

*Towing and
Road Service Guide
For
Volkswagen Touareg*



Quality and Education Services
AAA Automotive
1000 AAA Drive
Heathrow, FL 32746

June 15th, 2003

Index

Equipment availability	3
General Towing Information	
Special Precautions	4
Car Carrier Loading and Transporting	5
Wheel-Lift Towing Procedure	7
Emergency Road Service Information	
Jacking	8
Tire Service:	10
Out of Fuel	12
Jump-Start Procedures	13

EQUIPMENT AVAILABILITY

- To eliminate the need to remove the eye bolt from the vehicle's tool kit during loading or recovery, a screw-in eyebolt is available from any authorized Volkswagen dealer's parts department.
- The towing and tie-down discussed 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 Touareg
June 15th, 2003**

GENERAL TOWING INFORMATION

SPECIAL PRECAUTIONS:

- All current Volkswagen Touareg models are equipped with full-time all-wheel-drive. NEVER ATTEMPT TO MOVE THE VEHICLE WITH ONLY TWO WHEELS ON THE GROUND. THE TRANSFER CASE HAS NO “TRUE NEUTRAL” POSITION AND WILL BE DAMAGED.
- Car carrier equipment is the preferred method of towing this vehicle, except in instances where one or more vehicle wheels will not roll freely. If wheel-lift equipment must be used, a dolly is required under the trailing wheels for all Touaregs. THERE IS NO APPROVED PROCEDURE FOR THE USE OF SLING-TYPE EQUIPMENT ON THIS VEHICLE.
- When loading or pulling the Touareg, DO NOT USE HOOKS OF ANY TYPE ON THE LOWER CONTROL ARMS OR ANYWHERE ELSE ALONG THE UNDERCARRIAGE OF THE VEHICLE. Follow only the approved loading procedures specified in the following pages.
- In an emergency situation where the vehicle will not roll or must be moved for towing access, wheel-jacking equipment, such as Go-Jacks are recommended. NOTE: ALL FOUR WHEELS MUST BE RAISED BEFORE MOVING.

CAR CARRIER LOADING AND TRANSPORTING:

The use of car carrier equipment is the preferred method of towing the Volkswagen Touareg, except in instances when one or more wheels will not move freely.

CAUTION: The curb weight for the Touareg is 5,086 lb. for the V-6 and 5,300 lb. for the V-8 version. If fully loaded, the gross vehicle weight may be near 6,600 lb. Ensure that the car carrier dispatched is capable of safely towing this vehicle.

The Touareg has adequate ground clearance at front and rear to permit loading onto a conventional car carrier without additional ramping in normal circumstances. However, clearance at the trailing end of the vehicle should always be monitored as it is loaded.

As with some other Volkswagen models, the towing eye bolt must be used for front or rear loading of the Touareg. The eye bolt is located in the tool kit located to the right-hand side under the floor in the rear cargo area. (See Figure 1.)



Figure 1

NOTE: The eyebolt on this model has LEFT-HAND THREADS. Screw the eye bolt counter-clockwise into the front or rear pull point and attach the winch line to the eyebolt with the open side of the hook facing upward. (See Figure 2.) If two eye bolts are provided, use both and connect to the winch wire rope using a bridle.



Figure 2

Before loading, ensure that the transmission is in “Neutral” and the ignition switch is in position to unlock the steering. When loading, remember that the eye bolts are designed for a straight ahead pull within a 20 degree window, so stop the vehicle as the winch wire rope begins to pull downward. To prevent too much downward pull, you will need to keep the leading edge of the Touareg 3 feet or more from the winch drum.

Once loaded, set the parking brake and secure the vehicle onto the carrier using **FOUR WHEEL STRAP TIE-DOWNS**. After securing, return the bed to the transporting position, then slacken the winch wire rope slightly to prevent downward pull on the towing eye bolt (s) as bumps are encountered during transport. Make sure that the ignition switch is turned to the OFF position to avoid unnecessary battery drain.

WHEEL-LIFT TOWING PROCEDURE:

The use of car carrier equipment is the preferred method of towing the Volkswagen Touareg. If a wheel-lift must be used, the procedure shown below must be used with no exceptions.

CAUTION: The Touareg is equipped with a full-time, all-wheel drive power train. It is essential that no attempt be made to move the vehicle with two wheels lifted. *All four wheels must either be on the ground or lifted before moving a Touareg.*

The Touareg has adequate undercarriage clearance to permit the use of a wheel-lift with a towing dolly installed under the trailing wheels. As stated above, the use of a wheel-lift without a towing dolly will cause damage to the transfer case, even if the vehicle is towed a very short distance.

To tow the Touareg with a wheel-lift and dolly, observe the following:

- Secure the leading wheels firmly to the wheel-lift and the trailing wheels firmly to the dolly.
- After loading the Touareg onto the dolly and wheel-lift, place the transmission selector in Park and set the parking brake.
- Use a steering wheel securing device to prevent possible excessive load on the steering column lock.
- Ensure that the ignition switch is turned OFF to prevent unnecessary battery drain.

EMERGENCY ROAD SERVICE PROCEDURES

JACKING:

The jack supplied with the Touareg is located in the toolbox on the right-hand side, under the floor in the rear cargo area. (See Figure 3)



Figure 3

Two folding wedges are also supplied to prevent the vehicle from rolling off of the jack. The wedges should be unfolded and placed in front of and behind the wheel diagonally opposite of the wheel to be raised.

The only approved lifting locations are the FOUR JACKING PADS, located just behind the left and right rocker panels near the front and rear edges. (See figures 4 & 5)

NOTE: If the vehicle is equipped with level-control system, it must be switched off before raising the jack. To do this, turn the ignition switch ON and depress and hold for 5 seconds, the “LOCK” button on the height control panel, located on the center console at the left front. The indicator lamp on the instrument cluster will read: “Regulation Off.”



Figure 4



Figure 5

Place the jack under the jacking pad with the screw rod (attached to the crank) pointing straight outward. Observe all standard jacking precautions and ensure that the vehicle is on firm, level ground.

TIRE SERVICE:

Collapsed spare tires are supplied on these vehicles. If the vehicle is not equipped with optional air suspension, a 12 volt compressor will be found with the collapsed spare tire to inflate it to proper operating pressure (See figure 6). If the vehicle is equipped with the optional air suspension, an air hose can be found under the rear seat and a hose connection under the front passenger's seat frame next to the inboard seat track. The fitting may be covered with a rubber grommet.



Figure 6

The compressor is connected to the battery boosting pins under the hood for 12 volt power. (See figure 7) You will note that there is ample power cord to reach the rear of the vehicle.



Figure 7

If a tire is to be changed, the security wheel bolt socket and an alignment pin to assist in the installation are located in the toolbox beneath the rear cargo area floor. Remove the top wheel bolt and install the alignment pin before removing the wheel. This will aid in aligning the bolt holes when the spare wheel is installed.

NOTE: According to the Volkswagen Touareg owner's manual, the spare wheel should only be mounted on the rear axle of this vehicle due to drivability and stability concerns of having the temporary spare wheel mounted on the front axle.

CAUTION: The wheel and tire assemblies weigh approximately 77 lb. After installation, tighten the wheel bolts to 118 ft/lb. The spare tire and/or wheel is different from the others mounted on the vehicle, advise the owner that the tire is for temporary use only and that the top speed is 50 mph (80 km/h.)

OUT OF FUEL SERVICE:

There are no special precautions needed to refuel a Touareg, although it is important to take care not to damage the vehicle's finish during refueling. The fuel filler is located on the right-hand (passenger's) side of the vehicle on the rear quarter panel and functions conventionally. If possible, 91 Octane premium fuel should be used.

If the fuel filler door is inoperative, ensure that the central locking system is unlocked. If it still will not operate, there is a manual fuel door release cable located in the right rear quarter panel. To gain access, remove the snap-in panel from the right side of the rear cargo area and pull on black, rubber release handle. (See Figure 8.)



Figure 8

JUMP-STARTING:

NOTE: The Touareg's battery is located under the driver's seat. Attempting to access the battery requires some disassembly and special tools and is not recommended as a roadside service procedure under the Volkswagen Roadside Assistance Program.

Access to the battery is not necessary to jump-start the Touareg. Jump-starting pegs are provided in the engine compartment and are located along the inside of the left (driver's side) inner fender, near the firewall (see figure 9). A piece of engine compartment trim must be removed to gain access. The trim cover is removed by lifting at the edges (See figure 10.)

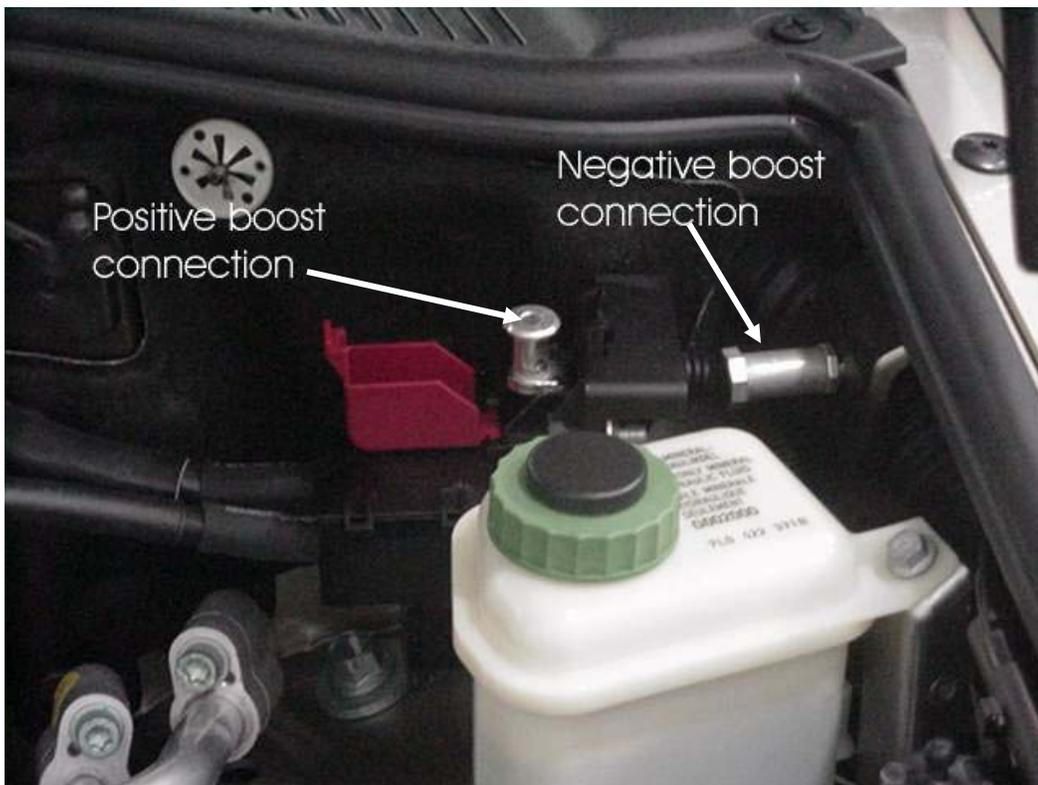


Figure 9



figure 10.

When jump-starting, observe the following precautions:

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

- Since the battery is difficult to access, it cannot be easily checked for signs of freezing or visible damage. If the vehicle appears to be totally discharged and the temperature is below freezing, or if you suspect that electrical damage may exist from conditions such as flooding, do not attempt a jump-start. Tow the vehicle to the nearest Volkswagen dealer instead.
- Never use jump-starting equipment that can exceed normal 12-volt charging system voltage.
- Ensure that all electrical accessories and the ignition switch are turned OFF before connecting jumper cables or a jumper box to the discharged vehicle.
- If using jumper cables, make connections in the following order:
 1. Connect the positive (+) jumper cable to the positive jump-start peg of the discharged vehicle and to the positive (+) battery terminal of the donor vehicle or jumper box.
 2. Connect the negative (-) cable to the grounding peg of the discharged vehicle.
 3. Connect the negative (-) jumper cable to the negative battery terminal of the donor vehicle. (Skip this step if using a jumper box.)
- Allow the discharged battery to charge for a few minutes before attempting to crank the engine.
- Do not crank the engine for more than 15 seconds. If the cranking speed is slow, or the engine does not crank, recheck all jumper connections and try again. If the problem persists, tow the vehicle to the Volkswagen dealer.