

Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan	2008-2016	All	All	All	All
CC	2009-2016	All	All	All	All

Condition

48 15 02 July 14, 2015 **2041096**

Electro-mechanical Steering Noise

Noise from front of vehicle when turning steering wheel or maneuvering.

Technical Background

The customer may complain of a noise heard inside the cabin when turning the steering wheel or during stationary/low-speed maneuvering.

In connection with the toothed belt (Figure 1, yellow arrow) the motor of the APA steering makes noise during operation. In some situations the noise can be heard in the passenger compartment.



Note:

This noise is considered normal and does not affect the functionality of the steering assist system.

Technical Bulletin

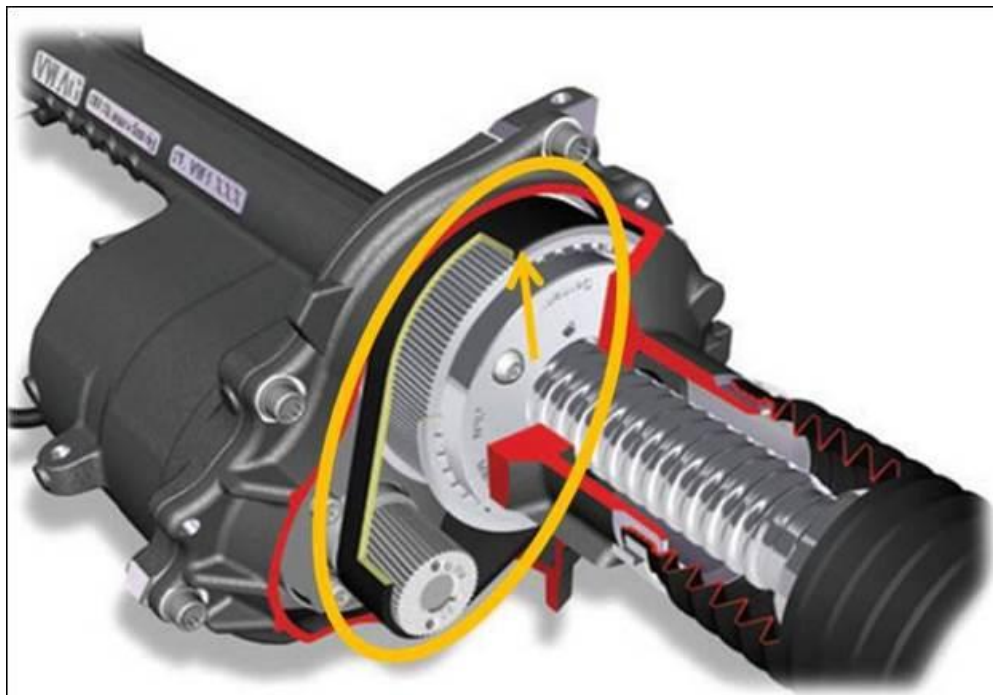


Figure 1

Production Solution

No production change required.

Technical Bulletin

Service

Due to the design of the Electro-Mechanical steering gear used in these vehicles, noises made during operation may be heard in the vehicle cabin. If the customer brings their vehicle in for a steering noise concern, compare the noise made to that of a known good Tiguan or CC, and if similar explain to the customer that this is a characteristic of the steering system and is considered normal. This noise may be more noticeable during low speed/stationary maneuvers.



Do not replace parts for this concern as the new part will exhibit the same noise.

Warranty

Information only.



Refer to [Warranty Policies and Procedures Manual, DIAGNOSIS TO IMPROVE THE CUSTOMER EXPERIENCE \(DICE\)](#).

Required Parts and Tools

No Special Parts required.

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.