

# Technical Service Bulletin



## 96E7 UPDATE – Gateway Software Update (NVLW)

August 10, 2018

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	See Campaign/Action screen in Elsa	None
A5	2017-2018		
Q7	2017		

REVISION HISTORY		
Revision	Date	Purpose
1	August 22, 2017	Original publication
2	August 10, 2018	Updated photo in work instructions to reflect that the “Flash” operating mode must be used.

## Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

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

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **96E7** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

## Technical Background

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

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Attach an appropriate battery charger to the vehicle.
3. Switch on the hazard warning lights.

#### 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.

4. Attach the scan tool to the vehicle using an USB cable.
5. Confirm that the scan tool is communicating with the diagnostic head by USB <Green Arrow>. If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and then reattach the USB cable to the diagnostic head and then reattach to the vehicle.



6. Using **"Flash"**, perform the update using the SVM action code, **96E7A890**.

#### NOTE

This SVM code will update all required control modules automatically. The flashing process only has to be performed once.

7. After the Flashing test plan has completed upload log online.



<b>Service Number</b>	96E7
<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 part
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	8W -OR- 4M
	<p>Connect battery charger.</p> <p>Labor operation: 2706 8950                      10 T.U.</p> <p><b>-AND-</b></p> <p>Connect vehicle diagnostic tester, perform software update for Gateway control unit.</p> <p>Labor operation: 9035 2599                      Time stated on diagnostic protocol (max 150 T.U.)</p>

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**Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously*.

**Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

**Help for Claim Entry** For questions regarding claim entry, contact Audi Warranty.

**Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

## Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.