

TOPIC	TYPE	RECALL CODE	QUESTION	ANSWER
Fuel Tank	Safety Recall	20AW	What vehicles are included in Safety Recall 20AW?	Certain 2018 model year Volkswagen Atlas
			What is the safety concern for Safety Recall 20AW?	Fuel may leak from the fuel tank. Leaking fuel, in the presence of an ignition source, may result in a fire.
			What is the repair for Safety Recall 20AW?	The fuel tank will be replaced.
			When will the repair for Safety Recall 20AW 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.
			Are there any precautions I should take because my vehicle is part of Safety Recall 20AW?	Yes. If you smell fuel or notice a puddle of fuel beneath your vehicle, please contact your nearest Volkswagen dealer right away. They will help you make arrangements to get your vehicle to the dealership and perform a diagnosis to determine what the problem is. If the diagnosis confirms the recall issue, Volkswagen will cover the diagnosis and repair for FREE. However, if the diagnosis shows that the problem is not related to the recall, Volkswagen will cover only the diagnosis for FREE; your dealer will let you know what repairs will be needed, and what your cost will be to have the work done.
			The closest Volkswagen dealer is a very long distance from me. How can I make an appointment for an vehicle inspection	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.

			or for recall repairs?	
			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 20AW 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.

			<p>What will it cost to have a recall repair completed?</p>	<p>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:</p> <ul style="list-style-type: none"><li>- 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.</li><li>- 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.</li><li>- 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.</li></ul>
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