



# Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2009	All	All	All	All

## Condition

48 14 03 March 18, 2014 2036196

### Insufficient Steering Assistance - Warning Light ON

 **Note:**

**The condition as described does not affect the ability of the operator to control the vehicle.**

Customer may comment about the following concern:

- Steering is stiff.
- Yellow and red power steering warning lights ON.

The following DTCs can be logged in the Power Steering Control Module - J500:

DTC	Description
03375/011	Steering motor - disruption
16352/012	Control module - electric complaint
00003/008	Control module - implausible signal
00003/012	Control module - electric complaint in the circuit
00566/008	Power steering - operation implausible signal
03375/003	Steering motor - mechanical complaint (if entry occurred in the connection with workshop work)
00566/003	Power steering - mechanical complaint (only if in connection with 003375/011 or 16352/012)



# Technical Bulletin

---

## Technical Background

Software-related deviation in the power steering control unit (-J500-).

Old version of the steering gear is not able to receive the latest software level for the power steering control module.

Updated steering gear includes the latest software version for the power steering control module. Software level 1401.

## Production Solution

Vehicles are no longer in production.

## Service

- Replace the power steering gear with part number 5N1423062MX, see Repair Manual Group 48 Steering in ELSA.

### Tip:

Upon completion of basic settings, if prompted, answer the “was the power steering gear replaced”? with a “Yes” answer.



# Technical Bulletin

## Warranty

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Tiguan	2009	All	All	All	All
<b>SAGA Coding</b>					
Claim Type:	Use applicable Claim Type <sup>1)</sup>				
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
4835	0039	--	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer	Tiguan				WVO <sup>2)</sup>
Labor Operation <sup>3)</sup> : Charge Battery		27068950 = 10 TU			
Labor Operation <sup>3)</sup> : Remove and Reinstall electro-mechanical steering		48351900 = 220 TU			
Labor Operation <sup>3)</sup> : Remove and replace electro-mechanical steering		48355550 = 30 TU			
Labor Operation <sup>3)</sup> : Measure vehicle front and rear		44950300 = 90 TU			
Labor Operation <sup>3)</sup> : Align as necessary		Refer to ElsaPro for applicable alignment labor operation			
Causal Part:	5N1423062MX				
<b>Diagnostic Time <sup>4)</sup></b>					
GFF Time expenditure	01500000 = 20 TU max.				YES
Road Test	01210002 = 00 TU 01210004 = 00 TU				NO
Technical Diagnosis	01320000 = 00 TU max.				NO



# Technical Bulletin

**Claim Comment: Input "As per Technical Bulletin 2036196" in comment section of Warranty Claim.**

- <sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only**
- <sup>2)</sup> Code per warranty vendor code policy.**
- <sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates.**
- <sup>4)</sup> Documentation required per Warranty Policies and Procedures Manual.**

## Required Parts and Tools

Description	Part Number:	Quantity
Steering Gear	5N1423062MX	1

No Special Tools required.

## 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.**