



48-23-02 - Steering wheel / airbag: grinding/creaking/clacking noises when steering (cornering/parking/maneuvering)

Release date: 1/30/2024

Condition

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Jetta	2014-2018	All	All	All	All
Golf	2015-2017	All	All	All	All
Passat	2012-2016	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2072282/2	1/30/2024	48-23-02	Include clock spring cover in parts table.
2072282/1	12/11/2023	48-23-02	Original Publication

Customer states when steering (cornering, parking maneuvering), grinding noises can be heard from the area of the steering wheel/driver airbag or steering column.


OR

Various controls, warnings or fault indicators, such as airbag, electronic stabilization programming (ESP), steering assist etc., light up after starting the engine in the instrument cluster.

Workshop Determination:

- One or more of the customer statements can be duplicated.
- When steering (e.g. when cornering, parking or maneuvering) grinding noises can be heard from the area of the steering wheel/driver air bag or steering column.

The following event memory entry (sporadic or static) is stored in the air bag control module (diagnostic address: 0015).



Please Fault code must be in combination with the symptom code 9437211.

- B10001B: Ignitor for airbag driver side resistance too large
- Symptom: 9437211



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Technical Background

Due to dirt ingress / entry of foreign bodies in the clock spring, such as long hair etc. a failure of the coil spring can occur.

In order to avoid further repeat repairs, an additional plastic ring must be installed to protect the airbag coil spring from dirt ingress/foreign bodies.

In addition, the foam cover on the back of the steering wheel must be reworked. This is the only way to ensure that there is enough space between the additional plastic ring and the steering wheel.

Production Solution

End of production has already occurred on affected models.

Service

Procedure:

Repair the steering wheel according to the service procedure below:



1. Rear of steering wheel when removed.

Figure 1.



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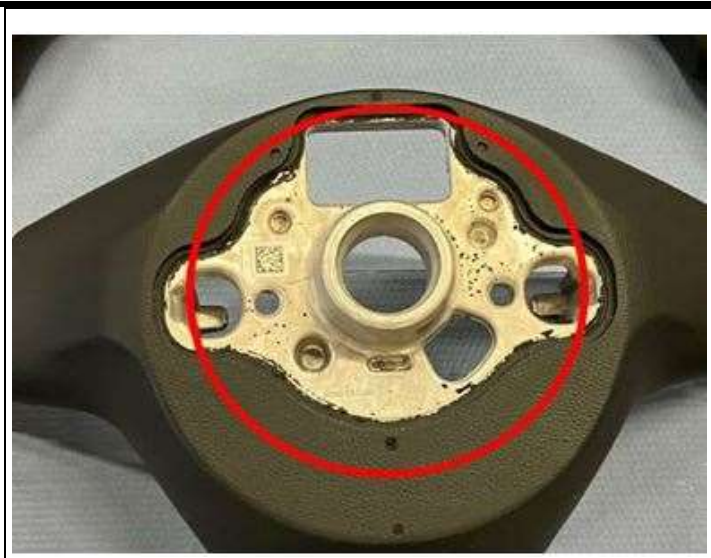


Figure 2.

2. Position the supplied template on the steering wheel.



Figure 3.

3. Supplied template positioned on the back of the steering wheel.



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Figure 4

4. Detailed view of the supplied template positioned on the back of the steering wheel.



Figure 5.

5. Example: Mark the area on the steering wheel with a pen



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Figure 6.

6. Example: Marked area on the steering wheel foam (template removed).

Put the template back on the steering wheel.

Using a suitable cutting knife, carefully cut the foam along the template. See Figure 7.



Figure 7.

7. Example: Cutting foam on the steering wheel.



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Figure 8.

8. Example: Remove the cross-section /excess foam along the marking in the foam of the steering wheel.

Using a cutting knife and scrapper (Figure 9, red ellipse) carefully remove the access foam until the aluminum is clearly visible for the steering wheel body.



Figure 9.

9. Example: Removing the excess foam of the steering wheel.



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10. Example: Aluminum clearly visible from the steering wheel.

Figure 10.



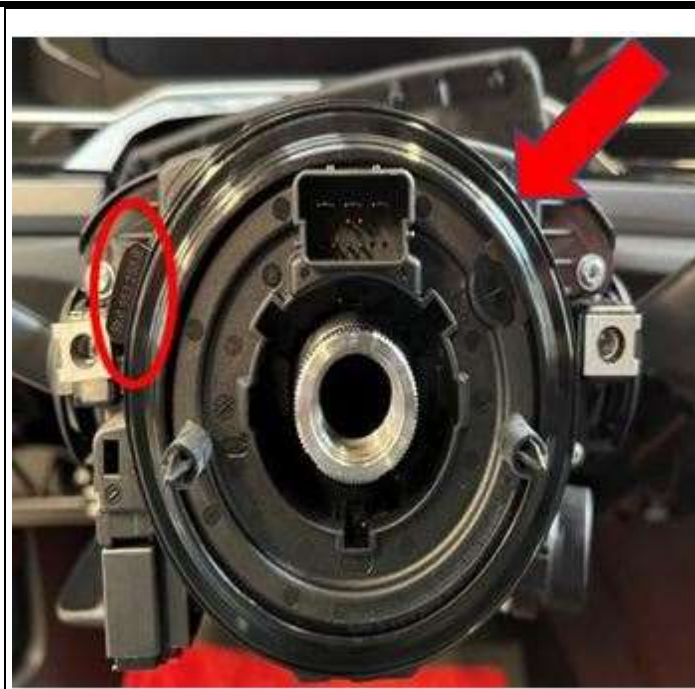
11. Install a new airbag coil spring (with additionally attached protective cap/plastic ring. See repair group 48 in Elsa.

Figure 11.



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12. Place the steering wheel on the steering column (pay attention to the previously applied marking).

Before finally tightening the steering wheel, check whether there is sufficient space and play (see Figure 13, red ellipse) and that no grinding or contact noises are audible.

If the vehicle has already undergone an action or pre-repair in the area of the steering wheel, the central screw for the steering wheel must be replaced. See repair group 48 in Elsa.

Figure 12.



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13. Install the steering wheel/airbag, See repair group 48 in Elsa.

Figure 13.



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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
Jetta	2014-2018	All	All	All	All
Golf	2015-2017	All	All	All	All
Passat	2012-2016	All	All	All	All

SAGA Coding

Claim Type:	Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)
4810	0020	--	--

Parts Manufacturer	Passat	WVO ²⁾
	Jetta, Golf	3ME ²⁾

Labor Operation ³⁾ : Charge Battery	01500010 = See Elsa for latest time units.
Labor Operation ³⁾ : Steering wheel Remove and Install	48101950 = Se Elsa for latest time units
Labor Operation ³⁾ : Steering wheel repair	48101999 = 50 TU
Causal Part:	5K0953569*

Diagnostic Time ⁴⁾

GFF Time expenditure	01500060 = Actual GFF print out. Max. 50 TU.	YES
Road Test	01210002 = see Elsa for latest time units 01210004 = see Elsa for latest time units	YES
Technical Diagnosis	01320000 = 00 TU max.	NO



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Claim Comment: Input "As per Technical Bulletin 2072272" in comment section of Warranty Claim.

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

Required Parts and Tools

Part No:	Part Description	Quantity
WSPEQU132	Steering Wheel Trim Template	1
5K0953569*	Clock Spring	1
5K0953259*	Clock Spring Cover	1
N 90799102	Steering wheel bolt	1

Tool Description	Tool No:
Midtronics Battery Tester/Charger	GRX3000VAS
VAS Diagnostic Tool	VAS 6150/X & VAS 6160/X and ODIS Service with: current online updates

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.