

# Service Action

## Code: 96G4



<b>Subject</b>	<b>Gateway Control Module Software</b>																																						
<b>Release Date</b>	November 2, 2021																																						
<b>Affected Vehicles</b>	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2017</td> <td>2017</td> <td>A4 ALLROAD</td> <td>862</td> </tr> <tr> <td>USA</td> <td>2017</td> <td>2017</td> <td>A4 SEDAN</td> <td>10,800</td> </tr> <tr> <td>USA</td> <td>2017</td> <td>2017</td> <td>Q7</td> <td>13,497</td> </tr> <tr> <td>CAN</td> <td>2017</td> <td>2017</td> <td>A4 ALLROAD</td> <td>180</td> </tr> <tr> <td>CAN</td> <td>2017</td> <td>2017</td> <td>A4 SEDAN</td> <td>49</td> </tr> <tr> <td>CAN</td> <td>2017</td> <td>2017</td> <td>Q7</td> <td>181</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2017	2017	A4 ALLROAD	862	USA	2017	2017	A4 SEDAN	10,800	USA	2017	2017	Q7	13,497	CAN	2017	2017	A4 ALLROAD	180	CAN	2017	2017	A4 SEDAN	49	CAN	2017	2017	Q7	181
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	<p>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li> </ul>																																						
<b>Problem Description</b>	On vehicles manufactured within a specific period, the emergency call function is inoperative during specific, very brief phases.																																						
<b>Corrective Action</b>	Update the gateway control module software. In rare cases, the gateway control module may require replacement.																																						
<b>Code Visibility</b>	On or about November 2, 2021, the campaign code will be applied to affected vehicles.																																						
<b>Owner Notification</b>	Owner notification will take place in November 2021. Owner letter examples are included in this bulletin for your reference.																																						
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 1, 2023</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this repair will apply.																																						
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																																						

## Parts Information

### CRITICAL PARTS INFORMATION



Do not order the following parts unless they are absolutely needed! There are only four (4) cars included in Criteria 03. Ordering parts unnecessarily will cause delays.

**Parts Control Type:**  
**VIN to Order**

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

**Initial Allocation:**  
**NO**

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

**Repair Projection Tool:**  
**(right click to open)**



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
03	1	8W6-907-468-C -or- 8W8-907-468-C	GATEWAY (Confirm part number in ETKA)	VIN to Order

### NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	96G4		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
<b>Model</b>	Q7		
	Update gateway control module software		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	9035 25 99	Time stated on diagnostic protocol	Update gateway control module software
	<i>Add the following <b>ONLY</b> if gateway control module requires replacement due to communication loss during the flash</i>		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9035 55 99	90	Replace gateway control module
	0150 00 00	Time stated on diagnostic protocol	GFF operations
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8W6907468 or 8W8907468	Gateway control module

**Continued on next page**

<b>Criteria I.D.</b>	01		
<b>Model</b>	A4		
	Update gateway control module software		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
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	<i>Add the following <u>ONLY</u> if gateway control module requires replacement due to communication loss during the flash</i>		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9035 56 99	30	Replace gateway control module
	0150 00 00	Time stated on diagnostic protocol	GFF operations
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8W6907468 or 8W8907468	Gateway control module
	2.00	5G0886373	Grommet
<b>Criteria I.D.</b>	03		
	Replace gateway control module		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9035 55 99	90	Replace gateway control module
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	1.00	8W6907468 or 8W8907468	Gateway control module

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 96G4 – Gateway Control Module Software**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2017 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** On vehicles manufactured within a specific period, the emergency call function is inoperative during specific, very brief phases.

**What will we do?** Your authorized Audi dealer will update the gateway control module software. The software update will take about three hours to complete. In rare cases, the gateway control module may need to be replaced. If this happens, your dealer will need to order the part for your vehicle.

Both the software update and gateway control module replacement (if needed) will be performed for you free of charge.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you **free of charge only until December 1, 2023**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

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Dear Audi Owner,

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**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Required Tools



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

**EXAMPLE**

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

#### CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**

**Vehicles with Criteria 01 - Proceed to Section B**

**Vehicles with Criteria 03 - Proceed to Section C**

#### NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

## Section B – Gateway Control Module Software Update

### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
  - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

### NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

## WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

## TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

## CRITICAL REPAIR NOTES

- This update can take over an hour. **Ensure the scan tool has sufficient charge or is plugged directly into a power source.**
- When the progress bar reaches 90%, it could stay at 90% for up to 15 minutes. This is normal. DO NOT cancel the flash process.
- If the flash routine cancels automatically and communication with the control unit is lost, the gateway will need to be replaced. The log with the first failed flash attempt must be uploaded to GFF Paperless and/or retained for submission to Audi warranty for authorization.

- Open the hood.
- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery charging posts.

## NOTE

### **Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

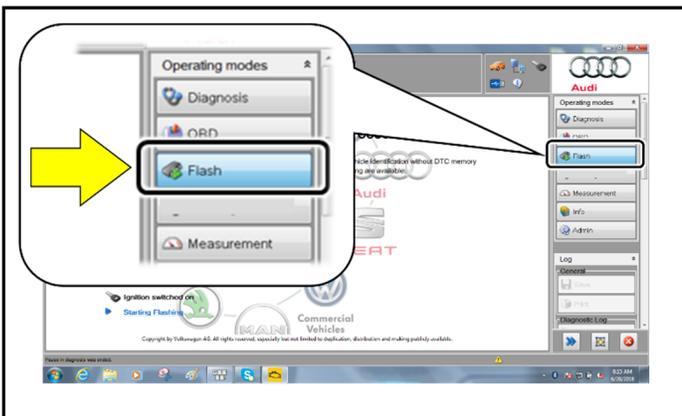
- Turn the hazards on.

**CAUTION**

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



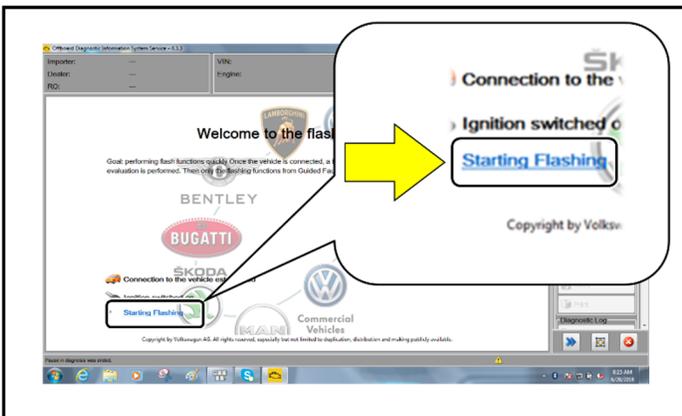
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



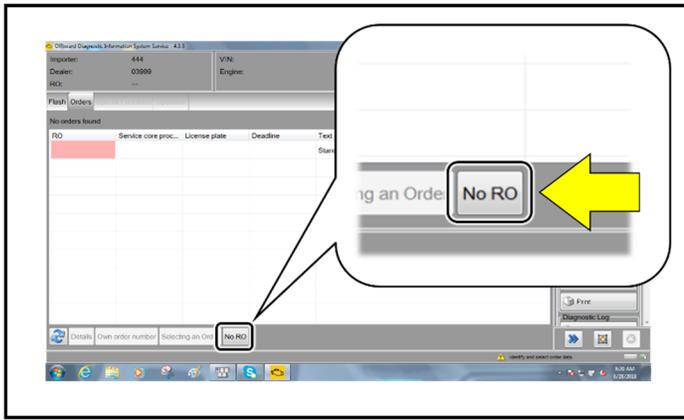
- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

**NOTE**

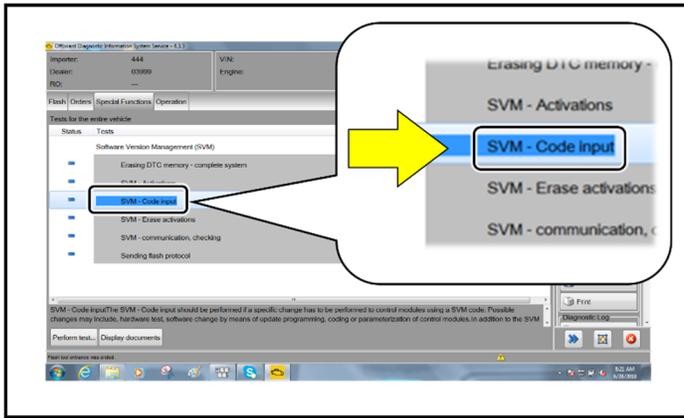
Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



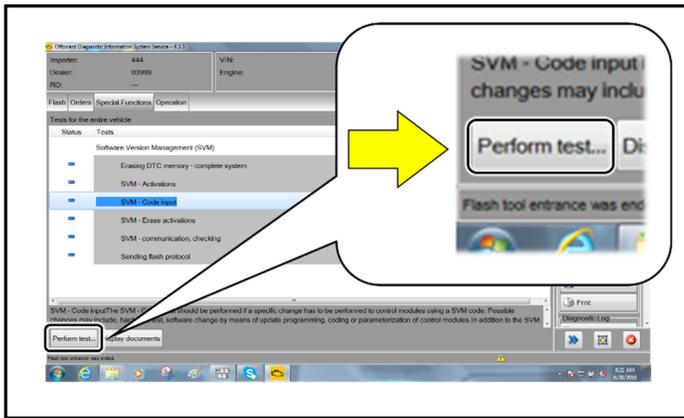
- Select “Starting Flashing” and follow the on-screen prompts.



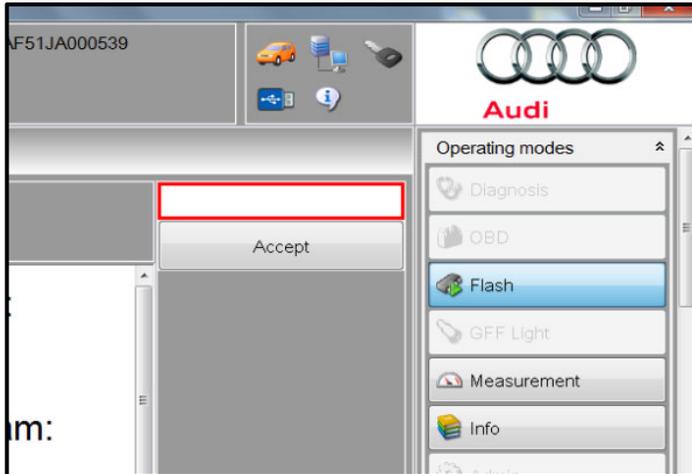
- Select "No RO".



- Highlight "SVM – Code Input".



- Select "Perform test".



**NOTE**

***Using Bluetooth or WiFi for this action is PROHIBITED!***

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.

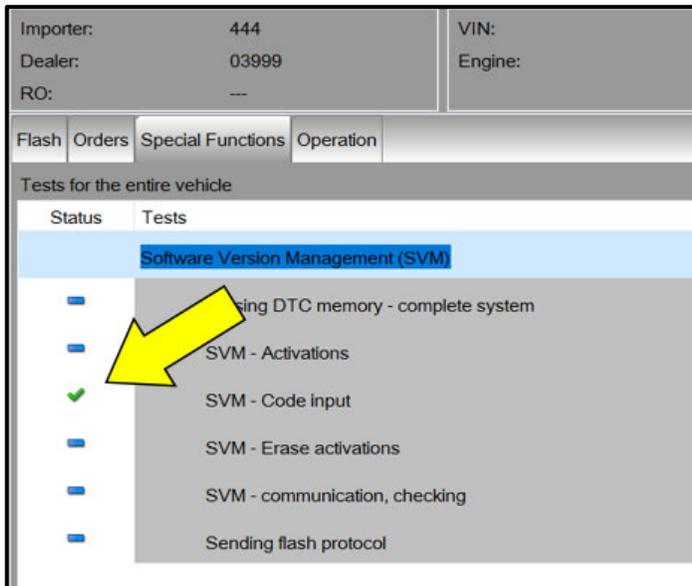
- Enter the corrective action code (SVM code) as listed below.

<b>SVM code</b>
<b>96G4A512</b>

- Select "Accept".
- Follow the on-screen prompts.

**CRITICAL REPAIR NOTE**

When the progress bar reaches 90%, it will stay at 90% for up to 15 minutes. This is normal. DO NOT cancel the flash process.

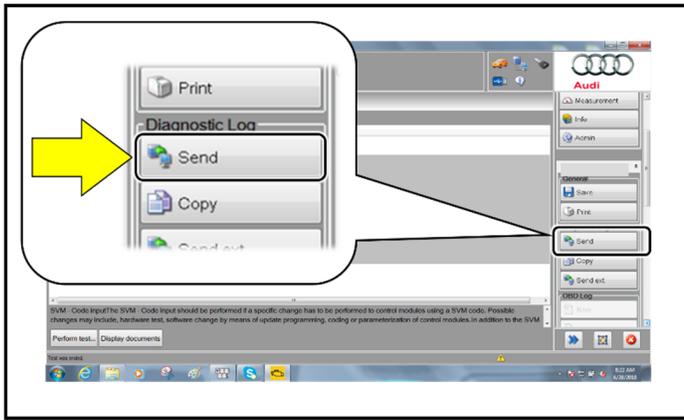


**NOTE**

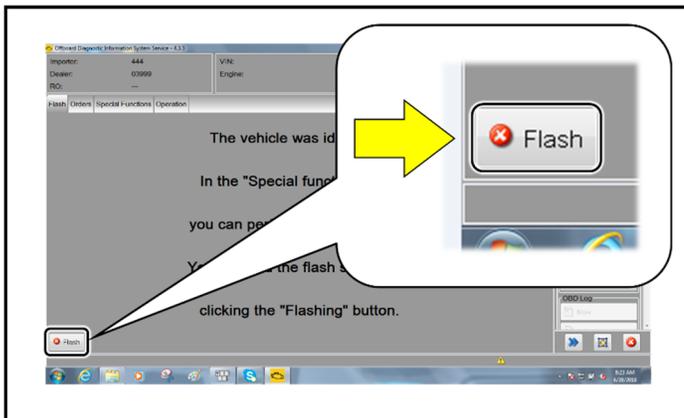
**STOP STOP!**

This extra ignition cycle step must be followed, otherwise faults stored during the update may not be cleared upon exiting the Flash program.

- After receiving confirmation that the update completed successfully (green check mark) <arrow>, the ignition must be turned off for 60 seconds and then turned back on.

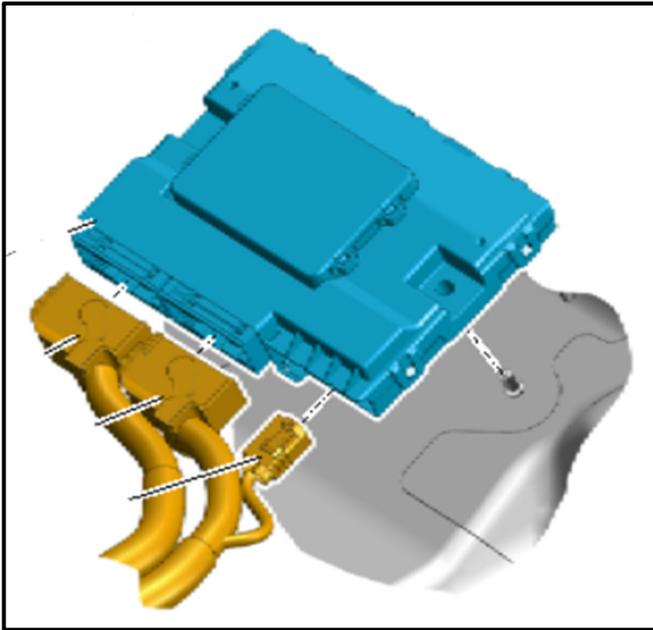


- After receiving confirmation that the flash completed successfully, select “Send” to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Various event memory entries may be generated after the flashing procedure on some vehicles. Put the vehicle in a corresponding bus sleep mode after performing the update in order to clear the faults.
- To put the vehicle in bus sleep mode, disconnect the diagnostic tester, remove the key from the vehicle and lock the vehicle with the remote for 30 seconds.
- Click “Flash” to exit the flash session.
- **Proceed to Section D.**

## Section C – Replace Gateway Control Module (Criteria 03)



- Replace the Gateway control module -J533-:
  - See ELSA Repair Manual: *Repair manual > Electrical System > Electrical Equipment > 97 Wiring > Control Modules > Data Bus on Board Diagnostic Interface J533, Removing and Installing*
  - Perform GFF test plan for replacing the Gateway control module -J533-.

**Proceed to Section D**

## Section D – Campaign Stamp

I certify that this campaign  
has been performed in strict  
accordance with the applicable  
Audi repair procedure.

SAGA Code: \_\_\_\_\_  
Technician: \_\_\_\_\_  
Date: \_\_\_\_\_

Item#: AUD4927ENG

OR

Je certifie que cette  
campagne de rappel a été  
exécutée suivant les strictes  
directives de réparation  
d'Audi

Code de SAGA: \_\_\_\_\_  
Technicien: \_\_\_\_\_  
Date: \_\_\_\_\_

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG or AUD4927FRE).