



# Technical Bulletin

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2011-2015	All	All	All	All

## Condition

40 14 04 June 24, 2014 2037509

Clicking or Popping Noise from the Front Suspension after a Change in Direction



**Note:**

**The symptom as described does not affect the customer's ability to control the vehicle.**

When accelerating after a change of direction (forward or reverse) a one-time clicking or popping noise occurs in the front left or front right of the vehicle.

## Technical Background

The concern is due to the relative movement of the outward drive axle spline in the wheel bearing.

## Production Solution

No production change required.

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## Service

### Procedure

- Begin by road testing vehicle to reproduce the customer concern. If unable to duplicate the customer concern, this bulletin does not apply, continue to diagnose the customer complaint.

If the customer concern can be duplicated, perform the following procedure:

- Remove the drive axle from the affected side following the repair procedure outlined in ELSA Pro.
- Bond the outward splines of the drive axle with liquid locking compound (part number: D 000 600 A2) to the wheel bearings.

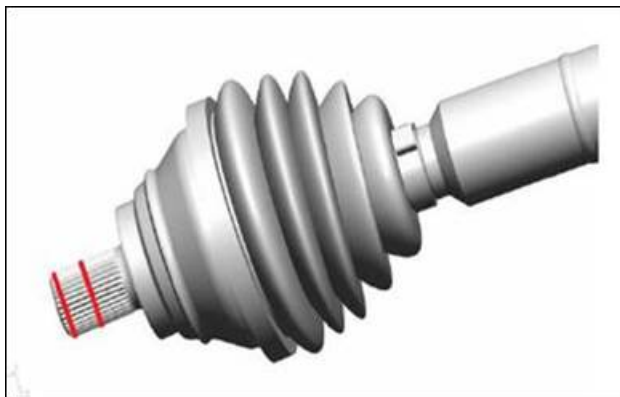


Figure 1



### Tip:

Use two continuous beads on the spline. The first bead should be applied at the beginning of the spline and the second should be in the center of the spline teeth (Figure 1, red marks).

- After applying the locking fluid to the spline reinstall the drive axle following the repair procedure outlined in ELSA web.



### Note:

**Upon completion of the bonding procedure the vehicle must remain stationary for 1 hour.**



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## Warranty

<b>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup></b>					
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Tiguan	2011-2015	All	All	All	All
<b>SAGA Coding</b>					
<b>Claim Type:</b>			<b>Use applicable Claim Type <sup>1)</sup></b>		
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>		<b>Damage Location (Depends on Service No.)</b>	
4041	0018	--		Use applicable when indicated in ElsaWeb (L/R)	
<b>Parts Manufacturer</b>		<b>Tiguan</b>		<b>WVO <sup>2)</sup></b>	
<b>Labor Operation <sup>3)</sup> : Remove and Install Drive Axle</b>			40 41 19 00 = 90 TU (One side) 40 41 20 00 = 130 TU (Both sides)		
<b>Causal Part:</b>			5N0 407 76* *		
<b>Diagnostic Time <sup>4)</sup></b>					
<b>GFF Time expenditure</b>	01500000 = 00 TU max.			NO	
<b>Road Test</b>	01210002 = 10 TU 01210004 = 10 TU			YES	
<b>Technical Diagnosis</b>	01320000 = 00 TU max.			NO	
<b>Claim Comment: Input "As per Technical Bulletin 2037509" in comment section of Warranty Claim.</b>					
<sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only <sup>2)</sup> Code per warranty vendor code policy. <sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates. <sup>4)</sup> Documentation required per Warranty Policy Procedures Manual.					



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## Required Parts and Tools

Part Description	Part No:	Quantity
Liquid locking compound	D 000 600 A2	.10

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.