



# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2006-2011	All	All	All	All
CC	2009-2012	All	All	All	All

**40 12 02** June 27, 2012 **2014645** Supersedes T. B. V401001 dated September 24, 2010 to add additional CC model year applicability.

## Front Suspension, Knocking Noise

Knocking noise from vehicle front. Typically occurs only one time after each direction change (forward or backward, left or right).

## Technical Background

The sub frame shifts slightly relative to the body due to wax residue in-between components. Maximum acceleration and braking in vehicles that are driven hard are contributors to the occurrence.

## Production Solution

Not applicable.

## Service



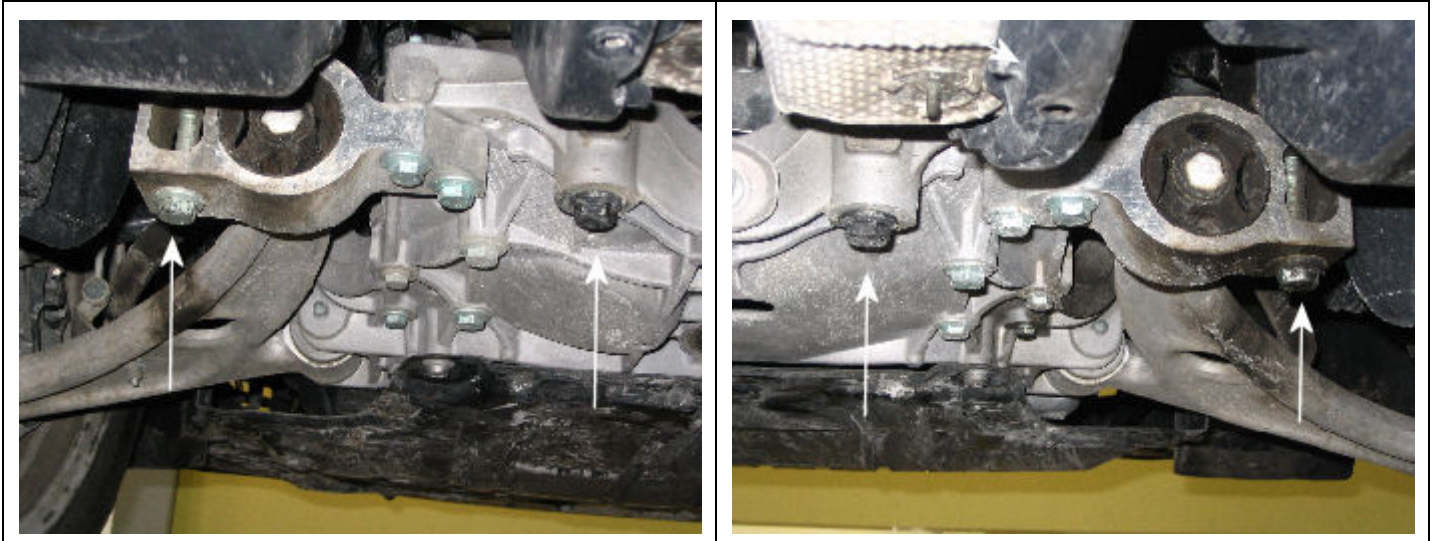
Install two specialty plates (washers) Part No.: 7M3499349A following the procedure below.



### Tip:

Part number(s) are for reference only. Always see ETKA for the latest part(s) information.

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- Loosen by two turns, the four bolts towards the rear of the sub frame.
- Remove one inboard bolt.



- Insert washer Part No. 7M3499349A between sub frame and body, centered on the hole with tabs of washer pointing rear and down as shown.
- Insert a new bolt and hand tighten.
- Repeat the above procedure with second inboard bolt.
- Tighten all 4 bolts, in accordance to Repair Manual Group 40 Front suspension, driveshaft in ElsaWeb

 **Note:**

Sub frame bolts **MUST** be replaced after every removal.

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## Warranty

<b>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup></b>					
<b>Model(s)</b>	<b>Year(s)</b>	<b>Eng. Code(s)</b>	<b>Trans. Code(s)</b>	<b>VIN Range From</b>	<b>VIN Range To</b>
Passat	2006-2011	All	All	All	All
CC	2009-2012	All	All	All	All
<b>Claim Type:</b>			<b>Use applicable Claim Type <sup>1)</sup></b>		
<b>SAGA Coding</b>					
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST:</b>	<b>Damage Location (Depends on Service No.)</b>	<b>Parts Manufacturer (removed part)</b>	
4007	0020	-	Use applicable when indicated in ElsaWeb (L/R)	W W O <sup>2)</sup>	
<b>Labor Operation <sup>3)</sup>: Includes all operations necessary for repair</b>			<b>40074199 = 50 TU</b>		
<b>Diagnostic Time <sup>4)</sup></b>					
<b>Labor Operation <sup>3)</sup>: GFF Time expenditure</b>	<b>01500000 = XX TU max.</b>		<b>NO</b>		
<b>Road Test</b>	<b>01210002 &amp; 01210004</b>		<b>YES</b>		
<b>Technical Diagnosis</b>	<b>0132xxxx = XX TU max.</b>		<b>NO</b>		
<b>Claim Comment: Input "As per Technical Bulletin 2014645" in comment section of Warranty Claim.</b>					
<sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only <sup>2)</sup> Code per warranty vendor code policy. <sup>3)</sup> Labor Time Units (TUs) are subject to change with Elsa updates. <sup>4)</sup> Documentation required per Warranty Policy & Procedures Manual.					

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## Required Parts and Tools

Description	Part No:	Quantity
Plate (washer)	7M3499349A	2
Bolt	N 10640301	2
Bolt	WHT000431A	2

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.