VW Passat – annoying rattling noises in the cabin

Data sheet	
Manufacturer	VW
Vehicle model	Passat
Engine	1.6 TDI
Engine code	DCXA
Year of manufacture	2014 to 2018
Symptoms	Annoying rattling noises in the cabin

Important safety information

Rattling noises coming from the area around the front seats

In the case of the vehicle type mentioned above, annoying rattling or knocking noises may be heard from inside the cabin whilst the car is being driven. The noise occurs particularly when the vehicle is travelling over uneven surfaces and appears to be coming from the area around the front seats.

As part of the troubleshooting process, a targeted test drive should first be carried out to check whether the noise can be clearly pinpointed as coming from the area of the front headrests. If the noise can be reproducibly traced back to the seating area, the cause is often poor alignment of the headrest guide. This affects the headrest guide on the right-hand side, when facing the direction of travel, of both front seats (see picture). Manufacturing tolerances or wear caused by the materials used can result in play in the guide, causing the headrest to create rattling or knocking noises when the vehicle is in motion.

In order to rectify the fault, the headrest guides on the affected seats must be replaced in accordance with the manufacturer’s instructions. After replacement work is complete, another test drive is to be carried out to ensure that no noise can be heard. Please note: For your own safety and the safety of other road users, test and trial drives must always be carried out with a second person (driver) present.

Please note

Please always observe the maintenance and repair notes provided by the vehicle manufacturer when carrying out such work and checks!

This fault pattern may also occur in other vehicle models with a comparable equipment variant.

Example illustration showing the right-hand guide of the headrest on the front seat when facing the direction of travel. In this area, any play in the guide may cause rattling or knocking noises.