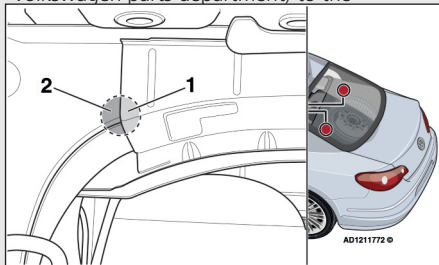


# VW Passat CC: Cracking noise from load area when driving over uneven surfaces

**Question:** We are having difficulty finding the source of a cracking noise from the load area of a 2010 Volkswagen Passat CC, when driving over uneven surfaces. We have heard the cracking noise on road tests but have been struggling to find the cause of the fault. It sounds like the cracking noise is coming from the bodywork, but we cannot be sure.

**Answer:** We have been made aware of this type of fault on Passat CC models up to VIN WVVZZZ3CZBE712251. The noise is due to excessive friction in the bodywork joints in the load area. Remove the RH and LH load area side trim panels, then locate the bodywork joint below the parcel shelf. Using a suitable tool, increase the clearance between the body panels (see 1 and 2 in image above), then apply body protection wax (available from

Volkswagen parts department) to the



bodywork joint. Repeat the procedure for the opposite side, then carry out a road test to confirm the cracking noise has been eliminated.

