

Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2006-2010	All	All	All	All
CC	2009-2011	All	All	All	All
CC	2012	All	All	AN_CE500004	AN_CE515057

Condition

40 12 04 October 15, 2012 2014645 Supersedes T. B. V401202 dated June 27, 2012 to add VIN range for CC model year 2012.

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



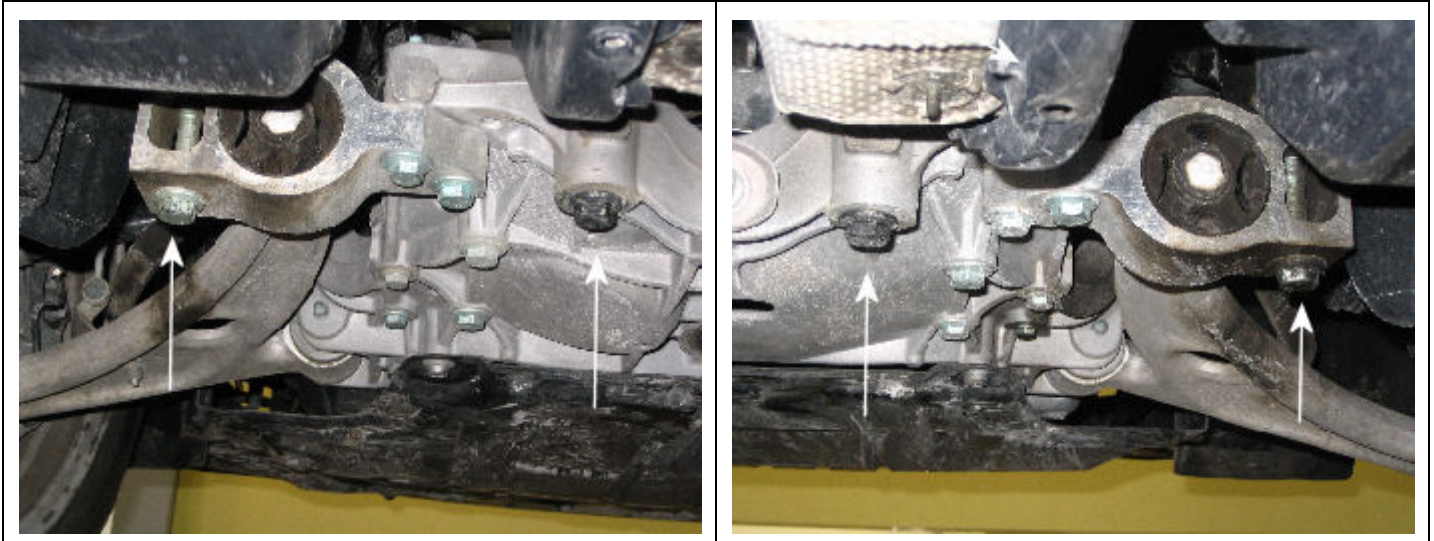
Install two specialty plates (washers) Part No.: 7M3499349A following the procedure below.



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

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	2006-2011	All	All	All	All
CC	2009-2011	All	All	All	All
CC	2012	All	All	AN_CE500004	AN_CE515057
Claim Type:			Use applicable Claim Type ¹⁾		
SAGA Coding					
Service Number:	Damage Code	HST:	Damage Location (Depends on Service No.)	Parts Manufacturer (removed part)	
4007	0020	-	Use applicable when indicated in ElsaWeb (L/R)	W W O ²⁾	
Labor Operation ³⁾ : Includes all operations necessary for repair			40074199 = 50 TU		
Diagnostic Time ⁴⁾					
Labor Operation ³⁾ : GFF Time expenditure		01500000 = XX TU max.		NO	
Road Test		01210002 & 01210004		YES	
Technical Diagnosis		0132xxxx = XX TU max.		NO	
Claim Comment: Input "As per Technical Bulletin 2014645" 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.					

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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.