



Technical Bulletin

| Model(s) | Year | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|----------|-----------|-----------|-------------|----------------|--------------|
| Passat | 2011-2012 | All | All | A3_BC000001 | A3_CC025567 |

Condition

40 13 03 October 1, 2013 **2028353** Supersedes V401302 dated June 25, 2013 to include replacement part numbers necessary to complete the repair.

Front Suspension Creaking Noise

Front suspension creaking noise during suspension cycles (going over speed bumps or entering on an inclined surface).

Technical Background

Coil Spring is not formed correctly and rubs against the perch of the strut.

Production Solution

Improved parts installed in production since CW 44/11, VIN: **A31CC025567**.

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Service



Figure 1

- Verify if a car with the creaking noise has the contact mark (on one side or on both sides) as shown in figure 1.



Note:

Only proceed with this TB if this is the case!

- Remove affected suspension strut and disassemble, see Repair Group 40 in ElsaWeb.
- Apply touch up paint to the contact area of the strut perch and allow required drying time.



Note:

Use Rustoleum Cold Galvanizing Compound # V2185838 (or similar obtained locally), 2 coats.
Cover with Rustoleum Flat Black Spray Paint # V2178838 (or similar obtained locally), 1 coat.

- Install new spring on suspension strut (**per vehicle PR-codes**).
- Install suspension strut, see Repair Group 40 in ElsaWeb.



Note:

Replace all fasteners as required in repair procedure.



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Warranty

| | | | | | |
|---|--------------------|----------------------------|---|---|---------------------|
| To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾ | | | | | |
| Model(s) | Year(s) | Eng. Code(s) | Trans. Code(s) | VIN Range From | VIN Range To |
| Passat | 2012 | All | All | A3_BC000001 | A3_CC025567 |
| SAGA Coding | | | | | |
| Claim Type: | | | Use applicable Claim Type ¹⁾ | | |
| Service Number: | Damage Code | HST | | Damage Location (Depends on Service No.) | |
| 4075 | 0020 | -- | | Use applicable when indicated in ElsaWeb (L/R) | |
| Parts Manufacturer | | Passat | | YXS ²⁾ | |
| Repair One Side | | | | | |
| Labor Operation ³⁾ : Remove and Install Coil Spring | | | 40751950 = 30 TU | | |
| Labor Operation ³⁾ : Remove and Install Suspension Strut | | | 40851900 = 130 TU | | |
| Repair Both Sides | | | | | |
| Labor Operation ³⁾ : Remove and Install Coil Spring | | | 40752050 = 40 TU | | |
| Labor Operation ³⁾ : Remove and Install Suspension Strut | | | 40852000 = 190 TU | | |
| Causal Part: Spring | | | 3C0411105B/C | | |
| Outside Material: Rustoleum Cold Galvanizing Compound | | Part No: # V2185838 | | \$0.25 | |
| Outside Material: Rustoleum Flat Black Spray Paint | | Part No: # V2178838 | | \$0.15 | |



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| Diagnostic Time ⁴⁾ | | |
|---|--------------------------------------|-----|
| GFF Time expenditure | 01500000 = 00 TU max. | NO |
| Road Test | 01210002 = 10 TU 01210004 = 10 TU | YES |
| Technical Diagnosis | 01320000 = 00 TU max. | NO |
| Claim Comment: Input "As per Technical Bulletin 2028353" in comment section of Warranty Claim. | | |
| <p>¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p>²⁾ Code per warranty vendor code policy.</p> <p>³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>⁴⁾ Documentation required per Warranty Policy Procedures Manual.</p> | | |

Required Parts and Tools

| Part Description | Part No: | Quantity |
|-------------------------------------|---------------------|--|
| Spring | 3C0411105B/C | 1 per side |
| Nut | N 10106402 | 1 per side |
| Nut | N 91021601 | 1 per side |
| Nut | N 10332002 | 3 per side |
| Nut | N 0150816 | 1 per side |
| Bolt | WHT005437 | 1 per side |
| Rustoleum Cold Galvanizing Compound | Part No: # V2185838 | \$10.00 per 20 oz. can, with 1 can repairing 40 cars |
| Rustoleum Flat Black Spray Paint | Part No: # V2178838 | \$7.20 per 15 oz. can, with 1 can repairing 50 cars |



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| Tool Description | Tool No: |
|---------------------------------------|-------------|
| Torque Wrench | VAG 1332 |
| Spreader | 3424 |
| Wheel Hub Support | T10149 |
| Engine/Transmission Jack | VAG 1383 A |
| Spring Compressor | VAG 1752/1 |
| Spring Holder | VAG 1752/4 |
| Holding Fixture for Suspension Struts | VAG 1752/20 |
| Shock Absorber Set | T10001 |

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.