



34-16-02 - Manual Transmission Noise Diagnosing

Release date: 6/15/2023

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All except Routan, ID.4	2012-2024	All	Manual	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2034406/6	6/15/2023	34-16-02	To include additional model year applicability.
2034406/5	8/25/2022	34-16-02	To include additional model year applicability and note on VTA file download.
2034406/4	10/24/16	V341602	To include additional model year applicability.
2034406/1	7/30/13	V341301	Original publication.

Customer states there is a noise from the clutch, transmission or driveline components under varying driving conditions with varying sound levels.

Technical Background

To insure proper diagnosis and repair of customer concerns related to clutch, transmission and driveline noises, Volkswagen Group of America is providing the following diagnostic steps.

1. Whenever possible, road test the vehicle with the customer. This will insure the technician understands the customer concern and what it takes to duplicate for further diagnosis.
2. Once the customer concern has been duplicated, try comparing the noise to a known good vehicle under the same driving conditions (hot/cold, uphill/downhill, accelerating/decelerating, etc.).



Tip:

If possible use a similar model with comparable mileage.



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3. If the customer concern is deemed to be abnormal, try using chassis ears and/or stethoscope to pinpoint the noise.

4. Once the location of the noise is found, attempt to record the noise as a sound file or video and contact the Volkswagen Technician Helpline for further instruction.

**Note:**

Ensure the sound file and/or video are uploaded to the Volkswagen Technician Helpline case. Not doing so will cause downtime on diagnostic help and repair advice.

5. If the noise is not easily duplicated, the source location cannot be found, or the technician suspects the noise may be normal operation; contact the Volkswagen Technician Helpline with the following information:

- Is the transmission/engine making contact with any components it should not be like hoses or mounts?
- Can the noise be duplicated?
- What are the conditions, does the noise happen transmission warm/cold or engine warm/cold?
- Is the noise gear specific?
- Does the noise change when turning?
- Type of noise (click, knock, grind, etc.)
- Does the noise change with clutch position?
- Is the noise present on acceleration, deceleration, or both?
- If possible, provide a sound or video recording of the noise.

6. If necessary, the Volkswagen Technical Consultant can use this information to escalate the VTA case to a QTM to assist in diagnosis.

Production Solution

Information only.

Service

Information only.

Warranty

Information only.

Required Parts and Tools

Information only.



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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.