

Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All except Routan	2012-2014	All	All	All	All

Condition

34 13 01 July 30, 2013 **2034406**

Manual Transmission Noise Diagnosing

Customer states there is a noise from the clutch, transmission or driveline components under varying driving conditions with varying sound levels.

Technical Background

To insure proper diagnosis and repair of customer concerns related to clutch, transmission and driveline noises, Volkswagen Group of America is providing the following diagnostic steps.

1. Whenever possible, road test the vehicle with the customer. This will insure the technician understands the customer concern and what it takes to duplicate for further diagnosis.
2. Once the customer concern has been duplicated, try comparing the noise to a known good vehicle under the same driving conditions (hot/cold, uphill/downhill, accelerating/decelerating, etc.).



Tip:

[If possible use a similar model with comparable mileage.](#)

3. If the customer concern is deemed to be abnormal, try using chassis ears and/or stethoscope to pinpoint the noise.
4. Once the location of the noise is found, proceed with disassembly to document and repair the customer concern.
5. If the noise is not easily duplicated, the source location cannot be found, or the technician suspects the noise may be normal operation; please contact the Volkswagen Technician Helpline with the following information.
 - Type of noise (click, knock, grind, etc.)
 - Can the noise be duplicated?
 - What are the conditions?
 - If possible, provide a sound or video recording of the noise.
6. If necessary, the Volkswagen Technical Consultant can use this information to escalate the VTA case to a QTM to assist in diagnosis.



Technical Bulletin

Production Solution

Information only.

Service

Information only.

Warranty

Information only.

Required Parts and Tools

Information only.

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.