not.
			What will it cost to have a recall repair completed?	Recall repairs are FREE. However, there are times when you will have to pay for vehicle repairs before your dealer can do the recall work. For example:- If you have aftermarket equipment installed on your vehicle and your dealer determines that it would interfere with or prevent the safe completion of the recall repair, you will need to have the aftermarket equipment removed at your expense before the recall work can be done.- If there is damage to your vehicle and your dealer determines that it would interfere with or prevent the safe completion of the recall repair, you will need to have the damage repaired at your expense before the recall work can be done. - If there is a pre-existing vehicle issue (such as a vehicle problem that causes an illuminated warning light) and your dealer determines that it would interfere or prevent the safe completion of the recall repair, you will need to have the problem fixed before the recall work can be done.

			<p>My car is part of Safety Recall 20AE. I paid to have a fuel pump control module and fuel pump replaced on my car. Can I be reimbursed?</p>	<p><b>Safety Recall 20AE addresses an issue with the fuel pump control <u>module</u>, but the fuel pump itself is not repaired or replaced under the recall. Because of this, any reimbursement paid out under Safety Recall 20AE will only be to cover the fuel pump control module replacement, and not the fuel pump itself.</b></p> <p>If you have incurred out-of-pocket expenses to replace a faulty fuel pump control module and would like to request reimbursement, information on what Volkswagen needs to review your request is included in the recall letter you received.</p> <p>Please provide legible copies of receipts, invoices and/or repair orders and keep the originals for your records. Documents will not be returned.</p> <p>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.).</p> <p>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.</p>
			<p>I did my own vehicle repairs. Can I be reimbursed?</p>	<p>Without the required documentation showing diagnosis/repair from an authorized Volkswagen dealer or licenced repair facility, it is unlikely that your reimbursement request will be paid if you performed your own vehicle repairs.</p>