A CUSTOMER STATES THAT THERE IS A CREAKING NOISE COMING FROM REAR END.
        LOW SPEEDS, OVER BUMPS AND DRIVEWAY ENTRANCE.
CAUSE: INEFFECTIVE REAR STRUT MOUNT BUSHESSSM54477/ 'ST' TO ISOLATE
       NOISE.
    643034 REAR SHOCK ABSORBER/SPRING UPPER MOUNT -
        VEHICLE SET - RENEW
        173 WJ4   (N/C)
    2 C2Z15891 ISOLATOR-SPRING   (N/C)
    601000 SHOP TIME
        173 WJ4   (N/C)
    101010 DRIVE IN-OUT
        173 W97   (N/C)
    FC: 42
    PART#: C2Z15891
    COUNT: 2
    CLAIM TYPE: 01
    AUTH CODE:
    VW*N51
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00   TOTAL LINE A: 0.00
34602 noisy rear upper strut mounts road test car and found
excessive creaking from rear suspension over bumps. raised car and
removed rear spring bolts to adjust rear suspension to duplicate noise
on lift--no noises.. refit and applied chassis ears to rear strut
towers and rear lower control arms. road test car and found noise from
rear struts. performed ssm54477 and replaced both rear strut tower
mount bushings--noisy over bumps. road test car after replace---all
good

    ****

B STEERING COLOM WHEN GOING UP AND DOWN MAKES A GRINDING, TICKING NOISE
        WHEN MOVING UP AND DOWN//CHECK AND ADVISE
CAUSE: INTERNAL STEERING COLUMN BINDING.
    869999 DIAGNOSTIC ALLOWANCE
        173 WJ4   (N/C)
    1 C2P23933 COLUMN-STEERING   (N/C)

	NOTICE TO CONSUMER:	DESCRIPTION	TOTALS
For Your Convenience	I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Parts & Service Warranty Disclaimer.	LABOR AMOUNT	
Service Dept. Hours		PARTS AMOUNT	
		GAS, OIL, LUBE	
Monday thru Friday		SUBLET AMOUNT	
		MISC. CHARGES	
7:00 AM to 6:00 PM	ORIGINAL ESTIMATE $_____ AUTHORIZED REVISED ESTIMATE $_____	TOTAL CHARGES	
		LESS INSURANCE	
	CUSTOMER SIGNATURE	SALES TAX	
	X_____	**PLEASE PAY THIS AMOUNT**	

CUSTOMER COPY