

Condition

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

Revision Table			
Instance number	Published Date	Version Number	Reason for Update
2028353/12	3/10/2025	40-19-01	Reference correction in warranty table.
2028353/1	1/19/2012	40-12-01	Original Publication.

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.

NOTICE

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



Figure 1

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.

NOTICE

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.



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).

NOTICE

Ensure coil spring is installed onto strut per Elsa instruction.

- Install suspension strut, see Repair Group 40 in Elsa.

NOTICE

Replace all fasteners as required in repair procedure.

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 ELSA for latest time units		
Labor Operation ³⁾ : Remove and Install Suspension Strut			40851900 = See ELSA for latest time units		
Repair Both Sides					
Labor Operation ³⁾ : Remove and Install Coil Spring			40752050 = See ELSA for latest time units		
Labor Operation ³⁾ : Remove and Install Suspension Strut			40852000 = See ELSA 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⁾					
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.		
1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only 2) Code per warranty vendor code policy. 3) Labor Time Units (TUs) are subject to change with ELSA updates. 4) Documentation required per Warranty Policy Procedures Manual.		

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

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.

© 2025 Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its

affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.