

**⚠ WARNING (continued)**

- Never remove the headlight unless you know exactly how to carry out the job and have the correct tool and light bulbs.
- If you are uncertain about what to do, have the work performed by an authorized Volkswagen dealer or a qualified workshop. Serious personal injury may result from improperly performed work.

**⚠ WARNING**

In vehicles with the coming home and leaving home function<sup>22)</sup>, the orientation lighting can still be turned on even if the light switch is in

## Emergency starting

### Jumper cables

*Jumper cables must have large enough wire size (cross-section).*

If the engine does not start because the battery is "dead" your vehicle's battery can be connected to the battery of another vehicle to start the engine.

**Jumper cables**

Jumper cable wire must be at least 0.038 in<sup>2</sup> (25 mm<sup>2</sup>) in cross-sectional area, or approximately 3 ga. (AWG), for use with gasoline engines.

**⚠ WARNING**

- Stop! Before working in the engine compartment, always read and heed all WARNINGS ⇒ page 35, "Working in the engine compartment". The engine compartment of any

**⚠ WARNING (continued)**

the 0 position and the ignition key has been removed.

- Wait until the orientation lighting is out and the light bulb in question has cooled off before you replace the bulb.

**ⓘ Note**

After replacing a headlight bulb, always make sure that the rubber covers or plastic caps have been properly and securely reinstalled to help prevent water from getting into the electrical connections and headlight housing and causing damage to the electrical system. ◀

**⚠ WARNING (continued)**

motor vehicle is a potentially dangerous area and can cause serious personal injury.

- Before doing any work on the battery, read all the battery WARNINGS ⇒ page 53, "Vehicle battery".

**ⓘ Note**

- Do not let the vehicles touch each other, otherwise current could flow as soon as the plus (+) terminals are connected. If necessary, use longer jumper cables.
- The discharged battery must be properly connected to the vehicle's electrical system. ◀

2009 JW TIGUAN

## Jump starting

*Jumper cables must only be connected as shown.*

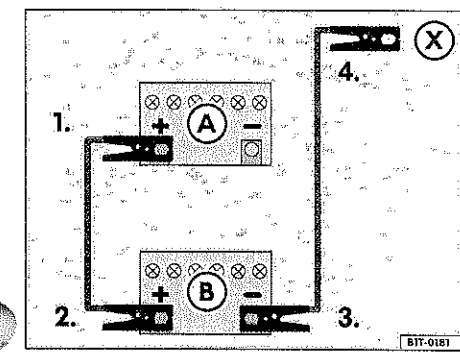


Fig. 42 How to connect the jumper cables

### Attaching jumper cables

1. Switch the ignition off on both vehicles ⇒ ⚠.
2. Connect the red jumper cable to the positive ⊕ terminal ① in the engine compartment of your vehicle (with the 'dead' battery ②) ⇒ ⚠.
3. Connect the other end of the red jumper cable to the positive ⊕ terminal ⑥ in the other vehicle.
4. Connect the black jumper cable to the negative ⊖ terminal ③ in the other vehicle.
5. Connect the other end of the black ⊖ jumper cable in the engine compartment of your vehicle as shown ④. Never connect the jumper cable to the "dead" battery itself, or to anything near it ⇒ ⚠.
6. Route the cables so that they cannot get caught in any moving parts in the engine compartment of either vehicle.

### Starting the engine

7. Start the engine of the vehicle providing help (with the good battery and let it run at idle speed.

8. Start the engine of your vehicle (with the low battery) and wait a minute or two until the engine is running smoothly. If the engine does not start after about 10 seconds, stop and try again after about 30 seconds.

### Removing the jumper cables

9. Before you remove the jumper cables, switch off the headlights (if they are on).
10. Switch on the air conditioning fan and the rear window defogger in your vehicle. This helps minimize voltage spikes when the cables are disconnected.
11. Disconnect the jumper cables in reverse order of the way they were connected, as follows:
12. Disconnect the black ⊖ cable from your vehicle.
13. Disconnect the black ⊖ cable from the other vehicle.
14. Disconnect the red ⊕ cable from the other vehicle.
15. Disconnect the red ⊕ cable from your vehicle.
16. Close the red cap over the positive ⊕ terminal on your vehicle.

**⚠ WARNING**

Stop! Before working in the engine compartment, always read and heed all WARNINGS ⇒ page 35, "Working in the engine compartment". The engine compartment of any motor vehicle is a potentially dangerous area and can cause serious personal injury.

**⚠ WARNING**

Improper use of jumper cables when jump-starting a vehicle with a dead battery can cause the battery to explode leading to serious

**⚠ WARNING (continued)**

personal injury. To help reduce the risk of battery explosion:

- Always make sure that the battery providing starting assistance has the same voltage as the discharged battery (12 V) and about the same capacity (see battery label).
- Never jump-start a vehicle with a frozen battery. The battery can explode. If a battery is or has been frozen, replace it.
- Batteries give off explosive hydrogen gas. Always keep fire, sparks, open flame and smoking materials away from batteries. Never use a cellular telephone while connecting or disconnecting jumper cables.
- Never short out the battery terminals by connecting the positive (+) and negative (-) terminals with each other.
- Always follow the jumper cables' manufacturer's instructions.
- Never connect the negative cable from the other vehicle directly to the negative terminal

**⚠ WARNING (continued)**

of the discharged battery. The hydrogen gas from the battery is explosive.

- Never attach the negative cable from the vehicle providing starting assistance to parts of the fuel system or to the brake hoses or brake lines.
- Never allow the non-insulated parts of the battery clamps to touch. Never allow the jumper cable attached to the positive battery terminal to contact metal parts of the vehicle.
- Always route the jumper cables so that they cannot get caught in any moving parts in the engine compartment.

**ⓘ Note**

- Connecting jumper cables improperly can cause expensive damage to the vehicle's electrical system.
- Do not let the vehicles touch each other while the jumper cables are connected. If they do, electrical current may flow between the vehicles when the positive (+) terminals are connected. ◀

## Towing

### Front towing eye

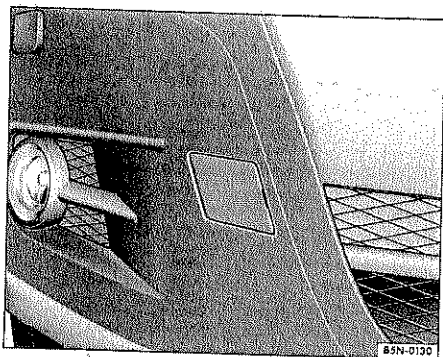


Fig. 43 In the right front bumper: removing the cover.

The threaded hole for the towing eye is in the front bumper on the right side

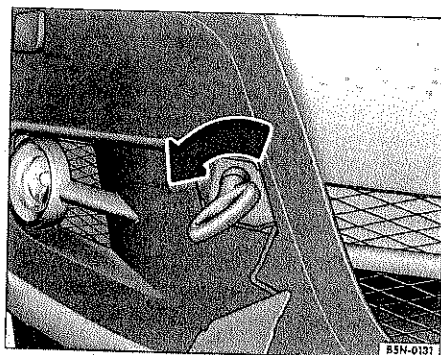


Fig. 44 The front right section of the vehicle: screwing in the towing eye.

⇒ fig. 43. The cover has to be removed to reach the hole. Use the lug wrench to in-

stall the towing eye into its mounting bracket. Make sure it you install it all the way and that it is secure.

### Installing the towing eye

- Remove the towing eye ⇒ page 77, fig. 23 ③, the lug wrench ④ and the screwdriver ① from the tool kit in the luggage compartment.
- Using the flat blade of screwdriver, pry the cover ⇒ page 98, fig. 43 off and let it hang on the vehicle.
- Screw the towing eye as far as it will go into the threaded hole ⇒ page 98, fig. 44 (inset). Use the lug wrench to tighten the towing eye ⇒ ⓘ.

### Rear towing eye

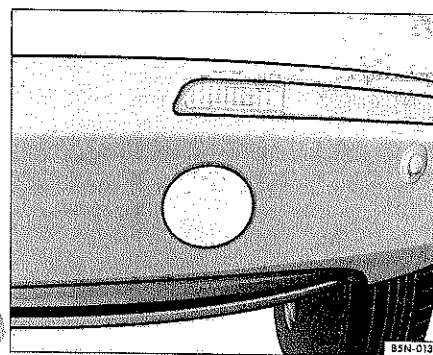


Fig. 45 Cover right side rear bumper.

- When towing operations are complete, unscrew the towing eye clockwise and install the cover.

- If necessary, clean the towing eye, the lug wrench and the screwdriver and place them back in the tool kit.

The towing eye must always be carried in the vehicle.

Follow instructions and tips for towing ⇒ page 99, "General notes".

**ⓘ Note**

Make sure the towing eye is installed all the way into the mounting bracket and that it is secure. If not, it could be pulled out while your vehicle is being towed. ◀

Your vehicle is equipped with a trailer hitch preparation. Because of the trailer hitch preparation, there is no towing eye mounting thread behind the cover ⇒ fig. 45. A towing eye cannot be installed in the rear. If you would like to tow another vehicle, you must use a trailer hitch <sup>23)</sup>.

Follow instructions and tips for towing ⇒ page 99, "General notes". ◀

### General notes

*Whenever possible, tow with the front (drive) wheels off ground.*

Always observe the following instructions if you must use a tow-rope:

#### Notes for the driver of the towing vehicle

- Switch on the emergency flashers. ▶

<sup>23)</sup> where applicable

– Drive very slowly at first to take up the slack in the tow-rope. Then press the accelerator slowly and increase speed gradually.

– Remember that the brake booster and electro-mechanical power steering are not working in the vehicle being towed. Brake earlier and more gently than you would normally ⇒ ⚠.

– Do not drive faster than 30 mph (50 km/h) or tow for more than 30 miles (50 km).

### Notes for the driver of the vehicle being towed

– Switch on the emergency flashers.

– Shift the transmission into neutral (N).

– Make sure that the tow-rope stays tight at all times ⇒ ⚠.

– Remember that the brake booster and electro-mechanical power steering are not working on the vehicle being towed. The steering wheel will be harder to turn. You will need to press harder on the brake pedal when you need to slow down or stop.

### Tow-rope or tow-bar

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar.

Vehicles equipped with a factory-installed trailer hitch cannot use a standard tow-bar to tow another vehicle.

A tow-rope should be able to stretch slightly to reduce the jerking on both vehicles when the towing vehicle speeds up or the towed vehicle has to slow down or stop. Use a tow-rope made of synthetic fiber or similar elastic material.

Attach the tow-rope or the tow-bar only to the towing eyes provided with the vehicle.

### Driving style

Towing requires some experience, especially when using a tow-rope. Both drivers must be familiar with the techniques required for towing.

Inexperienced drivers should not try to tow another vehicle.

Do not pull too hard with the towing vehicle, and avoid jerking the tow-rope. When towing on an unpaved road, there is always a risk of overloading and damaging the attachment points.

On the vehicle being towed, the ignition must be switched on to keep the steering wheel from locking. Also make sure that the turn signals, horn, windshield wipers and windshield washers work properly.

Remember that the electro-mechanical power steering and the brake booster do not work when the engine is not running. The steering wheel will be harder to turn. You will need to press harder on the brake pedal when you need to slow down or stop.

### Towing a vehicle with automatic transmission

- Shift the vehicle into neutral (N).
- Do not drive faster than 30 mph (50 km/h).
- Do not tow your vehicle farther than 30 miles (50 km).
- If they are to be towed by a breakdown truck, the front wheels of all vehicles must be raised off the ground – this does not apply to vehicles with all-wheel drive (4MOTION) ⇒ page 100, “Towing a vehicle with all-wheel-drive (4MOTION)” and ⇒ Ⓞ.

### Towing a vehicle with all-wheel-drive (4MOTION)

Vehicles with all-wheel drive (4MOTION) must not be towed using a tow bar or tow rope.

If the vehicle is towed with the front or rear axle raised, you must follow the points below to avoid damaging the drive train.

- Switch the engine off.
- Do not drive faster than 30 mph (50 km/h).
- Do not tow your vehicle farther than 30 miles (50 km).

### Tow starting

For technical reasons, it is not possible to tow-start or push-start a vehicle with an *automatic* transmission.

For technical reasons, it is not possible to tow-start or push-start a vehicle with a *manual* transmission, if:

- the electronic parking brake cannot be released,
- the vehicle is without electrical power and the engine management systems not operate properly.

Use jumper cables instead ⇒ page 97.

### ⚠ WARNING

Never tow a vehicle without any electrical power.

### ⚠ WARNING

Towing a vehicle changes the way your vehicle handles and brakes. To help reduce the risk of a crash and serious personal injury, note the following:

- The driver of the vehicle that is being towed:
  - Will have to press the brake pedal considerably harder than normal because the brake booster is not active. Always be alert not to rear-end the towing vehicle.
  - Will have to use considerably more force to turn the steering wheel, because the electro-mechanical power steering is not working.
- The driver of the vehicle that is towing:
  - Must accelerate gradually and gently avoid jerking movements.
  - Must brake earlier and more gently than you would normally.

### When can your vehicle not be towed?

Your vehicle may not be towed under the following conditions:

- If the transmission malfunctions and there is no transmission fluid, or if transmission fluid has leaked out of the transmission.
- If you have to tow farther than 30 miles (50 km).
- If the vehicle has lost electrical power, the steering will remain locked and the electronic parking brake, if applied, cannot be released.
- If the front and rear wheels cannot turn.

### ⓘ Note

- Unburned fuel can get into the catalytic converters and damage them during towing ⇒ page 9.
- To prevent damage to the drive train in vehicles with all-wheel drive (4MOTION), please read the information and notes on towing ⇒ page 100.
- Always read and heed the notes on towing vehicles in the owners manual of the other vehicle.

### 📌 Tips

- Your vehicle can only be towed if the electronic parking brake and the electric steering column lock are released. If there is a loss of electrical power or malfunctions in the electrical system, you must use jumper cables if necessary to start the engine in order to release the electronic parking brake.
- For technical reasons, it is not possible to tow-start a vehicle with an automatic transmission.
- If transmission has lost transmission fluid, the vehicle must be towed with the front (drive) wheels off the ground.
- If a vehicle with an automatic transmission has to be towed more than 30 miles (50 km), it must be professionally towed with the drive wheels raised off the ground. Please also read the notes on towing vehicles with all-wheel drive (4MOTION) ⇒ page 100.
- Inexperienced drivers must not tow another vehicle. ◀

### ⚠ WARNING

If you still tow your vehicle under these conditions, you could cause an accident or cause damage to the vehicle. This will not be covered by your Limited New Vehicle Warranty. ▶

**Note**

- If the vehicle has to be towed more than 30 miles (50 km), it must be moved with the drive wheels off the ground.
- If there is little or no oil in the transmission because of damage to your vehicle, it must be moved with drive wheels off the ground.
- Do not tow your vehicle behind a recreational vehicle or trailer for more than 30 miles (50 km). The automatic transmission can be severely damaged, even if the selector lever is in the N (Neutral) position.

verely damaged, even if the selector lever is in the N (Neutral) position.

- If the vehicle has no electrical power, the steering wheel will be locked. The vehicle must then be professionally transported with all wheels off the ground using a flatbed truck or trailer.
- To prevent damage to the drive train in vehicles with all-wheel drive (4MOTION), please read the information and notes on towing ⇒ page 100, "Towing a vehicle with all-wheel-drive (4MOTION)".

## Lifting the vehicle

### Vehicle lift points

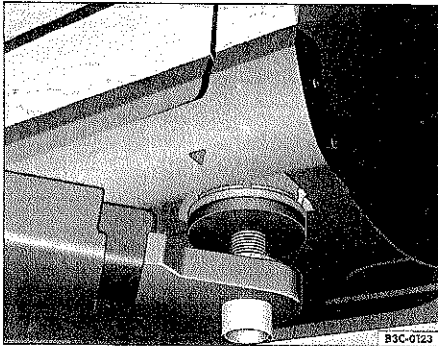


Fig. 46 Front lift point for workshop lift or floor jack.

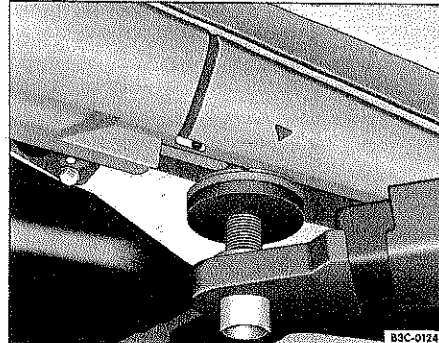


Fig. 47 Rear lift point for workshop lift or floor jack.

Your vehicle may only be lifted by a floor jack or workshop lift using the lift points shown ⇒ fig. 46 and ⇒ fig. 47. Lifting the vehicle from a point other than that shown above can result in serious damage to the vehicle ⇒ ⚠ and cause serious personal injury ⇒ ⚠.

Using the vehicle jack to lift the vehicle ⇒ page 83, "Raising the vehicle".

**⚠ WARNING**

Improperly lifting your vehicle with a floor jack can cause the vehicle to fall off the floor jack and cause serious personal injury:

- Always read and heed the operating instructions from the floor jack manufacturer

**⚠ WARNING (continued)**

and legal regulations if necessary before using the floor jack to lift the vehicle.

- Never allow anyone to stay in the vehicle when it is being lifted or when it is off the ground.
- Always lift your vehicle only at the designated lift points shown in the illustrations ⇒ fig. 46 and ⇒ fig. 47. Not using the designated lift points can cause the vehicle to fall off the floor jack when heavy parts such as the engine or transmission are removed.
- Ensure that the vehicle's lift points lie as flat as possible and centered on the carrier plates of the floor jack.



**Note**

To prevent any damage to the vehicle, always observe the following:

- Before driving the vehicle onto the floor jack, ensure that there is adequate space between the low-lying vehicle parts and the floor jack.
- No persons or objects may be on the floor jack.
- Never lift the vehicle on the engine oil pan, transmission, rear or front axle.
- To prevent damage to the underbody when lifting the vehicle, rubber pads must be used. In addition, check the arms of the floor jack for good clearance.
- The arms of the floor jack should not come into contact with the side skirts or other parts of the vehicle.

**⚠ WARNING (continued)**

- Never start the engine when you have raised the vehicle on the floor jack. The engine vibrations and vehicle movements could knock the vehicle off the floor jack.
- If you must work under a vehicle raised on a floor jack, always make sure that the vehicle is safely supported on safety stands intended for that purpose that are strong enough to support the weight of the vehicle.
- Never use the floor jack as an ascending aid.
- Always make sure that the weight of the vehicle is not heavier than the lifting capacity of the floor jack and safety stands being used.

## Consumer Information

### Operating your vehicle outside the U.S.A. or Canada

Government regulations in the United States and Canada require that automobiles meet specific emission regulations and safety standards. Therefore, vehicles built for the U.S.A. and Canada differ from vehicles sold in other countries.

If you plan to take your vehicle outside the continental limits of the United States or Canada, there is the possibility that:

- Unleaded fuels for vehicles with catalytic converters may not be available.
- Fuel may have a considerably lower octane rating and may cause engine damage.

- Service may be inadequate due to lack of proper service facilities, tools or testing equipment.
- Replacement parts may not be readily available.
- DVD navigation systems<sup>24)</sup> for vehicles built for the U.S.A. and Canada will not necessarily work in Europe, and may not work in other countries outside of North America.

**Note**

Volkswagen cannot be responsible for mechanical damage that could result from inadequate fuel, service or parts availability.

<sup>24)</sup> Where applicable