

*Towing and
Road Service Guide
for the
2004 Volkswagen Phaeton*



Quality and Education Services
AAA Automotive
1000 AAA Drive
Heathrow, FL 32746
November 14th, 2003

Index

Equipment Availability	Page 1
General Towing Information	
Special Precautions	Page 2
Car Carrier Loading and Transporting	Page 3
General Road Service Information	
Jacking	Page 5
Tool Kit Locations	Page 6
Tire Changing	Page 7
Out of Fuel	Page 8
Jump-Start Procedures	Page 9

EQUIPMENT AVAILABILITY:

- To eliminate the need for removing the eyebolt from the vehicle's tool kit when loading a Volkswagen Phaeton a screw-in eyebolt is available from any authorized Volkswagen dealer parts department.
- Most of the equipment mentioned in this guide is available through AW Direct, a preferred AAA supplier. Contact your local AAA Club representative for special offers available to AAA contractors.

**AAA Towing and Roadside Assistance Guide for Volkswagen Phaeton
November 14th, 2003**

GENERAL TOWING INFORMATION, ALL MODELS

SPECIAL PRECAUTIONS:

- NEVER MOVE AN ALL-WHEEL-DRIVE MODEL WITH ONLY TWO WHEELS ON THE GROUND. THE TRANSFER CASE HAS NO “TRUE NEUTRAL” POSITION.

- CONVENTIONAL WHEEL-LIFT AND SELF-LOADING DOLLY EQUIPMENT DO NOT PROVIDE ADEQUATE UNDERCARRIAGE CLEARANCE FOR TOWING OR MOVING THE VEHICLE. CAR CARRIER EQUIPMENT IS THE ONLY APPROVED TRANSPORTING METHOD FOR THIS VEHICLE.

NOTE: *This vehicle is an All-Wheel-Drive model, all four wheels must be raised before moving.* If the use of wheel jacks is not possible due to safety concerns, (for example, moving the vehicle down the ramps of a multi-story parking garage,) a wheel-lift and tow dolly may be used *only* to move the vehicle clear of the building using the following procedure:

1. Jack the vehicle at the approved jacking points located inboard of the rocker panels (see service information below) and place blocks under the tires to increase ground clearance.
2. Capture the tires on the wheel lift tightly, so that adequate stinger and crossbar clearance is maintained to prevent contact with the undercarriage as the vehicle is moved.
3. A dolly must be installed under the trailing wheels using this same technique. *Conventional dolly installation will cause the dolly crossbar to contact the undercarriage and could cause damage!*
4. Install wheel tie-down straps and raise the wheel-lift just far enough to allow vehicle movement. Pay careful attention to ground clearance at the trailing end of the vehicle.

These emergency procedures must be used *only* to move a vehicle far enough so that it may be loaded onto a car carrier. *Volkswagen Phaeton vehicles are not approved for transport in this manner!*

CAR CARRIER LOADING AND TRANSPORTING:

Ramping may be required to load this vehicle onto a conventional car carrier. In all cases, check for previous damage to the valances and/or undercarriage and note any concerns before loading the vehicle.

The only approved method for front or rear loading is to attach the winch wire rope to the screw-in eyebolt installed in the front or rear vehicle pull point. (See figure1 & 2.) The eyebolt is in the tire well in the trunk of the vehicle, to the left of the spare tire.

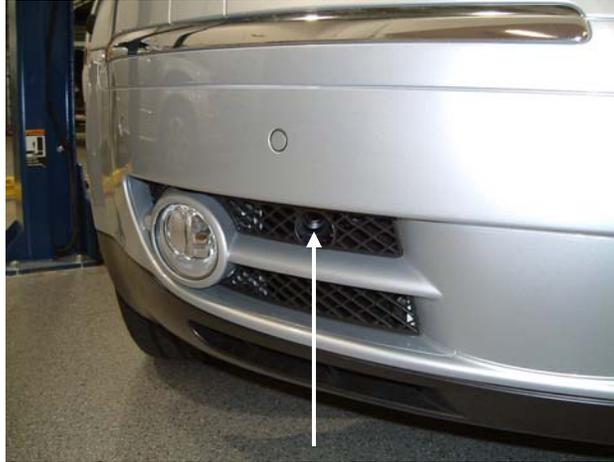


figure 1
Front eyelet socket



figure 2
Rear eyelet

The eyelet receiver cover may be removed with the fingers or a small screwdriver. Be careful not to scratch the vehicle finish while removing the cover.

NOTE: Before loading, ensure that the transmission is in “Neutral” and the ignition key is in the “unlock” position, but not in the “run” position, the parking brake is released and if possible, switch the adjustable air suspension to its highest position. In “run,” the instrument panel warning lights will be illuminated.

To avoid excessive downward pull on the eyebolt, do not winch the vehicle any closer than 3 feet from the winch drum whether loading from the front or rear. (See figure 3.)



figure 3

NOTE: *No other attaching points for loading are approved for these vehicles.*

It is recommended to use 4 wheel strap tie-downs to secure the vehicle to the car carrier. Either basket-style tie-downs or heavy nylon straps may be used. If straps are used, it is recommended to route the strap around the tire/wheel rims. Ensure that any metal strap parts clear the wheel surface to avoid damaging the wheels during transportation. Never route the straps around the spokes for tie-down.

If wheel strap tie-downs are not available, there are “T” hook slots in the frame of this vehicle, covered with rubber grommets as shown below. This method of securing the vehicle is only to be used as a last resort as the vehicle is equipped with air suspension which may be damaged if the suspension is compressed while securing the vehicle for transportation.



figure 4: “T” hook positions

Once the vehicle is secured on the carrier bed, release the winch tension to avoid undue stress on the eyebolt and the vehicle suspension, but do not disconnect the wire rope.

JACKING : (*NOTE: ensure that ignition key is off and all exterior doors are closed before lifting these vehicles with a jack due to the air suspension system*)

The only approved lifting points for hoists or jacks on the 2004 Volkswagen Phaeton are the four jacking pads, designed to fit the jack supplied in the vehicle's tool kit. The lifting points are located inboard of the rocker panels, to the rear of the front wheels and forward of the rear wheels. The jack is stored in the spare tire well in the trunk floor, to the left of the spare tire.

NOTE: the lifting points are slightly recessed above the floor pan, if you are using a small trolley jack, a small block of wood may have to be placed between the jack head and the pad to gain the necessary access.



figure 5
Front jack location



figure 6
Rear jack location

TOOLS AND TOOL KIT LOCATION:

The 2004 Volkswagen Phaeton comes with a tool kit containing the basic tools needed at the roadside. The tools are located around the spare tire in the trunk well.



figure 7
spare tire, tool and loading eyelet storage location

TIRE CHANGING:

These vehicles are equipped with a full size spare tire housed in a compartment below the trunk floor.

- Ensure the vehicle is on a firm, level surface
- Set the parking brake and place the transmission in Park to help secure the vehicle to prevent it from rolling as the vehicle is being lifted
- Remove either the decorative wheel cover or the lug bolt covers using tools provided in the tool kit.
- Loosen the wheel bolts
- Position the jack correctly and lift the vehicle, ensuring that passenger doors are closed and the key is not in the ignition during the lifting process.
- Lift the vehicle high enough to remove and replace the wheel assembly.
- Remove the top most lug bolt; install the alignment pin found in the tool kit. This will help ease installation of the replacement wheel.
- Remove the rest of the lug bolts. The hexagon head of the screwdriver handle in the tool kit may aid in removing and installing the lug bolts.
- Install spare wheel assembly
- Install four of the lug bolts wrist tight
- Remove alignment pin and install last lug bolt wrist tight.
- Lower the vehicle and tighten the lug bolts in a crisscross pattern. Proper tightening torque is 90 ft/lbs.
- Replace all of the tools used back in their proper location, place the damaged tire in the tire well and secure
- Instruct the owner to have the damaged tire repaired as soon as possible and have the wheel lug bolts tightened to their proper torque.



figure 8
Lug cap removal

OUT OF FUEL:

Premium unleaded fuel with a minimum of 91 octane is recommended for this vehicle, it will operate on regular unleaded fuel with a minimum octane rating of 87 but with reduced performance.

If the fuel filler door appears to be stuck, it may be locked by the electronic Central Locking System anytime the vehicle is locked. If the fuel door release button on the driver's door does not unlock the fuel filler door when the vehicle is unlocked, a manual override is located in the right side of the trunk area. Remove interior trim piece to gain access to override cord. Pull cord to release fuel door. (See figure 9.)

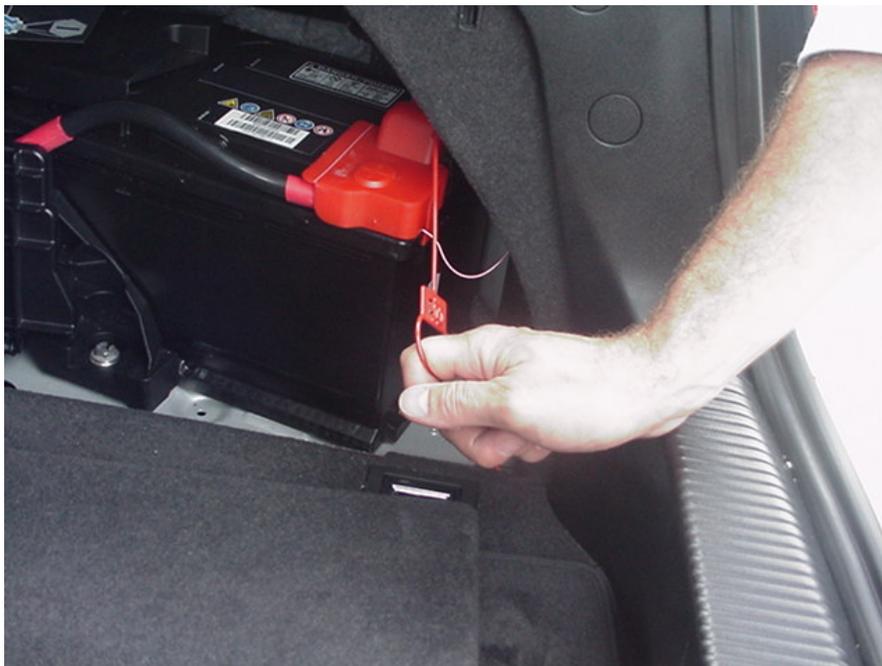


figure 9
Fuel door override

JUMP-START PROCEDURES:

The 2004 Volkswagen Phaeton has a **boost connection under the hood and 2 trunk mounted batteries**. If battery boosting is necessary, connections should be made at the boosting point under the hood as shown below. **NOTE**, remove both the red cap from the positive boost pin and the grey cap from the negative boost pin. There is not a lock cylinder for the trunk that can be operated with a mechanical key in the event of battery failure. Providing power at the boost connection under the hood of the vehicle should supply battery power to the vehicle to open the trunk if needed.

NOTE: Ensure that the key is not in the ignition while making your connections.



figure 10

boost pin locations under hood at cowl area

The batteries are housed on either side of the trunk behind removable trim panels. Boosting should not be necessary at the batteries in the trunk. Figures below show the battery locations. If needed, only boost the engine battery on the right side of the trunk.



figure 11

accessory battery (left side)



figure 12

engine battery (right side)

NOTE: Never exceed 14.4 volts when boosting this vehicle, damage to sensitive on-board electronics will occur.