

2008 Q7

Emergency situations

General

This chapter is intended for trained emergency crews and working personnel who have the necessary tools and equipment to perform these operations. ■

Starting by pushing or towing

ⓘ Note

Your vehicle is equipped with an automatic transmission. Consequently, the engine cannot be started by pushing or towing. ■

Starting with jumper cables

If necessary, the engine can be started by connecting it to the battery of another vehicle.

If the engine should fail to start because of a discharged or weak battery, the battery can be connected to the battery of *another* vehicle, using a **pair of jumper cables** to start the engine.

Jumper cables

Use *only* jumper cables of sufficiently large **cross section** to carry the starter current safely. Refer to the manufacturer's specifications.

Use only jumper cables with *insulated* terminal clamps which are distinctly marked:

plus (+) cable in most cases colored **red**

minus (-) cable in most cases colored **black**.

⚠ WARNING

Batteries contain electricity, acid, and gas. Any of these can cause very serious or fatal injury. Follow the instructions below for safe handling of your vehicle's battery.

- Always shield your eyes and avoid leaning over the battery whenever possible.
- A discharged battery can freeze at temperatures just below 32 °F (0 °C). Before connecting a jumper cable, you must thaw the frozen battery completely, otherwise it could explode.
- Do not allow battery acid to contact eyes or skin. Flush any contacted area with water immediately.
- Improper use of a booster battery to start a vehicle may cause an explosion.
- Vehicle batteries generate explosive gases. Keep sparks, flame and lighted cigarettes away from batteries.
- Do not try to jump start any vehicle with a low acid level in the battery.
- The voltage of the booster battery must also have a 12-Volt rating. The capacity (Ah) of the booster battery should not be lower than that of the discharged battery. Use of batteries of different voltage or substantially different "Ah" rating may cause an explosion and personal injury.
- Never charge a frozen battery. Gas trapped in the ice may cause an explosion.
- Never charge or use a battery that has been frozen. The battery case may have been weakened.
- Use of batteries of different voltage or substantially different capacity (Ah) rating may cause an explosion and injury. The capacity (Ah) of the booster battery should not be lower than that of the discharged battery.

⚠ WARNING (continued)

- Before you check anything in the engine compartment, always read and heed all WARNINGS ⇒ page 326, "Engine compartment".

! Note

- Applying a higher voltage booster battery will cause expensive damage to sensitive electronic components, such as control units, relays, radio, etc.
- There must be no electrical contact between the vehicles as otherwise current could already start to flow as soon as the positive (+) terminals are connected.

i Tips

- The discharged battery must be properly connected to the vehicle's electrical system. When jump starting or charging the battery, never connect the negative ground cable to the battery negative post because the battery manager system must be able to detect the battery's state of charge. Always connect the negative ground cable to the negative ground post of the battery manager control unit. ■

Use of jumper cables

Make sure to connect the jumper cable clamps in exactly the order described below!

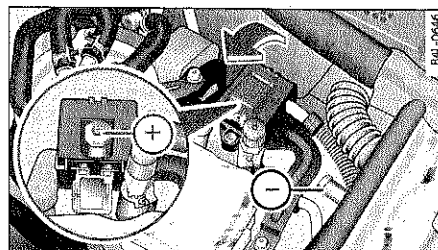


Fig. 318 Engine compartment: Connectors for jumper cables and charger

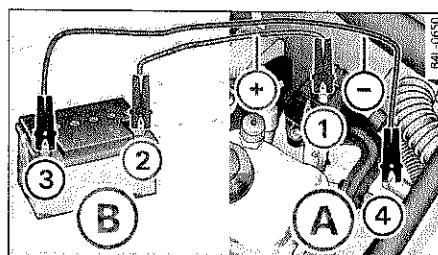


Fig. 319 Jump starting with the battery of another vehicle: A - discharged vehicle battery, B - booster battery

The procedure described below for connecting jumper cables is intended to provide a jump start for your vehicle.

Vehicle with discharged battery:

- Turn off lights and accessories, move lever of automatic transmission to **N** (Neutral) or **P** (Park) and set parking brake.

Connect POSITIVE (+) to POSITIVE (+)

- Open the red cover on the positive pole ⇒ fig. 318.
- 1. Connect one end of the positive cable (red) to the **start bolt** ⇒ page 390, fig. 319 ① (Bolts with hex head = "positive") of the vehicle to be started (A).
- 2. Connect the other end to the positive terminal of the booster battery (B).

Connect NEGATIVE (-) to NEGATIVE (-)

3. Connect one end to the negative terminal of the booster battery (B).
4. Connect the other end of the negative cable to the **jump start bolt** ④ (Bolts with hex head = "negative") of the vehicle to be started (A).

Starting the engine

- Start the engine of the vehicle with the booster battery. Run the engine at a moderate speed.
- Start engine with discharged vehicle battery in the same manner.
- If the engine fails to start: do not keep the engine cranking for longer than 10 seconds. Wait 30 seconds and then try again.
- With engine running, remove jumper cables from the vehicles in the exact *reverse* order.
- Close the red cover on the positive pole.

The battery is vented to the outside to prevent gas from entering the vehicle interior. Make sure that the jumper clamps are removed.

Jumper cables

Connect the jumper cable clamps in exactly the way described below!

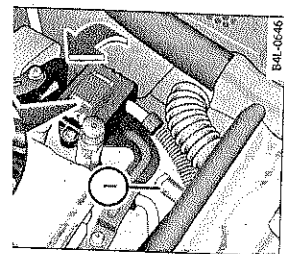


Fig. 318 Engine compartment: Connectors for jumper cables and charger

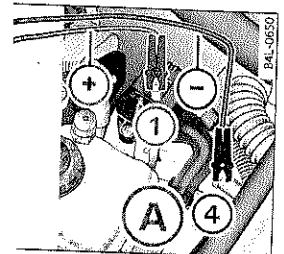


Fig. 319 Jump starting with the battery of another vehicle: A - discharged vehicle battery, B - booster battery

described below for connecting jumper cables to provide a jump start for your vehicle.

Discharged battery:

and accessories, move lever of automatic transmission to **N** (Neutral) or **P** (Park) and set parking

Connect POSITIVE (+) to POSITIVE (+) (red)

- Open the red cover on the positive pole \Rightarrow page 390, fig. 318.
- 1. Connect one end of the positive cable (red) on the **jump start bolt** \Rightarrow page 390, fig. 319 ① (Bolts under red cover = "positive") of the vehicle to be started ①.
- 2. Connect the other end to the positive terminal ② of the booster battery ②.

Connect NEGATIVE (-) to NEGATIVE (-) (black)

- 3. Connect one end to the negative terminal ③ of the booster battery ③.
- 4. Connect the other end of the negative cable (black) to the **jump start bolt** ④ (Bolts with hex head = "negative") of the vehicle to be started ④.

Starting the engine

- Start the engine of the vehicle with the booster battery. Run the engine at a moderate speed.
- Start engine with discharged vehicle battery in the usual manner.
- If the engine fails to start: do not keep the starter cranking for longer than 10 seconds. Wait for about 30 seconds and then try again.
- With engine running, remove jumper cables from both vehicles in the exact *reverse* order.
- Close the red cover on the positive pole.

The battery is vented to the outside to prevent gases from entering the vehicle interior. Make sure that the jumper clamps are well

connected with their *metal parts in full contact* with the battery terminals.

⚠ WARNING

To avoid serious personal injury and damage to the vehicle, heed all warnings and instructions of the jumper cable manufacturer. If in doubt, call for road service.

- Jumper cables must be long enough so that the vehicles do not touch.
- When connecting jumper cables, make sure that they cannot get caught in any moving parts in the engine compartment.
- Before you check anything in the engine compartment, always read and heed all **WARNINGS** \Rightarrow page 326, "Engine compartment".

ⓘ Note

Improper hook-up of jumper cables can ruin the generator.

- Always connect POSITIVE (+) to POSITIVE (+), and NEGATIVE (-) to NEGATIVE (-) ground post of the battery manager control unit.
- Check that all screw plugs on the battery cells are screwed in firmly. If not, tighten plugs prior to connecting clamp on negative battery terminal.
- Please note that the procedure for connecting a jumper cable as described above applies specifically to the case of your vehicle being jump started. When you are giving a jump start to another vehicle, do *not* connect the negative (-) cable to the negative (-) terminal on the discharged battery ④ \Rightarrow page 390, fig. 319. Instead, securely connect the negative (-) cable to either a solid metal component that is firmly bolted to the engine block or to the engine block itself. If the battery that is being charged does not vent to the outside, escaping battery gas could ignite and explode! ■

Emergency towing with commercial tow truck

General hints

Your Audi requires special handling for towing.

The following information is to be used by commercial tow truck operators who know how to operate their equipment safely.

- Never tow your Audi, towing will cause damage to the engine and transmission.
- Never wrap the safety chains or winch cables around the brake lines.
- To prevent unnecessary damage, your Audi must be transported with a flat bed truck.
- To load the vehicle on to the flat bed, use the towing loop found in the vehicle tools and attach to the front or rear anchorage ⇒ page 392 and ⇒ page 393.

! WARNING

A vehicle being towed is not safe for passengers. Never allow anyone to ride in a vehicle being towed, for any reason. ■

Front towing loop

Do not install the front towing loop until it is needed.

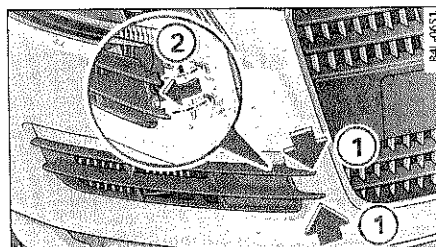


Fig. 320 Right front bumper: Removing the air intake grill

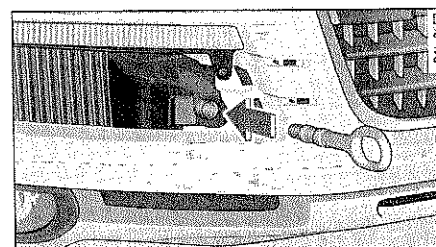


Fig. 321 Right front bumper without grill: Screwing in towing loop

At the right front under the bumper, there is a threaded opening with a **left-hand thread** into which the towing loop is screwed. The threaded hole is concealed behind an air intake grill.

- Press the upper tab down and the lower tab up ⇒ fig. 320 ①.
- Pull the grill forward and out ②.
- Remove the towing loop from the vehicle tool kit. ▶

- Screw the towing loop tightly into the threaded opening as far as it will go ⇒ page 392, fig. 321.

When it is no longer needed, unscrew the towing loop and push it back into the vehicle toolkit. Be sure to have the towing loop in the vehicle at all times.

When installing the grill for the air duct, be sure that the grill is first inserted into their guides on the vehicle foglamp. Then position the opposite side of the grill into the guide. fig. 320 ② and push it firmly into its guide.

! WARNING

If the towing loop is not screwed in as far as it will go, it can pull out when the vehicle is towed - potential accident. ■

Rear towing loop

Do not install the rear towing loop until it is needed.

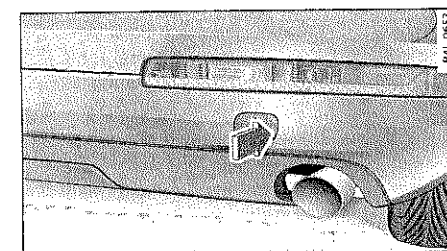


Fig. 322 Rear towing loop

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the front towing loop until it is needed.

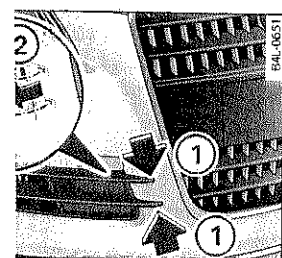


Fig. 320 Right front bumper: Removing the air intake grill

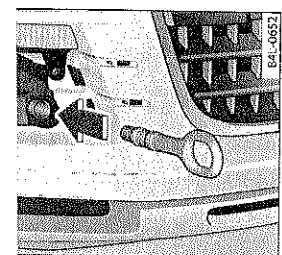


Fig. 321 Right front bumper without grill: Screwing in towing loop

t under the bumper, there is a threaded **left-hand thread** into which the towing loop threaded hole is concealed behind an air

er tab down and the lower tab up ⇒ fig. 320

orward and out ②.

owing loop from the vehicle tool kit.

- Screw the towing loop tightly into the threaded hole as far as it will go ⇒ page 392, fig. 321.

When it is no longer needed, unscrew the towing loop and put it back into the vehicle toolkit. Be sure to have the towing loop stored in the vehicle at all times.

When installing the grill for the air duct, be sure that the tabs on the grill are first inserted into their guides on the vehicle above the foglamp. Then position the opposite side of the grill ⇒ page 392, fig. 320 ② and push it firmly into its guide.

! WARNING

If the towing loop is not screwed in as far as it will go, the thread can pull out when the vehicle is towed - potential risk of an accident. ■

Rear towing loop

Do not install the rear towing loop until it is needed.

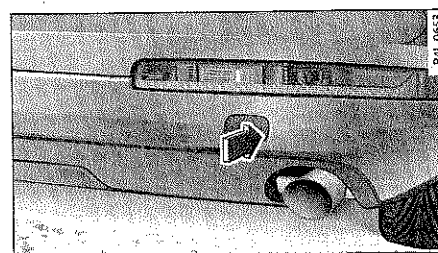


Fig. 322 Rear bumper: Cover

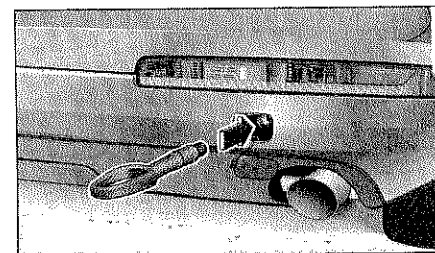


Fig. 323 Rear bumper: Screwing in towing loop

At the right rear behind a cover in the bumper, there is a threaded opening with a **left-hand thread** into which the towing loop is screwed.

- To release the cover from the bumper, press it in by applying short, sharp pressure to the outer part ⇒ fig. 322.
- Remove the towing loop from the vehicle tool kit.
- Screw the towing loop tightly into the threaded hole as far as it will go ⇒ fig. 323.

Unscrew the towing loop again after use and install the cover in the bumper. Return the towing loop to the toolkit. Be sure to have the towing loop stored in the vehicle at all times.

! WARNING

If the towing loop is not screwed in as far as it will go, the thread can pull out when the vehicle is towed - potential risk of an accident. ■

Loading the vehicle onto a flat bed truck

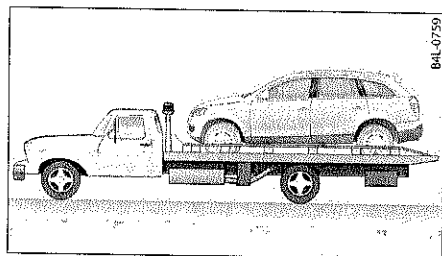


Fig. 324 Vehicle on flat bed truck

Front hook up

- Align the vehicle with the centerline of the car carrier ramp.
- Attach the winch hook to the front towline eye previously installed.

Rear hook up

- Align the vehicle with the centerline of the car carrier ramp.
- Attach the winch hook to the rear towline eye previously installed.



Tips

Check carefully to make sure the hook-up is secure before moving the car up the flatbed truck ramp. ■

Lifting vehicle

Lifting with workshop hoist and with floor jack

The vehicle may only be lifted at the lifting points illustrated.

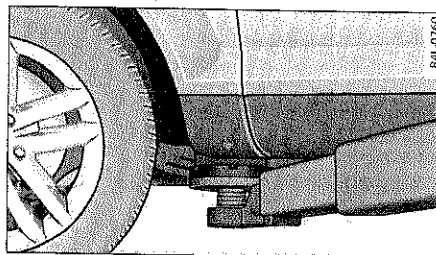


Fig. 325 Front lifting point

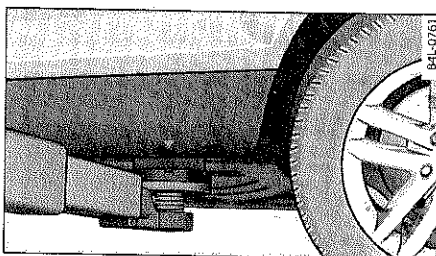


Fig. 326 Rear lifting point

- Read and heed WARNING ⇒ ⚠.
- Locate lifting points ⇒ fig. 325 ⇒ fig. 326.
- Adjust lifting arms of workshop hoist or floor jack to match vehicle lifting points.

- Insert a rubber pad between the floor jack hoist and the lifting points.

If you must lift your vehicle with a floor jack to work sure the vehicle is safely supported on stands inter purpose.

Front lifting point

The lifting point is located on the floor pan reinforce the same level as the jack mounting point ⇒ page 394, fig. 325. Do not lift the vehicle at the vertical sill reinforcement.

Rear lifting point

The lifting point is located on the vertical reinforcement sill for the onboard jack ⇒ page 394, fig. 326.

Lifting with vehicle jack

Refer to ⇒ page 378.



WARNING

- To reduce the risk of serious injury and vehicle damage:
 - Always lift the vehicle only at the special work floor jack lift points illustrated ⇒ page 394, fig. 325 ⇒ page 394, fig. 326.
 - Failure to lift the vehicle at these points could cause the vehicle to tilt or fall from a lift if there is a change in weight distribution and balance. This might happen, for example, when heavy components such as the engine or transmission are removed.
- When removing heavy components like these, add a hoist or add corresponding weights to maintain gravity. Otherwise, the vehicle might tilt or slip off causing serious personal injury.

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workshop hoist and with floor

only be lifted at the lifting points illus-

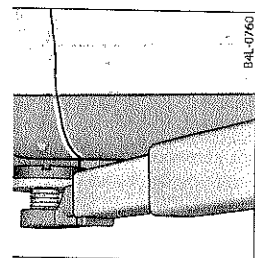


Fig. 325 Front lifting point

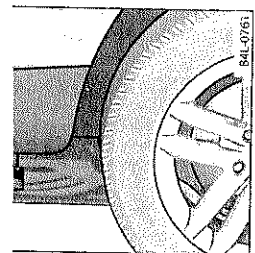


Fig. 326 Rear lifting point

WARNING ⇒ ⚠.

oints ⇒ fig. 325 ⇒ fig. 326.

ms of workshop hoist or floor jack to
lifting points.

- Insert a rubber pad between the floor jack/workshop hoist and the lifting points.

If you must lift your vehicle with a floor jack to work underneath, be sure the vehicle is safely supported on stands intended for this purpose.

Front lifting point

The lifting point is located on the floor pan reinforcement about at the same level as the jack mounting point ⇒ page 394, fig. 325. Do not lift the vehicle at the vertical sill reinforcement.

Rear lifting point

The lifting point is located on the vertical reinforcement of the lower sill for the onboard jack ⇒ page 394, fig. 326.

Lifting with vehicle jack

Refer to ⇒ page 378.

⚠ **WARNING**

- To reduce the risk of serious injury and vehicle damage.
 - Always lift the vehicle only at the special workshop hoist and floor jack lift points illustrated ⇒ page 394, fig. 325 and ⇒ page 394, fig. 326.
 - Failure to lift the vehicle at these points could cause the vehicle to tilt or fall from a lift if there is a change in vehicle weight distribution and balance. This might happen, for example, when heavy components such as the engine block or transmission are removed.
- When removing heavy components like these, anchor vehicle to hoist or add corresponding weights to maintain the center of gravity. Otherwise, the vehicle might tilt or slip off the hoist, causing serious personal injury.

ⓘ **Note**

- Be aware of the following points before lifting the vehicle:
 - The vehicle should never be lifted or jacked up from underneath the engine oil pan, the transmission housing, the front or rear axle or the body side members. This could lead to serious damage.
 - To avoid damage to the underbody or chassis frame, a rubber pad must be inserted between the floor jack and the lift points.
 - Before driving over a workshop hoist, check that the vehicle weight does not exceed the permissible lifting capacity of the hoist.
 - Before driving over a workshop hoist, ensure that there is sufficient clearance between the hoist and low parts of the vehicle. ■