



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Passat	2012-2019	All	All	All	All

Condition

40 19 01 February 28, 2019 **2028353/11** Supersedes Technical Bulletin 40-14-06 (V401406) dated September 19, 2014 to include additional model year applicability.

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.



Note:

A corresponding rub mark can be found on the coil spring using an inspection mirror.



Figure 1



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Production Solution

Improved coil spring production.

Service

Procedure

- 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.



Tip:

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**).



Note:

Ensure coil spring is installed onto strut per Elsa instruction.

- 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 ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Passat	2012-2019	All	All	All	All
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
4075	0020	--	001 – Left 002 - Right		
Parts Manufacturer		Passat		YXS ²⁾	
Repair One Side					
Labor Operation ³⁾ : Remove and Install Coil Spring			40751950 = See ETKA for latest time units		
Labor Operation ³⁾ : Remove and Install Suspension Strut			40851900 = See ETKA for latest time units		
Repair Both Sides					
Labor Operation ³⁾ : Remove and Install Coil Spring			40752050 = See ETKA for latest time units		
Labor Operation ³⁾ : Remove and Install Suspension Strut			40852000 = See ETKA for latest time units		
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		
Diagnostic Time ⁴⁾					



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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	561411105A/B	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	N 91246401	3 per side
Bolt	N 90954802	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.

Document Control Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2028353/11	2/28/19	V401901	To include additional model year applicability.
2028353/1	1/19/12	V401201	Original publication.