



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2011-2012	All	All	A3_BC000001	A3_CC025567
Passat	2014	All	All	A3_EC050001	A3_EC060001

Condition

40 14 02 May 21, 2014 **2028353** Supersedes V401303 dated October 1, 2013 to include a small amount of 2014 models applicable to content.

Front Suspension Creaking Noise

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

Technical Background

 **Note:**

Model Year 2013 Passat DOES NOT apply to this technical bulletin content.

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

Production Solution

Improved parts installed in production since CW 51/13, VIN: **A3_EC0600001**.

Technical Bulletin

Service



Figure 1

- 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.



Technical Bulletin

Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
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Passat	2011-2012	All	All	A3_BC000001	A3_CC025567
Passat	2014	All	All	A3_EC050001	A3_EC060001
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		
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			3C0411105B/C		
Outside Material: Rustoleum Cold Galvanizing Compound		Part No: # V2185838		\$0.25	
Outside Material: Rustoleum Flat Black Spray Paint		Part No: # V2178838		\$0.15	



Technical Bulletin

Diagnostic Time ⁴⁾		
GFF Time expenditure	01500000 = 00 TU max.	NO
Road Test	01210002 = 10 TU 01210004 = 10 TU	YES
Technical Diagnosis	01320000 = 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	3C0411105B/C	1 per side
Nut	N 10106402	1 per side
Nut	N 91021601	1 per side
Nut	N 10332002	3 per side
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



Technical Bulletin

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.