

Service Action

Code: 90M9



Subject	Emergency Call Function																		
Release Date	August 27, 2020																		
Affected Vehicles	<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>2019</td> <td>2019</td> <td>E-TRON</td> <td>1,758</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2019</td> <td>E-TRON</td> <td>194</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2019	E-TRON	1,758	CAN	2019	2019	E-TRON	194
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count															
USA	2019	2019	E-TRON	1,758															
CAN	2019	2019	E-TRON	194															
	<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 & verification source.</p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ 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. 																		
Problem Description	In rare cases, it may not be possible to activate the emergency call function due to the license not being transferred. In addition, the user management menu in the MMI is greyed out and it is therefore not possible to log in as a key user.																		
Corrective Action	Check and, if necessary, enable emergency call function operation.																		
Code Visibility	On or about August 27, 2020, the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in August 2020. Owner letter examples are included in this bulletin for your reference.																		
Campaign Expiration Date	This campaign expires on December 31, 2022 . 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 parts and labor cost associated with this repair will apply.																		
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																		

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.

Service Number	90M9		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Check the status of the LED for emergency call button, call button LED is green, no further work required:		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	10	Perform visual check of LED for emergency call function
OR:	Check the status of the LED for emergency call button, call button is NOT illuminated, check measured values using self-diagnosis, measured value is present; perform terminal 30 reset:		
	9035 19 99	60	Terminal 30 reset and perform additional visual check
AND ADD ONLY if required:	Check the status of the LED for emergency call button, call button is NOT illuminated, measured value is NOT present, OR terminal 30 reset did not restore LED; replace gateway control module:		
	9035 55 99	90	Replace gateway control module
	0150 00 00	Time stated on diagnostic protocol	Program new gateway control module
	PARTS		
	Quantity	Part Number	Description
	1.00	4K1907468D	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 90M9 - Emergency Call Function

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 2019 model year Audi e-Tron vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In rare cases, it may not be possible to activate the emergency call function due to the license not being transferred. In addition, the user management menu in the MMI is greyed out and it is therefore not possible to log in as a key user.

What will we do? Your authorized Audi dealer will check and, if necessary, enable emergency call function operation. This work will take about an hour to complete and 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 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 31, 2022. If you wish to have this service performed after that date, your dealer's normal parts and labor cost 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.

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 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>

Subject: Service Action 90M9 - Emergency Call Function

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 2019 model year Audi e-Tron vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In rare cases, it may not be possible to activate the emergency call function due to the license not being transferred. In addition, the user management menu in the MMI is greyed out and it is therefore not possible to log in as a key user.

What will we do? Your authorized Audi dealer will check and, if necessary, enable emergency call function operation. This work will take about an hour to complete and 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.

This service action will be available for you **free of charge only until December 31, 2022.** If you wish to have this service performed after that date, your dealer's normal parts and labor cost 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 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.

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

Repair Overview



- Check emergency call function operation.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools (if necessary)



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

STOP STOP!

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.**
- **Proceed to section B.**

Section B – Check Emergency Call Function Operation



- Ensure a mobile network connection is available.
- Check the status of the LED for emergency call button <arrow>.

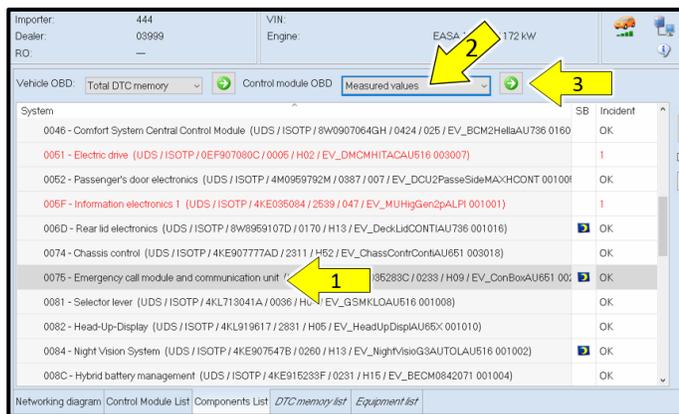


- If the LED lights up continuously GREEN (does not flash):
 - No further work is required.
 - Proceed to Section E.

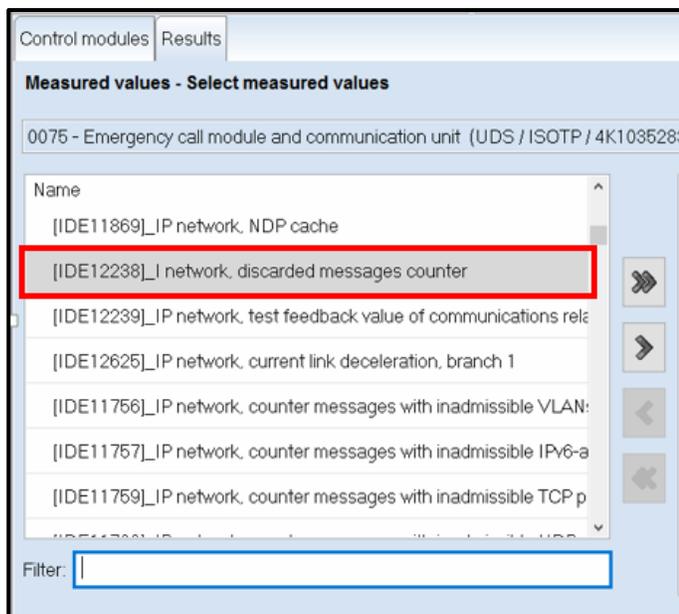


- If the LED lights up in RED:
 - Diagnosis must be performed using Guided Fault Finding.
 - Diagnosis and repair of faults causing the RED light will NOT be covered under this action.
 - Once the faults are resolved, re-evaluate the status of the LED and follow the inspection steps outlined in this action.
- If the LED is not illuminated:
 - Proceed to Section C to check measured value IDE12238.

Section C – Checking and Evaluating Measured Value IDE12238

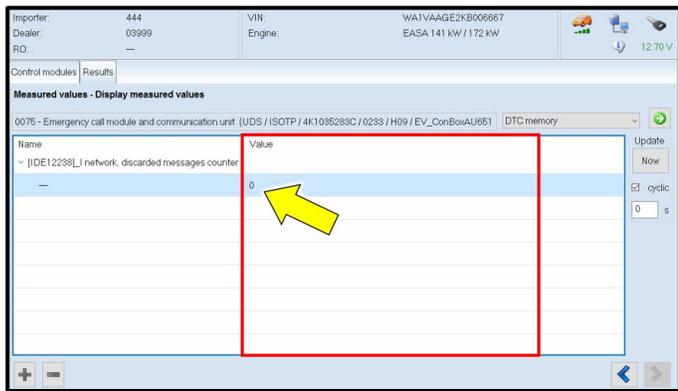


- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery charging posts.
- Perform the operation using Vehicle Self Diagnosis via OBD.
- Highlight *0075 – Emergency call module and communication unit* <arrow 1>.
- Select *Measured values* from the drop down menu <arrow 2>.
- Click the *green arrow* <arrow 3>.
- Select measured value “IDE12238_I network, discarded messages counter”



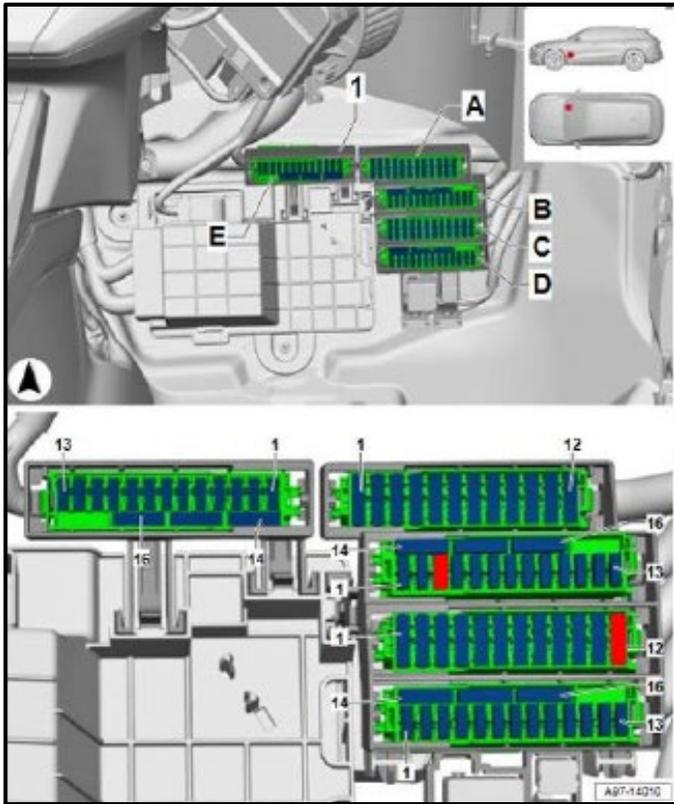
TIP

Enter 12238 in the filter box to aid in locating the measured value.



- Evaluate the reading in the “Value” column.
- If there is a value present (including “0” as shown):
 - Proceed to Section D to perform a terminal 30 reset on the gateway control module.
- If measured value IDE12238 is NOT available (no value present):
 - The Gateway control module requires replacement.
 - See ELSA Repair Manual: *Repair manual > Electrical System > Electrical Equipment > 97 Wiring > Control Modules > Data Bus on Board Diagnostic Interface J533, Removing and Installing*
 - After replacing the gateway control module, Proceed to Section E.

Section D – Performing Terminal 30 Reset on Gateway Control Module



- If measured value IDE12238 is available:
 - Perform a terminal 30 reset of Gateway control module.
 - To reset terminal 30, remove fuse -SB3- for emergency call module control unit and communication unit (J949) and fuse -SC12- for data bus diagnostic interface (J533) (both marked in red in illustration).
 - Wait one minute, then re-insert fuses.
 - Then check LED again.
- If the LED lights up continuously GREEN (does not flash):
 - No further work is required.
 - Proceed to Section E.
- If LED remains off:
 - Double check that all of the above steps were performed correctly.
 - Was the correct measured value evaluated?
 - Were the correct fuses removed?
 - If the steps were performed correctly and the LED remains off, create an Audi Technical Assistance WEB contact for further direction.

Section E – Campaign Completion 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.
- **Proceed to Section F.**

Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.