Towing and Road Service Guide for the 2004 Audi A-8L

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June 15, 2003
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EQUIPMENT AVAILABILITY:

- To eliminate the need for removing the eyebolt from the vehicle’s tool kit when loading an Audi A-8L a screw-in eyebolt is available from any authorized Audi 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 Audi A-8L
June 15, 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. Audi A-8L 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 figure 1 & 2.) The eyebolt is found in the factory-supplied vehicle tool kit.

The eyelet receiver cover may be removed with the fingers or a small screwdriver. Be careful not to scratch the paint 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 and that the electronic parking brake is released. 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](image)

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

Use only 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 either around or through the wheel rims. Ensure that the straps clear the vertical spokes of the wheels to avoid cutting the straps or damage to the wheels. Never route the straps around the spokes for tie-down.

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.

**TILT SENSOR:**
The 2004 Audi A-8L is equipped with a vehicle tilt sensor. The tilt sensors will trigger an alarm if they detect vehicle movement. It is recommended that the sensors be switched off if the vehicle is going to be towed or transported. The tilt sensor switch is located on the rear edge of the driver’s door. To de-activate the sensors:

- Open the driver’s door
- Pull outward on the switch; this will turn the light in the switch on.
- Close the driver’s door; this will cause the indicator light on the driver’s door to illuminate for about 3 seconds.
- If you happen to lock the vehicle during transport, the light on the driver’s door will flash for about 3 seconds.
- Reset the switch after the vehicle is transported.

In the event that the tow truck operator forgets to reset the tilt sensor, the next time the vehicle is locked, the tilt sensor will automatically activate.
GENERAL ROAD SERVICE INFORMATION:

**Adaptive air suspension system:** Adaptive air suspension and damping can be regulated and they adapt automatically to a request from the driver and the driving situation at the time. The system regulates ground clearance depending on vehicle speed, load condition, and driver input. Accelerating to a speed above a predetermined limit will make the vehicle lower and driving more slowly will cause the vehicle to rise.

The system has three main driving modes: comfort, automatic and dynamic plus an additional lift mode for driving over poor stretches of road.

**Automatic setting:** Lowering occurs when speeds exceed 75mph (120km/h) for more than 30 seconds and the vehicle is lowered about 1 inch. The vehicle will then rise back to its normal height when either the vehicle speed drops below 44mph (70 km/h) for more than 120 seconds or if the vehicle speed drops below 22 mph (35km/h).

**Dynamic setting:** Lowering of about 1 inch occurs when this selection is set. The vehicle will lower an additional 0.2 inches (5mm) if vehicle speeds exceed 75mph (120km/h) for more than 30 seconds. The suspension will return to the dynamic selected height if the vehicle speed falls below 44mph (75km/h) for more than 120 seconds or if the vehicle slows to a speed less than 22mph (35km/h).

**Comfort setting:** The suspension does not adjust in this mode.

**Lift:** In this mode the vehicle will rise about 1 inch compared to normal level while it is still stationary and damping characteristics are adjusted to emphasize comfort. The lift mode can only be activated below 50 mph (80km/h). The vehicle automatically leaves the lift mode and returns to its previously selected mode if the vehicle speed exceeds 62mph (100km/h).

All of these functions are controlled through the onboard computer. To have the vehicle perform any of the above mentioned features, you must select the feature through the “Multi Media Interface” or MMI unit. The controls for the MMI unit are located on the center console rearward of the gear shift lever. The LCD display for the MMI pops up from the center of the dash. The MMI controls various vehicle functions including radio operation, navigation, heating, ventilation and air conditioning controls as well as the adaptive air suspension controls mentioned above.

This is important to know when jacking or lifting this vehicle, as a specific suspension setting that needs to be selected in order to lift or jack this vehicle without doing damage to the suspension system. The following procedure needs to be followed to safely jack or lift this vehicle:

- Turn the ignition key to the “ON” position.
- Press the “CAR” function button. The main menu “Adaptive air suspension” appears.
Press the “SETUP” function button. The main menu “Adaptive Air Suspension” appears.

Turn the control knob to “Car Jack Mode” and select “ON” to switch the jacking mode on.

The jacking mode must be selected before changing a wheel so that the automatic control for the air suspension does not make lifting the vehicle more difficult.

To turn off the jacking mode follow these steps:

- Lower the vehicle off of the jack onto its four wheels.
- Turn the ignition key to the “ON” position.
- Press the “CAR” function button. The main menu “Adaptive air suspension” appears.
- Press the “SETUP” function button. The main menu “Adaptive Air Suspension” appears.
- Turn the control knob to “Car Jack Mode” and select “OFF” to switch the jacking mode off.

NOTE: The jacking mode will automatically be turned off by the computer if the vehicle reaches a speed above 9mph (15km/h).

Figure 4 below shows the layout and location of the “Multi Media Interface” (MMI) controls.
JACKING: *(NOTE – read suspension caution on previous pages before lifting vehicle).*

The only approved lifting points for hoists or jacks on the 2004 Audi A-8L 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 right 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.
TOOLS AND TOOL KIT LOCATION:

The 2004 Audi A-8L comes with a tool kit containing the basic tools needed at the roadside. The kit is attached to the inside of the trunk lid.
TIRE CHANGING:

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

NOTE: Before changing the tire, activate the “jacking” mode for the air suspension as mentioned previously.

- Ensure the vehicle is on a firm, level surface
- Set the parking brake and place the transmission in Park to help secure the vehicle and 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 (see figure 9).
- Loosen the wheel bolts.
- Position the jack correctly and lift the vehicle, ensuring that the “jacking” mode has been selected for the suspension.
- 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.
- Turn off the “jacking” mode for the suspension.
OUT OF FUEL:

Regular unleaded fuel with a minimum octane rating of 87 is required for this vehicle.

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 Central Locking System 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 10.)

figure 10
Fuel door override
JUMP-START PROCEDURES:

The 2004 Audi A-8L has a **trunk-mounted battery**. If battery boosting is necessary, connections must be made at the battery. There is a lock cylinder for the trunk that can be operated with the mechanical key in the event of battery failure (see figure 11). It is located above the license plate facing downward. The battery is housed on the right side of the trunk behind a removable trim panel (see figure 12). Turn the 2 cam screws ¼ turn counter-clockwise on the trim panel to loosen them and pull the panel away from the top to remove it. The images below show the battery location and the boosting connections (see figures 13 & 14).

**NOTE:** Never exceed 14.4 volts when boosting this vehicle; damage to sensitive on-board electronics will occur.
NOTE: Ensure that the keys are not in the ignition while making your connections. Before connecting the jumper cables, check the fluid level in the battery cells if possible, and ensure that the battery is not frozen, swollen, or otherwise defective in appearance. *Do not attempt to jump-start a battery that is known to be defective.* Cautiously follow all proper jump-starting procedures.
PARKING BRAKE OPERATION:
The parking brake on the 2004 Audi A-8L is operated electro-mechanically. There is a button on the center console, to the left of the gear shift lever that activates and de-activates the vehicle’s parking brake. Pulling up on the switch at any time sets the parking brake. With the parking brake set, a red light on the switch is illuminated (see figure 15).

The parking brake can only be de-activated with the ignition in the “ON” position. When the parking brake is de-activated, the red light goes out (see figure 16).

NOTE: There is not an override provision in the event of a failure of the electro-mechanical parking brake system.
Transmission Park Bypass:
There is a method by which you can shift the vehicle out of the park position if either the key is not available or if the vehicle has experienced an electrical malfunction. The emergency release is located under the insert for the ashtray.

- Press the button next to the cigarette lighter. This will cause the ashtray insert to lift up.
- Press the white switch down with a pen-like object and hold it down.
- Depress the brake pedal, then press the button on the side of the shifter handle and move the gear selector to the Neutral (N) position (see figure 17 for layout).

![figure 17](image)

Park safety switch override