



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2009-2010	All	All	All	All

Condition

40 12 03 July 31, 2012 2028396

Growl, Hum or Grind Sound at the Front Wheel Hub and Bearing

The customer may describe a noise coming from the front of the vehicle when driven.

Technical Background

Front wheel hub bearing noise from front suspension.

Vehicles may experience premature front wheel bearing wear, resulting in a growl, hum or grinding noise while driving.

Review wheel and hub and bearing inspection, see Chassis, Suspension, Wheels, Steering, Group 40, in ElsaWeb.

Production Solution

N/A.

Service

Procedure:

1. Road test vehicle for 5 minutes.
2. Was there a growling, humming or grinding sound at the front wheels?
YES: Proceed to step 3.
NO: Continue further diagnosis, this bulletin does not apply.
3. Raise and support vehicle.
4. Replace both wheel hub and bearing assemblies, see Repair Group 40 in ElsaWeb.



Note:

Front wheel bearing hub assemblies must be ordered and replaced in pairs!

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Warranty



Note

All Routan pre and post road test time units are included in the labor operation. Therefore, no road test time units will appear in the designated area within the warranty table.

Only 1 of the three labor operations below will apply.

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
Routan	2009-2010	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code		HST	Damage Location (Depends on Service No.)	
4067	0010		CWM2028396	Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer		Routan		USM ²⁾	
Original Part Number:			7B0407621		
Road Test Only (no further action required)			40670199 = 20 TU		
Labor Operation ³⁾ : Replace Front Right and Left Wheel Hub and Bearing Assemblies			40672099 = 110 TU		
Labor Operation ³⁾ : Replace Front Right and Left Wheel Hub and Bearing Assemblies (to be used when performing warranty front brake repair)			40673499 = 60 TU		
Causal Part: Wheel Hub and Bearing			7B0407621B		
Diagnostic Time ⁴⁾					
GFF Time expenditure		01500000 = 00 TU max.		NO	
Road Test		01210002		NO	

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Technical Diagnosis	0132xxxx = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2028396" 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 Policies and Procedures Manual.		

Required Parts and Tools

Part Description	Part No:	Quantity
Wheel Hub and Bearing	7B0407621B	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.