



69-21-01 – Friction Related Click or Pop Noise from Steering Column Release date: 4/7/2021

### Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2020-2021	All	All	AX_LM000001	AX_MM077885

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2062929/1	4/7/21	69-20-01	Original publication.

Friction, popping, clicking noises from steering column when turning / maneuvering steering wheel.

### Technical Background

The repair will consist of a component inspection and adding a lubricant to specific areas between the steering wheel and airbag.

### Production Solution

Modified lubrication process during assembly beginning with VIN: AX\_MM077886.

### Service

**Note:**

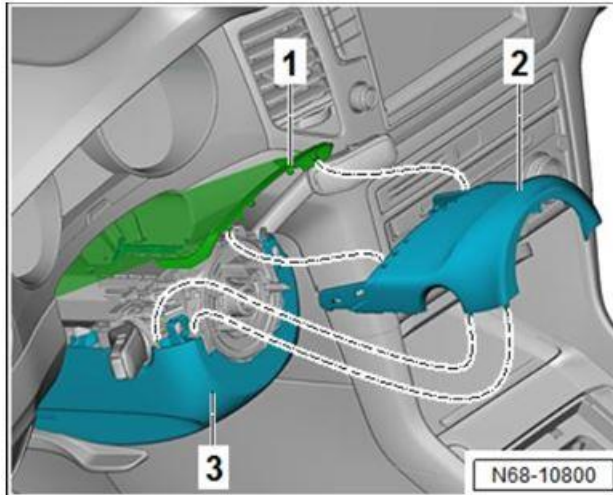
**Be sure to observe all airbag handling cautions, warnings, notes and tips before beginning repairs. See repair manual group 69 in Elsa.**



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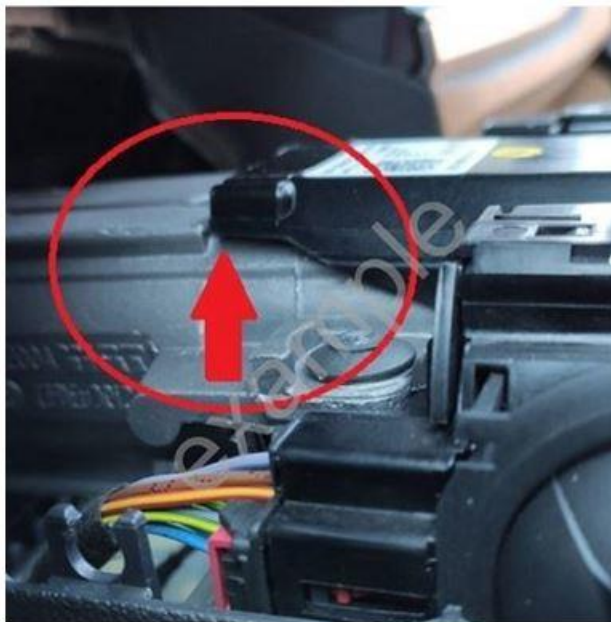
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Remove the airbag. See repair manual group 69 in Elsa.

Remove the upper steering column cover using trim wedge tool -3409-. See repair manual group 68 in Elsa.

Figure 1: Upper steering column cover (2)



Inspect the installation of the Steering Column Electronics Control Module -J527- (steering column combination switch) at the steering column upper housing.

Figure 2:



Figure 3: Switch retaining tabs on column

The -J527- must be engaged in the column slots, NOT resting on top of the slots.  
If the Steering Column Electronics Control Module -J527- is improperly seated, reinstall the -J527-. See repair manual group 94 in Elsa.  
Install upper steering column cover.



Figure 4: Lubricate spring packs

Apply lubricant G 052 172 M2 to the 6 spring packs on the steering wheel (steering wheel removed for clarity).

**! Note:**  
Care must be taken not to get the lubricant on the 3 actuating arms of the horn contacts.

Install airbag. See repair manual group 69 in Elsa.



**Warranty**

<b>To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup></b>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Tiguan	2020-2021	All	All	AX_LM000001	AX_MM077885
<b>SAGA Coding</b>					
<b>Claim Type:</b>	<b>Use applicable Claim Type <sup>1)</sup></b>				
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>		<b>Damage Location (Depends on Service No.)</b>	
6958	0020	--		Use applicable when indicated in Elsa (L/R)	
<b>Parts Manufacturer</b>		Tiguan		WVO <sup>2)</sup>	
<b>Labor Operation <sup>3)</sup> :</b> Remove and install airbag			69 58 19 00 = see Elsa for latest time units.		
<b>Labor Operation <sup>3)</sup> :</b> Remove and install upper steering column cover			70 11 19 00 = see Elsa for latest time units.		
<b>Labor Operation <sup>3)</sup> :</b> Inspect Steering Column Electronics Control Module installation (no further action required)			94 50 01 99 = 10TU		
<b>Labor Operation <sup>3)</sup> :</b> Remove and reinstall Steering Column Electronics Control Module (as required)			94 49 19 50 = see Elsa for latest time units.		
<b>Labor Operation <sup>3)</sup> :</b> Lubricate steering wheel spring packs			48 10 41 99 = 10TU		
<b>Causal Part:</b> Select Labor Operation			48 10 41 99		
<b>Outside Material:</b> Lubricant		<b>Part No:</b> G 052 172 M2		\$4.00 (1 can repairs 10 vehicles)	
<b>Diagnostic Time <sup>4)</sup></b>					
<b>GFF Time expenditure</b>		01500000 = Actual GFF print out		YES	
<b>Road Test</b>		01210004 = 10 TU		YES	



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<b>Technical Diagnosis</b>	01320000 = 00 TU max.	NO
<b>Claim Comment:</b> Input "As per Technical Bulletin 2062929" 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 Policies and Procedures Manual.</p>		

### Required Parts and Tools

Part No:	Part Description	Quantity
G 052 172 M2	Lubricant	1 (repairs 10 vehicles)
<b>Part numbers are accurate at time of publication. Always refer to ETKA for the latest part information.</b>		

Tool Description	Tool No:
Trim Wedge Tool	3409
5mm-6mm pin punch	Obtained locally

### 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.