



Date: August 21, 2017  
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, General Manager & Parts Manager  
From: Audi Customer Protection  
Subject: Upcoming Update 96E7 Gateway Software Update  
Certain 2017 A4 and Audi Q7  
Certain 2017-2018 A5

We would like to inform you of an upcoming Update, code 96E7.

**What vehicles are affected?**

There are 4,176 Audi vehicles in the U.S. and 285 vehicles in Canada affected by this Update.

Of the affected vehicles, the following are in dealer inventory:

New Vehicle Inventory: 348 USA, 101 Canada

CPO Inventory: 15 USA, 0 Canada

**What is the issue?**

On Audi A4, A5 and Q7 vehicles manufactured within a specific period, the emergency call function is inoperative during self-test phases.

**What does the repair procedure involve?**

Perform a software update to the gateway control module.

**When will the Update be available?**

This Update will be visible in Elsa and ServiceNet on or about August 22, 2017.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the "New and CPO Inventory Open Campaign/Action Listing" report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.