



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

Release date: 4/19/2021

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
2050753/6	4/19/21	51-19-01	To update headliner labor operation numbers per SAGA updates.
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.



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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.

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.

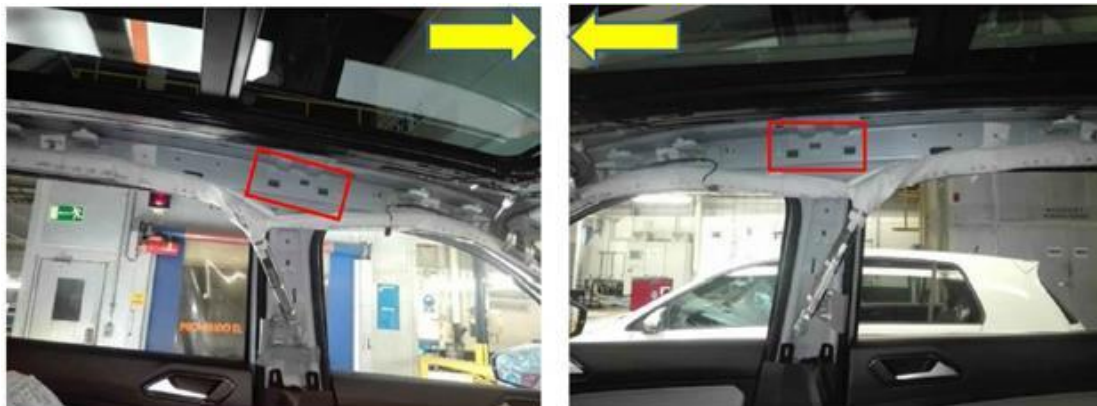


Figure 1 (NOTE: The direction of the YELLOW arrows indicates the front of the vehicle.)



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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.

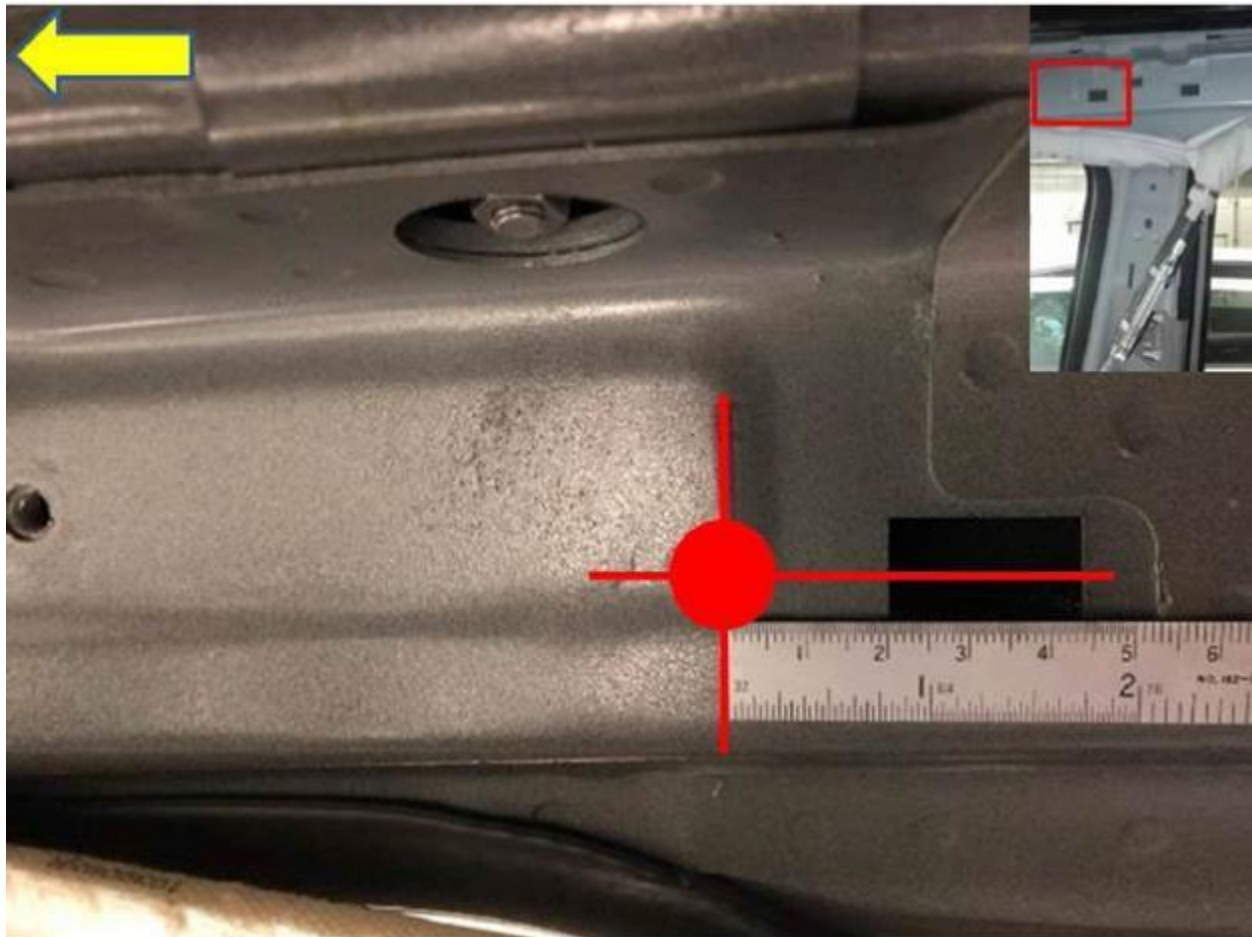


Figure 3: Reference point, front area.



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Figure 4: Reference point, rear area.



Figure 5: No gap

Striking action

Gap 3 mm



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.



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Krytox™ aerosol 100ml can.

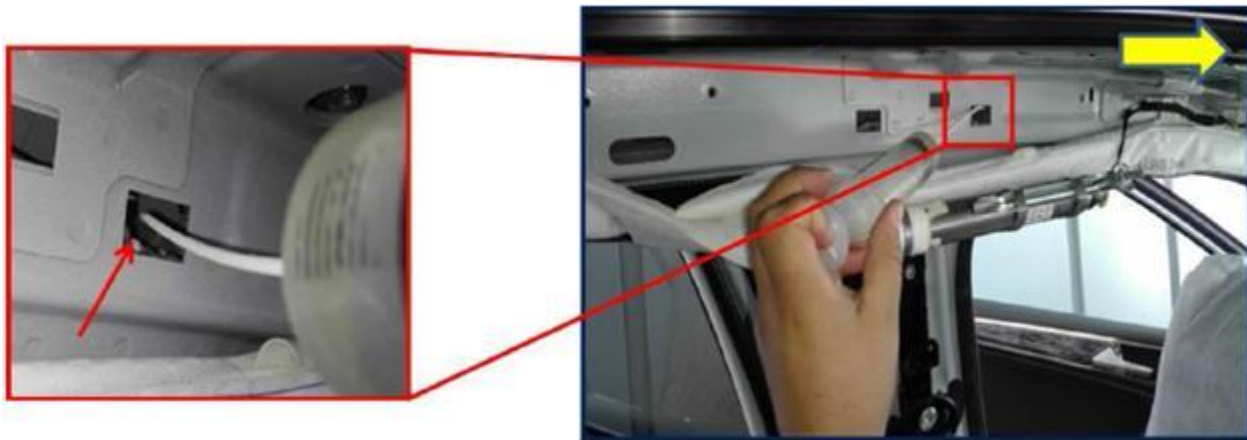


Figure 7: Front bracket



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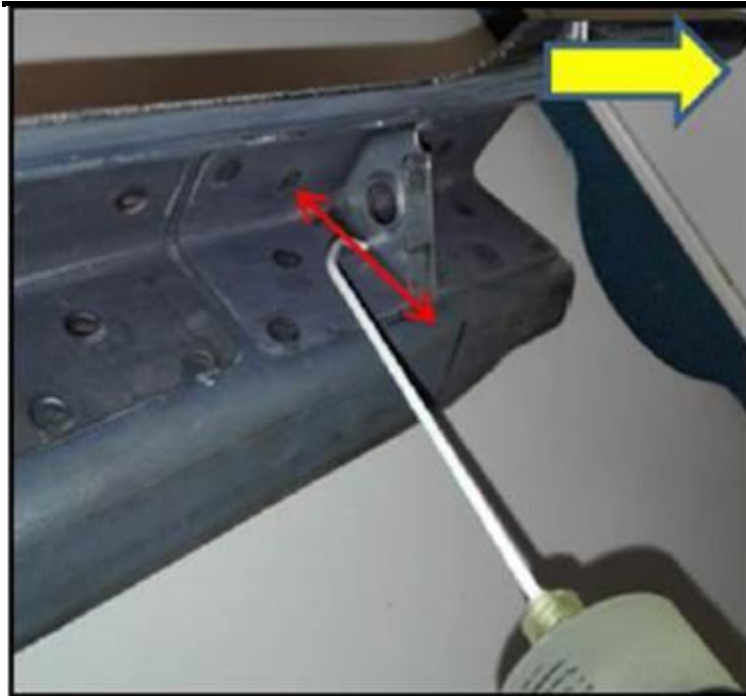


Figure 7a: Cut-away illustration of the internal area for the Krytox™ application on front bracket.

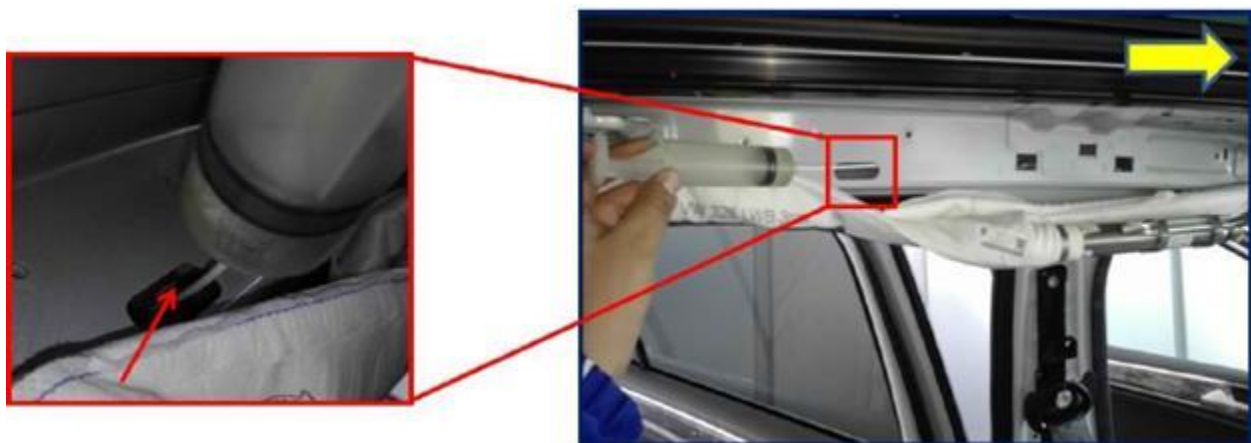


Figure 8: Rear bracket



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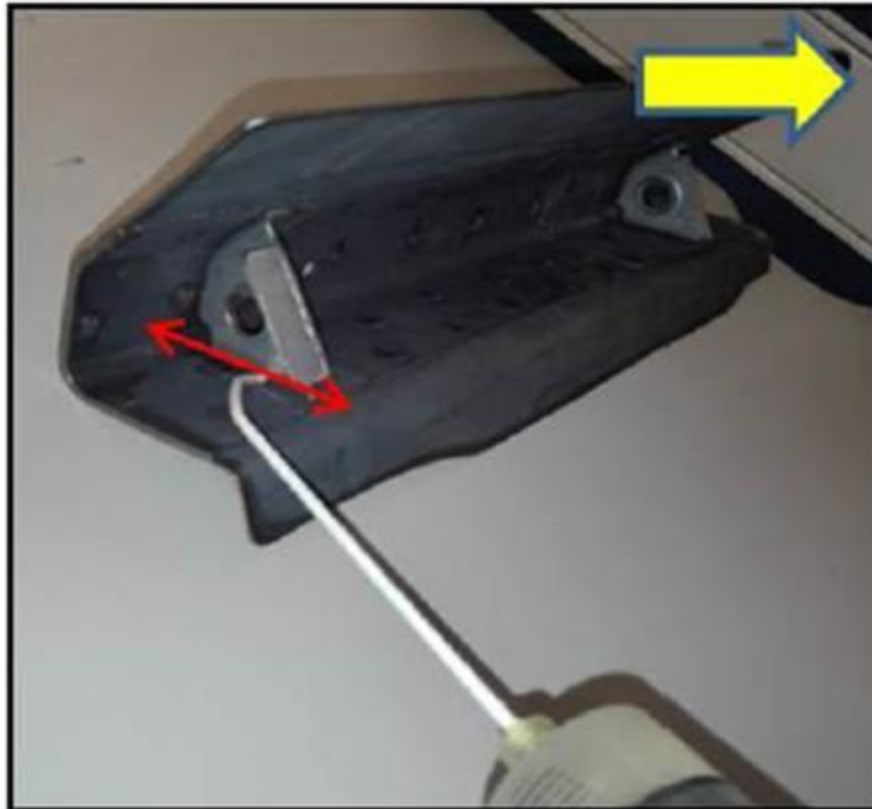


Figure 8a: Cut-away illustration of the internal area of the Krytox™ application on rear bracket.

- 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.

Is pillar noise repaired?

YES: Reassemble interior.

NO: Continue to step 4.



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

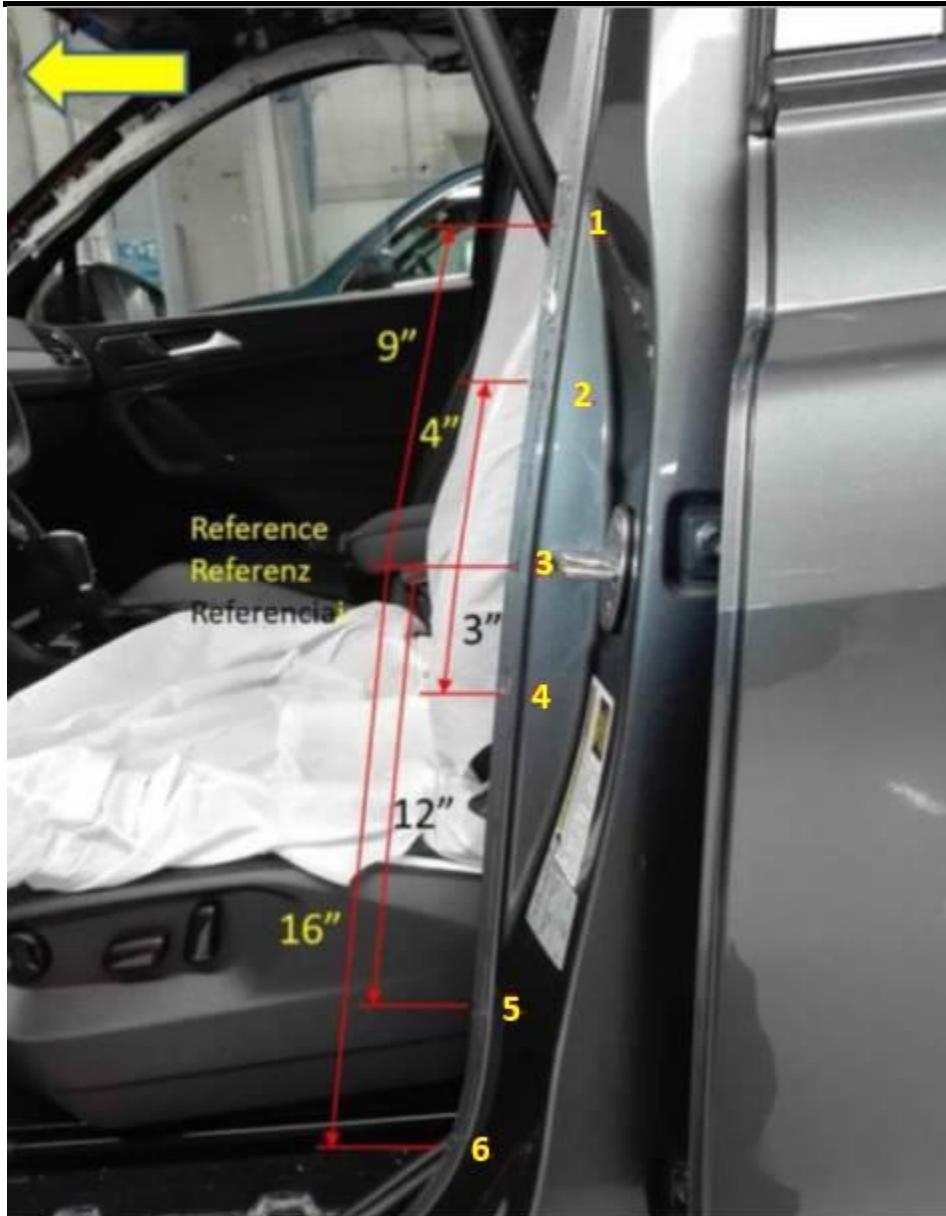


Figure 9: Sequence, bend back and forth on the metal panel of the front door frame, use the striker as the reference point.

- 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.



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Is pillar noise repaired?

YES: Reassemble interior.

NO: Please see tip below.



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

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
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
SAGA Coding					
Claim Type:	Use applicable Claim Type ¹⁾				
Service Number:	Damage Code	HST		Damage Location	
5141	0020	--		001 - Left 002 – Right 274 – Both sides	
Parts Manufacturer	Tiguan LWB				3ME ²⁾
Labor Operation ³⁾ : Remove and Install Head Curtain Airbag (one side)			69661950 = See Elsa for latest time units		
Labor Operation ³⁾ : Remove and Install Head Curtain Airbag (both sides)			69661999 = 80 TU		
Labor Operation ³⁾ : Remove and Install Headliner, 5 seater			70841920 = See Elsa for latest time units		
Labor Operation ³⁾ : Remove and Install Headliner, 7 seater			70841922 = See Elsa for latest time units		



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Labor Operation ³⁾ : Remove and Install Headliner with Panoramic Roof, 5 seater	70841925 = See Elsa for latest time units
Labor Operation ³⁾ : Remove and Install Headliner with Panoramic Roof, 7 seater	70841927 = See Elsa for latest time units
Labor Operation ³⁾ : Remove and Install Adjustment Mechanism (1 pillar)	69361950 = See Elsa for latest time units
Labor Operation ³⁾ : Remove and Install Adjustment Mechanism (both pillars)	69362099 = 20 TU
Labor Operation ³⁾ : Remove and Install Inner Sill Panel Molding (1 pillar)	68051950 = See Elsa for latest time units
Labor Operation ³⁾ : Remove and Install Inner Sill Panel Molding (both pillars)	68052099 = 20 TU
Labor Operation ³⁾ : Repair Roof Reinforcement	51083299 = 20 TU
Labor Operation ³⁾ : Repair Center Pillar (Striking & Bending)	51413299 = 40 TU
Labor Operation ³⁾ : Remove and Install Front Door Seal	57631099 = 20 TU
Causal Part:	5NN 809 219 B (quantity 0)
Diagnostic Time ⁴⁾	
GFF Time expenditure	01500000 = 00 TU max. NO
Road Test	01210002 = 10 TU 01210004 = 10 TU YES
Technical Diagnosis	01320000 = 00 TU max. NO
Claim Comment: Input "As per Technical Bulletin 2050753" 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>	



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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.