



# Technical Bulletin

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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_EC103000

## Condition

**40 14 03** June 24, 2014 **2028353** Supersedes V401402 dated May 21, 2014 to extend the 2014 Passat VIN range.

### 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 18/14, VIN: **A3\_EC103000**.

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## 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 Elsa.
- 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 Elsa.

**⚠ Note:**

Replace all fasteners as required in repair procedure.



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## Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	2011-2012	All	All	A3_BC000001	A3_CC025567
Passat	2014	All	All	A3_EC050001	A3_EC103000
<b>SAGA Coding</b>					
Claim Type:		Use applicable Claim Type <sup>1)</sup>			
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 <sup>2)</sup>	
<b>Repair One Side</b>					
Labor Operation <sup>3)</sup> : Remove and Install Coil Spring			40751950 = 30 TU		
Labor Operation <sup>3)</sup> : Remove and Install Suspension Strut			40851900 = 130 TU		
<b>Repair Both Sides</b>					
Labor Operation <sup>3)</sup> : Remove and Install Coil Spring			40752050 = 40 TU		
Labor Operation <sup>3)</sup> : 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	



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Diagnostic Time <sup>4)</sup>		
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><sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p><sup>2)</sup> Code per warranty vendor code policy.</p> <p><sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p><sup>4)</sup> 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



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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.