

Technical Bulletin



Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2011-2012	All	All	A3_BC000001	A3_CC025567

Condition

40 12 05 October 15, 2012 **2028353** Supersedes V401201 dated January 19, 2012 to include nut and bolt replacement part numbers.

Front Suspension Creaking Noise

Front suspension creaking noise during suspension cycles (going over speed bumps or entering on an inclined surface).

Technical Background

Coil Spring is not formed correctly and rubs against the perch of the strut.

Production Solution

Improved parts installed in production since CW 44/11, VIN: **A31CC025567**.

Service



Figure 1

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- Verify if a car with the creaking noise has the contact mark (on one side or on both sides) as shown in figure 1.



Note:

Only proceed with this TB if this is the case!

- Remove affected suspension strut and disassemble, see Repair Group 40 in ElsaWeb.
- Apply touch up paint to the contact area of the strut perch and allow required drying time.



Note:

Use Rustoleum Cold Galvanizing Compound # V2185838 (or similar obtained locally), 2 coats.
Cover with Rustoleum Flat Black Spray Paint # V2178838 (or similar obtained locally), 1 coat.

- Install new spring on suspension strut (per vehicle PR-codes).
- Install suspension strut, see Repair Group 40 in ElsaWeb.



Note:

Replace all fasteners as required in repair procedure.

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	2012	All	All	A3_BC000001	A3_CC025567
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
4075	0020	--		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer		Passat		YXS ²⁾	
Repair One Side					
Labor Operation ³⁾ : Remove and Install Coil Spring			40751950 = 30 TU		

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Labor Operation ³⁾ : Remove and Install Suspension Strut		40851900 = 130 TU
Repair Both Sides		
Labor Operation ³⁾ : Remove and Install Coil Spring		40752050 = 40 TU
Labor Operation ³⁾ : Remove and Install Suspension Strut		40852000 = 190 TU
Causal Part: Spring		3C0411105 B/C
Outside Material: Rustoleum Cold Galvanizing Compound	Part No: # V2185838	\$0.25
Outside Material: Rustoleum Flat Black Spray Paint	Part No: # V2178838	\$0.15
Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 - 01210004	YES
Technical Diagnosis	0132xxxx = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2028353" in comment section of Warranty Claim.		
<p>¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p>²⁾ Code per warranty vendor code policy.</p> <p>³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>⁴⁾ Documentation required per Warranty Policy Procedures Manual.</p>		

Required Parts and Tools

Part Description	Part No:	Quantity
Spring	3C0411105 B/C	1 per side
Nut	N 10106402	1 per side
Nut	N 91021601	1 per side
Nut	N 10332002	3 per side

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Nut	N 0150816	1 per side
Bolt	WHT005437	1 per side
Rustoleum Cold Galvanizing Compound	Part No: # V2185838	\$10.00 per 20 oz. can, with 1 can repairing 40 cars
Rustoleum Flat Black Spray Paint	Part No: # V2178838	\$7.20 per 15 oz. can, with 1 can repairing 50 cars

Tool Description	Tool No:
Torque Wrench	VAG 1332
Spreader	3424
Wheel Hub Support	T10149
Engine/Transmission Jack	VAG 1383 A
Spring Compressor	VAG 1752/1
Spring Holder	VAG 1752/4
Holding Fixture for Suspension Struts	VAG 1752/20
Shock Absorber Set	T10001

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.