



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Golf / GTI	2015	All	All	AU_FM000001	AU_FM011232

Condition

72 14 01 November 17, 2014 2038960

Front Seat Creaking Noise

Creaking noise can be heard from front seat while driving over bumps, driving aggressively, or while getting out of the vehicle.

Technical Background

On the outboard side of the front seats there is a link tab that is contacting the seat frame. The gap between this tab and the seat frame should be a minimum of 1mm.

Production Solution

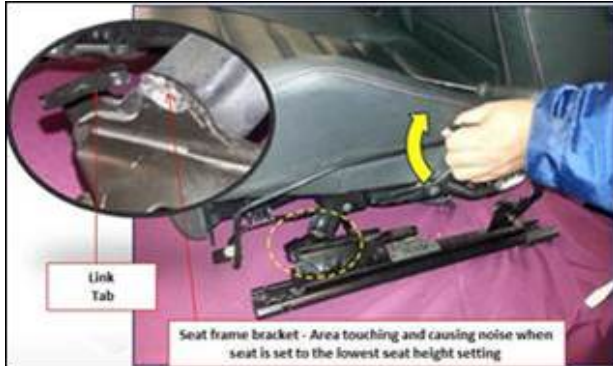
Supplier has corrected the production process to create the proper gap between the link tab and the seat frame.

Service

Procedure:

1. Verify the customer complaint.
2. Check that the effected seat frame bolts are torqued correctly, See Body>Body Interior> Group 72 Seat Frames>Front Seats> Remove and Install in Elsa.
3. Lower the effected seat down to the lowest position, Are all the seat frame bolts torqued to specification and the noise is still present?
 - Yes (Noise is still present) – Raise the seat back up to the highest position and continue to step 4.
 - No (Noise is no longer present) – This bulletin does not apply.
4. Remove the effected seat frame bolts so that the seat may be moved to gain proper access to remove the seat side trim. See Body>Body Interior> Group 72 Seat Frames>Front Seats> Remove and Install in Elsa.

Technical Bulletin



- 5. Check if the link tab is touching the seat frame track bracket.
 - a. If contact is found continue to step 6.
 - b. If contact is not found continue diagnosis. This bulletin does not apply.

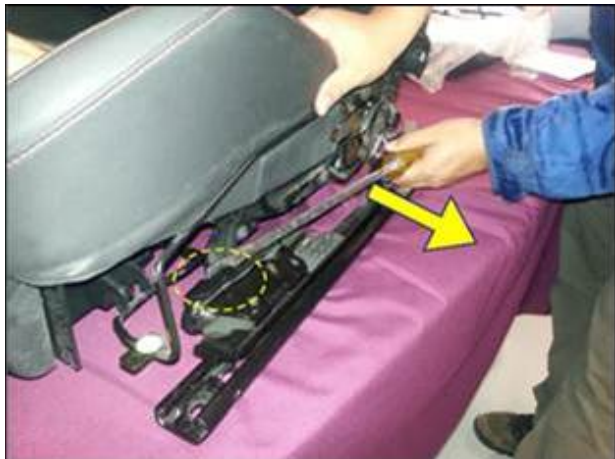


- 6. Raise the seat back up. Using a large flat head screw driver, place the screw driver blade between the link tab and the track bracket.



- 7. Keep the screw driver positioned between the link tab and the track bracket and adjust the seat height to the lowest setting.

Technical Bulletin



8. Pry the link tab away from the track bracket as indicated by the yellow arrow.



9. Raise the seat back up and remove the screw driver.
a. Verify that the gap between the link tab and the frame bracket is at least 1mm with the seat in the lowest position.

10. Recheck for creaking noise and reassemble the seat if the noise is no longer present.

11. If excessive wear is found on the seat frame due to the repair or link tab contact apply a primer to the exposed metal. (Use 3M single step primer Part# 08682 or similar).



Technical Bulletin

Warranty



Note:

The repair applies to one seat only. If both seats are effected, claim second seat on a separate line.

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
Golf / GTI	2015	All	All	AU_FM000001	AU_FM011232
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
7215	0020	--		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer	Golf A7			3XV ²⁾	
Original Part Number:	5QM881106C/A, 5QM881105C/D/A				
Original Part Supplier Name:	Leer				
Labor Operation ³⁾: Trim Remove and Install-Manual Seat	72161950 = 20 TU				
OR					
Labor Operation ³⁾: Trim Remove and Install- Electric Seat	72161900 = 30 TU				
Labor Operation ³⁾: Seat Frame Remove and Install	72011900 = 50 TU				
Labor Operation ³⁾: Modify Seat Frame Link Tab	72011699 = 10 TU				
Causal Part: Select Labor Operation	72011699				



Technical Bulletin

Outside Material: Single Step Primer (3M)	Part No: 08682	\$13.00
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 2038150" in comment section of Warranty Claim.		
¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only ²⁾ Code per warranty vendor code policy. ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates. ⁴⁾ Documentation required per Warranty Policy Procedures Manual.		

Required Parts and Tools

Part Description	Part No:	Quantity
Single Step Primer (3M) Claim as outside material	08682	1

No Special Tools required.

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.