



## Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan LWB	2018	All	All	AX_JM000001	AX_JM158351

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2050753/5	10/24/19	51-19-01	To update part quantity per ETKA updates.
2050753/4	4/8/19	V511901	To update labor operation numbers per Elsa updates.
2050753/1	3/29/18	V511801	Original publication.

## Technical Background

B-Pillar noise due to part production process.



**Note:**

**This TB must be read in its entirety before attempting the procedure described below.**

First range of affected vehicles are required to perform steps 1-4 described in this TB:

From VIN AX\_JM000001 to AX\_JM020826.

Second range of affected vehicles are required to perform **ONLY** steps 2-3 described in this TB:

From: AX\_JM020827 to AX\_JM158351.

## Production Solution

5 welding points plus adhesive added as of VIN: AX\_JM020827.

Improvement in production process to open gap between brackets and A-Pillar reinforcement and technical change to reduce bracket/leg dimensions as of AX\_JM158351.

## Service

### Procedure

- Perform a test drive under the same conditions as the customer complaint: temperature, road, speed, number & seating position of passenger(s), etc., as to identify where the noise is coming from, upper and/or down, in the left and or right side of the vehicle.



## 51-19-01 - B-Pillar Noise while Driving

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**Preparation of the vehicle for performing rework:**

- Remove the headliner according to Repair Manual group 70 Interior Trim in Elsa.
- Remove the seat belt height adjuster according to Repair Manual group 69 Passenger Protection in Elsa.
- Partially remove door seal.

**WARNING:**

Review the general safety regulations when working on Airbag, belt tensioner and battery isolator units (pyrotechnic components). Refer to Body Interior, Repair Group 00. General Technical data in Elsa.

- Partially remove the Head Curtain Airbag (only disconnect according to Repair Manual and remove the igniter, see Figure 1). See Repair Manual group 69 Passenger Protection in Elsa.



**Figure 1** (NOTE: The direction of the YELLOW arrows indicates the front of the vehicle.)



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**Step 1:**

- 1.1 Using a conical punch  $\frac{1}{2}$ " and metal 16 oz. hammer strike once moderately in the reference points indicated on B-Pillar below, see Figure 2.



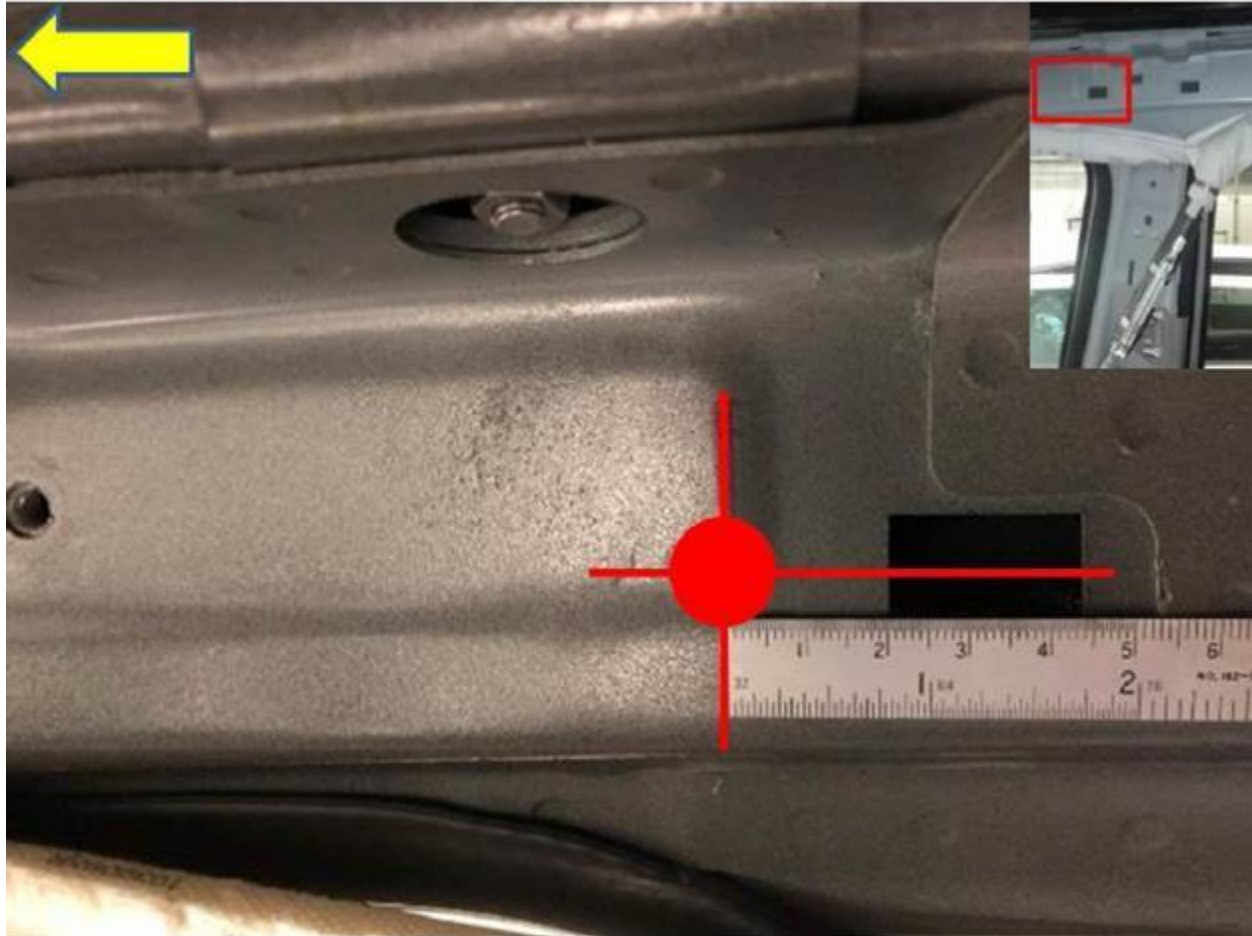
**Figure 2:** Striking points on the B-Pillar.



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**Step 2:**

- 2.1 Using a plastic 16 oz. hammer strike twice in the upper zone of the B-Pillar according to the reference points described, see Figures 3 and 4. The end result is to create a gap approximately 3 mm between the internal bracket and cover sheet metal. See Figure 5.



**Figure 3:** Reference point, front area.



Figure 4: Reference point, rear area.



Figure 5: No gap

Striking action

Gap 3 mm



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**Note:**

The following step only applies to the forward bracket.

- 2.2 To ensure a uniform gap of 3 mm, insert a flat screwdriver (recommended 3/8"x16") through the indicated window and strike moderately using a plastic 16 oz. until reaching a gap of 3 mm. See Figure 6.



Figure 6: Insert screwdriver

Strike moderately upper/lower

Gap 3 mm

**Step 3:**

- 3.1 Apply approximately 5 ml of Teflon (Krytox™) between the lower part of the bracket and cover sheet metal, apply in a uniform application on the entire contact zone of the bracket. See Figures 7 and 8.

**Note:**

Figures 7 - 8 show use with Krytox™ syringe, however, use Part #G 052 172 M2 and apply with the supplied nozzle.



Krytox™ aerosol 100ml can.

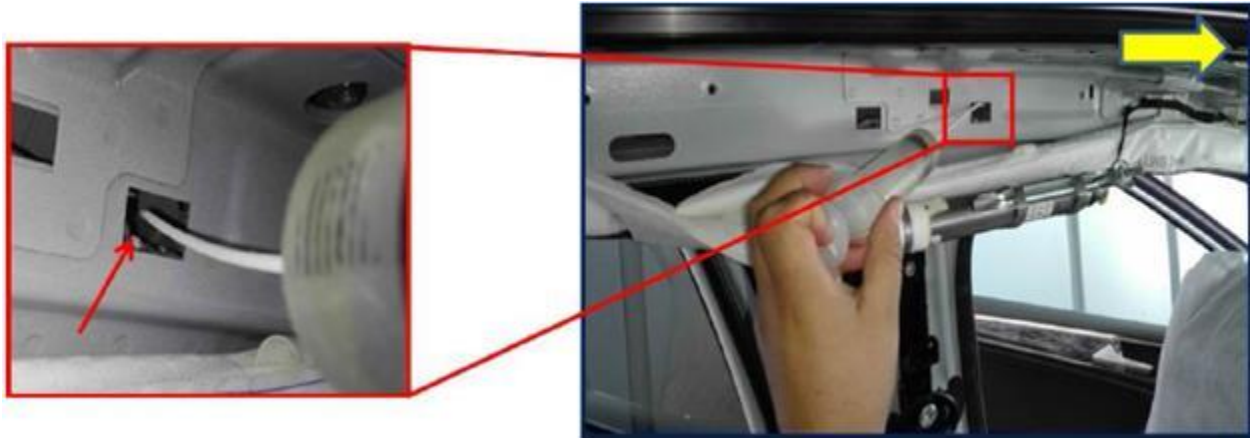


Figure 7: Front bracket

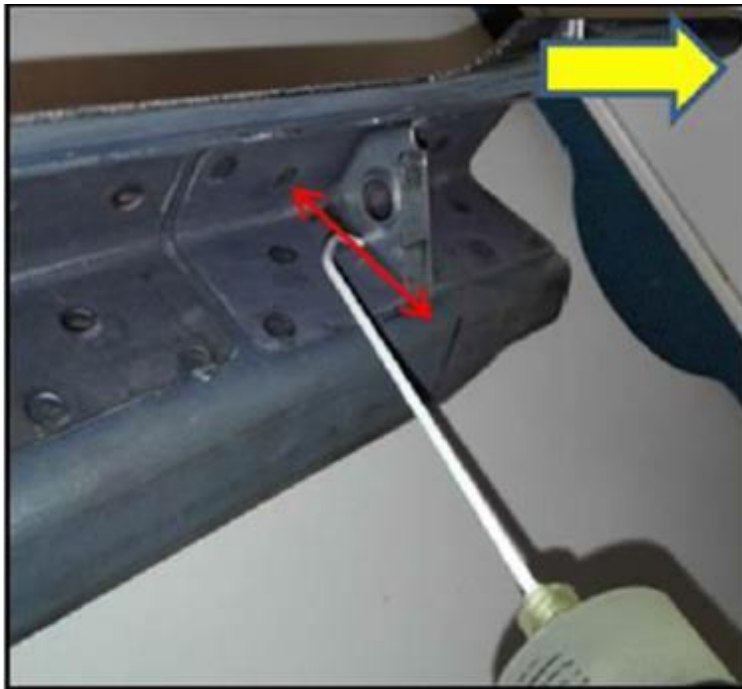


Figure 7a: Cut-away illustration of the internal area for the Krytox™ application on front bracket.

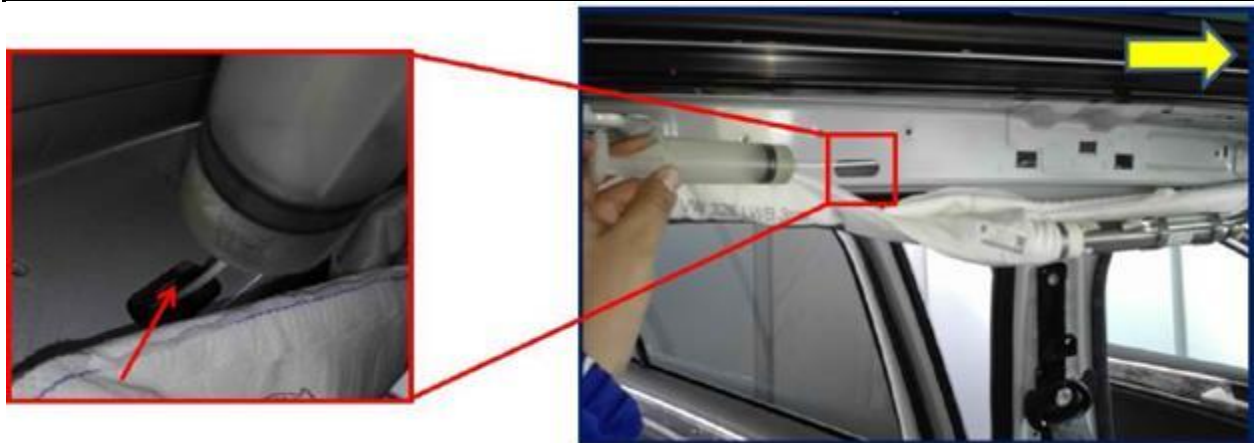


Figure 8: Rear bracket

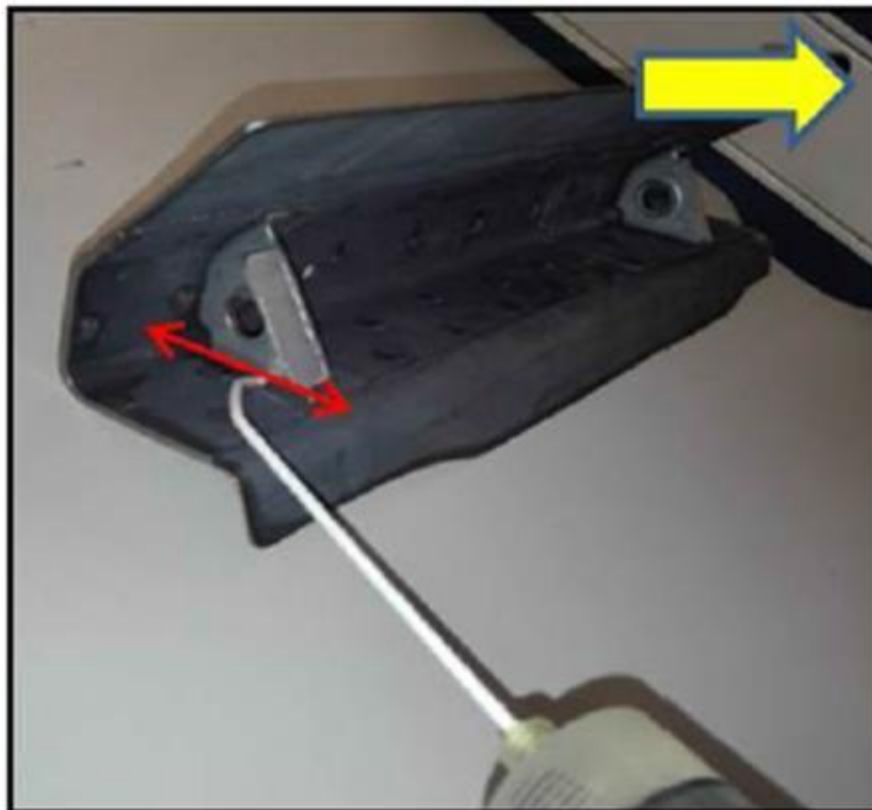


Figure 8a: Cut-away illustration of the internal area of the Krytox™ application on rear bracket.

- 3.2 Install the head curtain airbag, seat belt, door seal and B-pillar trim panel according to the Repair Manual and perform test drive. Confirm there is not any loose material inside the vehicle in order to avoid a wrong diagnostic.





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Is pillar noise repaired?

YES: Reassemble interior.

NO: Continue to step 4.

**Step 4:****Note:**

This step is not necessary unless you can confirm the noise is coming from the lower B-pillar area. A very small number of the affected VIN's will require this step.

- Remove the B-pillar trim panel and partially remove the door seal according to the Repair Manual.
- 4.1 Using vice grips or equivalent, clamp in the (6) areas indicated, bend back and forth the metal panel of the front door frame. Following the sequence described, see Figure 9.

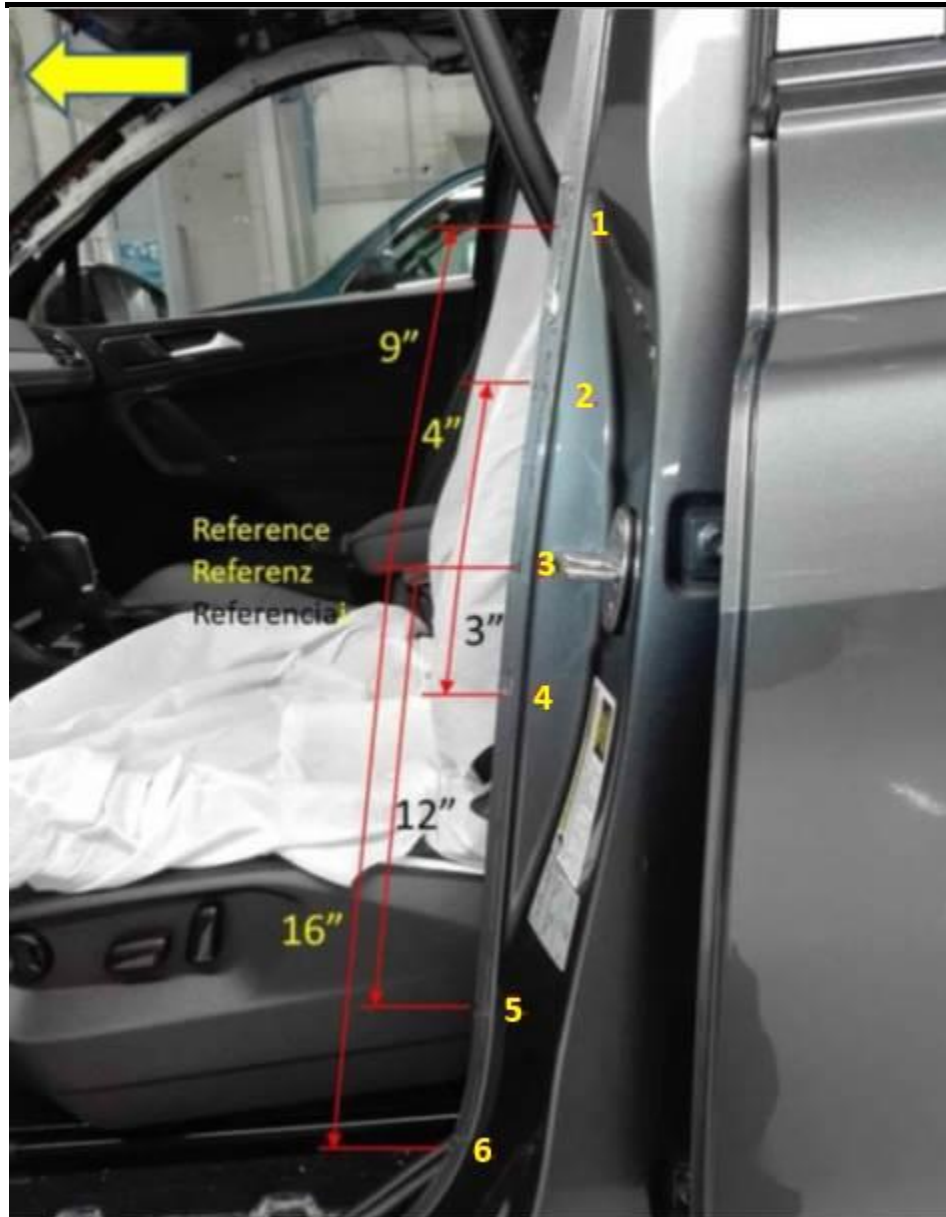
**Tip:**

Wrap vise grips or equivalent with tape or similar material to avoid damaging the paint on the metal panel of the door frame while bending.



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**Figure 9:** Sequence, bend back and forth on the metal panel of the front door frame, use the striker as the reference point.

- 4.2 Install the door seal and B-pillar trim panel according to the Repair Manual and perform test drive. Confirm there is not any loose material inside the vehicle in order to avoid a wrong diagnostic.

Is pillar noise repaired?

YES: Reassemble interior.

NO: Please see tip below.



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**Tip:**

If the B-pillar noise is still present, it is likely due to steps 2 and or 3 that were not performed properly. In that case it is recommended to verify the gap between the internal bracket and the cover sheet metal as described (gap = 3mm) and or the Krytox™ application was not enough and not in the indicated area.

**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 LWB	2018	All	All	AX_JM000001	AX_JM158351
<b>SAGA Coding</b>					
<b>Claim Type:</b>	Use applicable Claim Type <sup>1)</sup>				
<b>Service Number:</b>	<b>Damage Code</b>	<b>HST</b>	<b>Damage Location</b>		
5141	0020	--	001 - Left 002 – Right 274 – Both sides		
<b>Parts Manufacturer</b>	Tiguan LWB				3ME <sup>2)</sup>
<b>Labor Operation <sup>3)</sup></b> : Remove and Install Head Curtain Airbag (one side)			69661950 = See Elsa for latest time units		
<b>Labor Operation <sup>3)</sup></b> : Remove and Install Head Curtain Airbag (both sides)			69661999 = 80 TU		
<b>Labor Operation <sup>3)</sup></b> : Remove and Install Headliner, 5 seater			70841903 = See Elsa for latest time units		
<b>Labor Operation <sup>3)</sup></b> : Remove and Install Headliner, 7 seater			70841906 = See Elsa for latest time units		
<b>Labor Operation <sup>3)</sup></b> : Remove and Install Headliner with Panoramic Roof, 5 seater			70841912 = See Elsa for latest time units		
<b>Labor Operation <sup>3)</sup></b> : Remove and Install Headliner with Panoramic Roof, 7 seater			70841915 = See Elsa for latest time units		



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<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Adjustment Mechanism (1 pillar)	69361950 = See Elsa for latest time units	
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Adjustment Mechanism (both pillars)	69362099 = 20 TU	
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Inner Sill Panel Molding (1 pillar)	68051950 = See Elsa for latest time units	
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Inner Sill Panel Molding (both pillars)	68052099 = 20 TU	
<b>Labor Operation</b> <sup>3)</sup> : Repair Roof Reinforcement	51083299 = 20 TU	
<b>Labor Operation</b> <sup>3)</sup> : Repair Center Pillar (Striking & Bending)	51413299 = 40 TU	
<b>Labor Operation</b> <sup>3)</sup> : Remove and Install Front Door Seal	57631099 = 20 TU	
<b>Causal Part:</b>	5NN 809 219 B (quantity 0)	
<b>Diagnostic Time</b> <sup>4)</sup>		
<b>GFF Time expenditure</b>	01500000 = 00 TU max.	NO
<b>Road Test</b>	01210002 = 10 TU 01210004 = 10 TU	YES
<b>Technical Diagnosis</b>	01320000 = 00 TU max.	NO
<b>Claim Comment:</b> Input "As per Technical Bulletin 2050753" in comment section of Warranty Claim.		
<p><sup>1)</sup> Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p><sup>2)</sup> Code per warranty vendor code policy.</p> <p><sup>3)</sup> Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p><sup>4)</sup> Documentation required per Warranty Policies and Procedures Manual.</p>		



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## Required Parts and Tools

Part No:	Part Description	Quantity
G 052 172 M2	Special Lubricant – Krytox™ – Aerosol 100ml	0.5
5NA 867 276 *	Clips	2 (for Both Pillars)
N 108 162 01	Hexagonal socket head collared bolt, thread forming M6x18	1 (for 1 pillar repair) 2 (for Both Pillar repair)

Part numbers are accurate at time of publication. Always refer to ETKA for the latest part information.

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.