

Service Action

Code: 90o2



Subject	Gateway Control Module																		
Release Date	November 03, 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>133</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2019</td> <td>E-TRON</td> <td>53</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2019	E-TRON	133	CAN	2019	2019	E-TRON	53
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count															
USA	2019	2019	E-TRON	133															
CAN	2019	2019	E-TRON	53															
	<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	The emergency call function may not work due to a potential gateway control module software issue.																		
Corrective Action	Perform an inspection and, if necessary, update software or hardware.																		
Code Visibility	On or about November 03, 2020, the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in November 2020. Owner letter examples are included in this bulletin for your reference.																		
Campaign Expiration Date	This campaign expires on December 31, 2023 . 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.																		
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	9002 (number 9, number 0, letter O, number 2)		
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 emergency call light. LED is lit green, no further work required		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	20	Check emergency call LED
-OR-	Check emergency call light. LED is not lit, disconnect and reconnect 12V battery, clear repair related faults		
	LABOR		
	Labor Op	Time Units	Description
	2706 27 99	50	Check emergency call LED and perform 12V battery reset
-OR-	Check emergency call light. LED is not lit, disconnect and reconnect 12V battery and LED is still not lit; perform gateway control module software update		
	LABOR		
	Labor Op	Time Units	Description
	2706 28 99	30	Check emergency call LED and perform 12V battery reset
	2706 89 50	10	Connect battery charger
	9035 25 99	Time stated on diagnostic protocol	Update Gateway control module software

Continued on next page

Criteria I.D.	02		
	Check emergency call light. LED is lit green, no further work required		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	20	Check emergency call LED
-OR-	Check emergency call light. LED is not lit, disconnect and reconnect 12V battery, clear repair related faults		
	LABOR		
	Labor Op	Time Units	Description
	2706 27 99	50	Check emergency call LED and perform 12V battery reset
-OR-	Check emergency call light. LED is not lit, disconnect and reconnect 12V battery and LED is still not lit; replace gateway control module		
	LABOR		
	Labor Op	Time Units	Description
	2706 28 99	30	Check emergency call LED, perform 12V battery reset
	9035 55 99	90	Replace gateway control module
	9035 26 99	Time stated on diagnostic protocol	Perform gateway control module replacement test plan
	PARTS		
	Quantity	Part Number	Description
	1.00	4K1907468D or 4KL907468	Interface

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 90o2 – Gateway Control Module

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? The emergency call function may not work due to a potential gateway control module software issue.

What will we do? Your authorized Audi dealer will perform an inspection and, if necessary, update software or hardware. 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, 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.

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>

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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.

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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.

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 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.

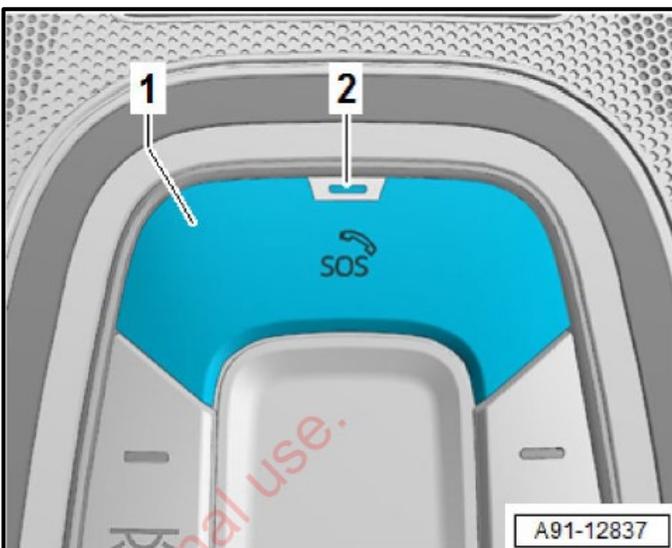
CRITICAL REPAIR STEP



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.**
- **Proceed to Section B.**

Section B – Check Emergency Call Function Operation



- Switch ignition on.
- Deactivate flight and transport mode (if necessary).
- Check if LED <2> is lit in green.
- If the LED is lit in green:
 - No further work is required.
 - Proceed to Section F.
- If the LED is lit in red:
 - Proceed to Section C.

Section C – Disconnect and Reconnect 12V Battery

CRITICAL NOTE



The 12V system may be supported by the high-voltage system via the Voltage Converter -A19-. To safely de-energize the 12V vehicle electrical system, the 12V battery must be disconnected as described in the following steps.

NOTE

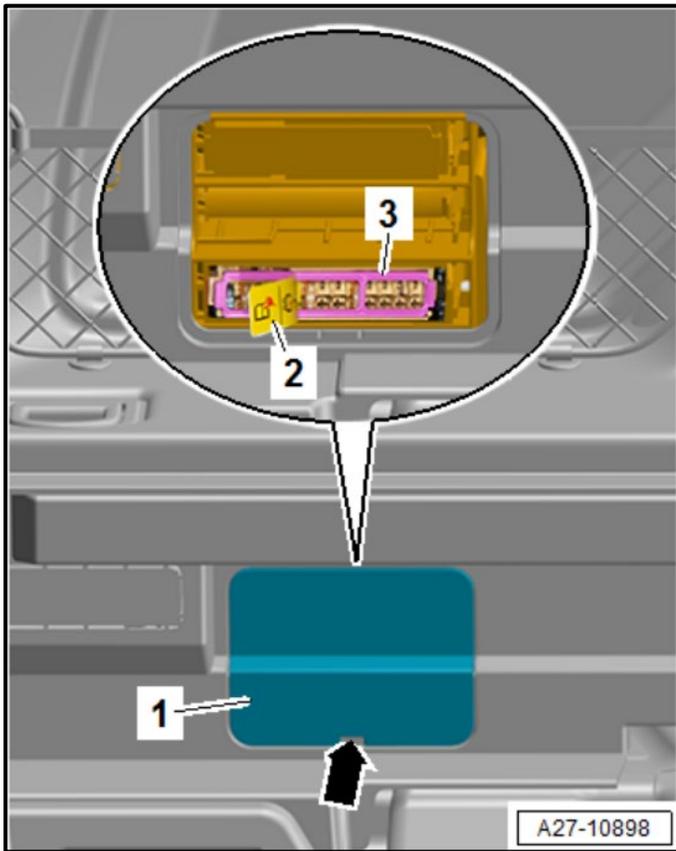
Disconnecting and reconnecting the battery may restore emergency call function operation.

- Switch off the ignition and all electrical equipment.
- Place the ignition key outside of the vehicle.

CAUTION

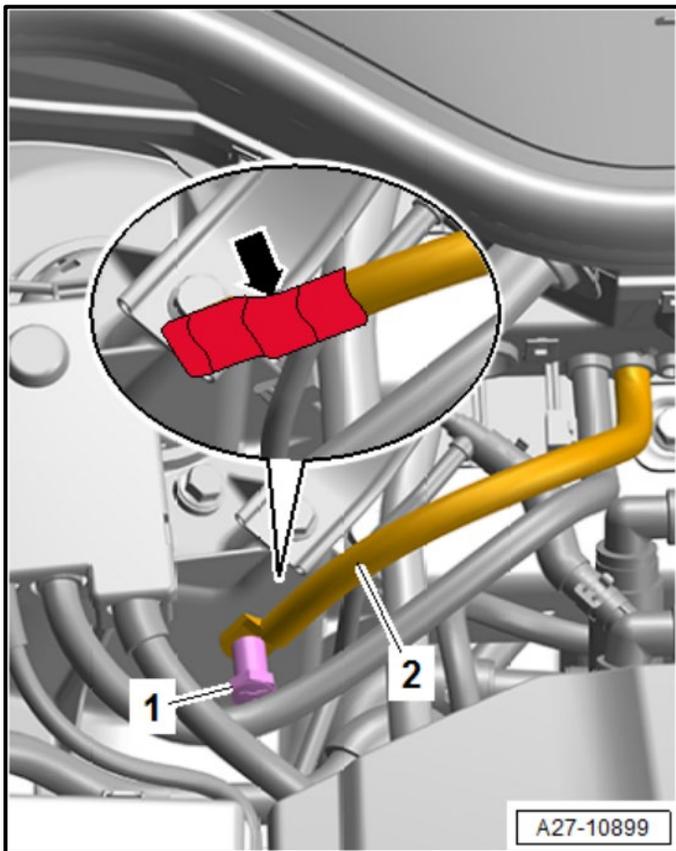
There is a risk of damaging the High-Voltage Battery Control Module -SX6-.

The Battery must be disconnected as described in the following in order for the High-Voltage Battery Control Module -SX6- to not be damaged when disconnecting the 12V battery.



Disconnect the 12V battery:

- Open the tailgate.
- Lift the luggage compartment floor.
- The service cover <1> is located on the left side of the luggage compartment.
- Release the catch <arrow>.
- Remove the service cover <1>.
- Release the fastener <3> and remove it from the fuse panel.
- Remove the fuse <2> with the rescue instructions from fuse location no. 5 (SM5).

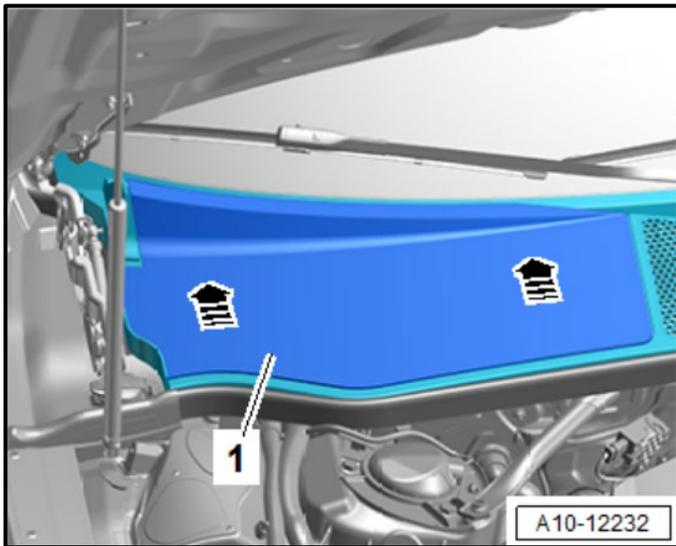


- Open the hood.
- Remove the nut <1> and free up the ground wire <2> from the threaded pin.

CAUTION

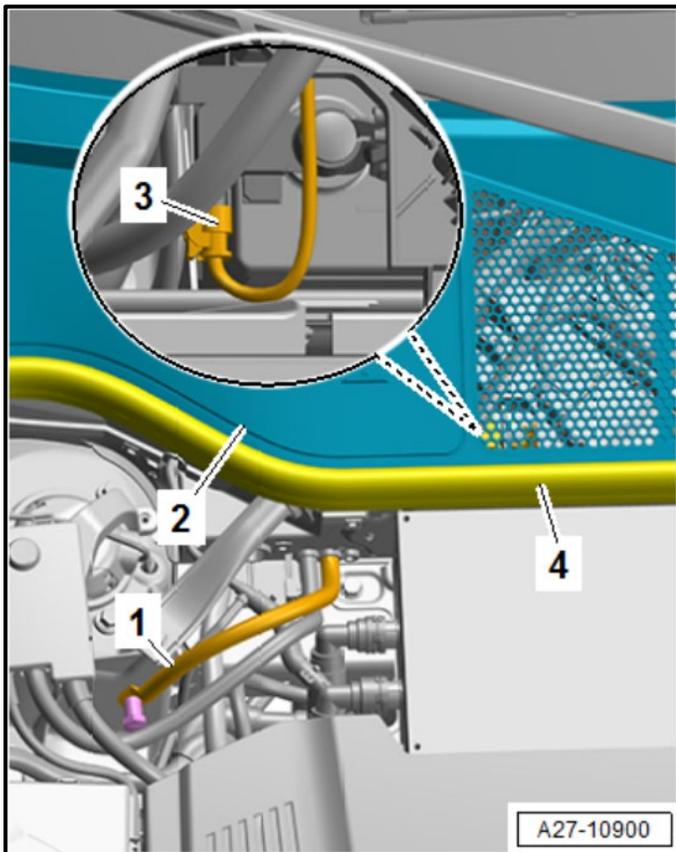
Risk of short circuit by the battery terminal clamps.

If the 12V battery is not being reconnected right away for any reason, immediately wrap the ground wire with insulating tape <arrow> and set it aside.

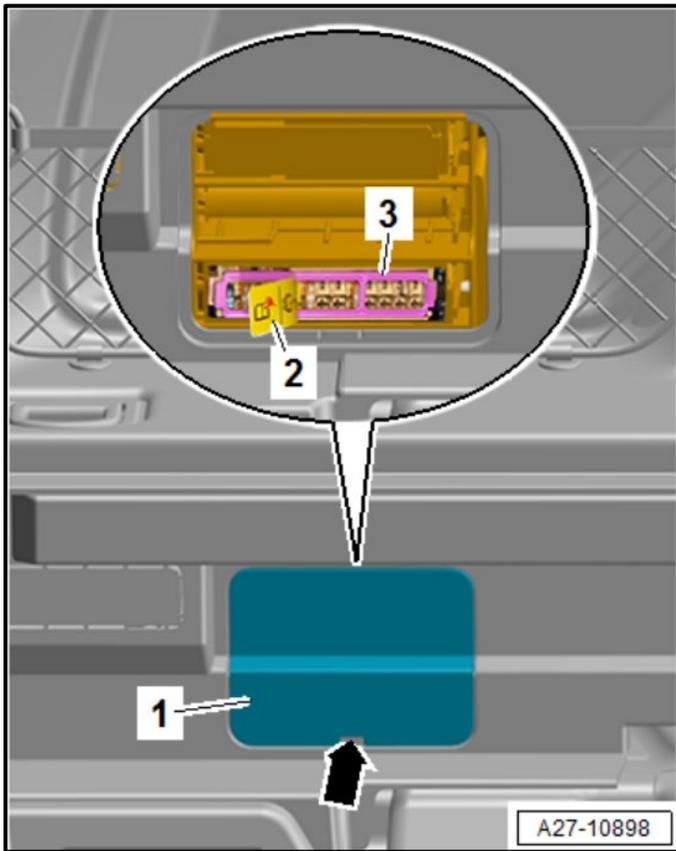


Reconnect the 12V battery:

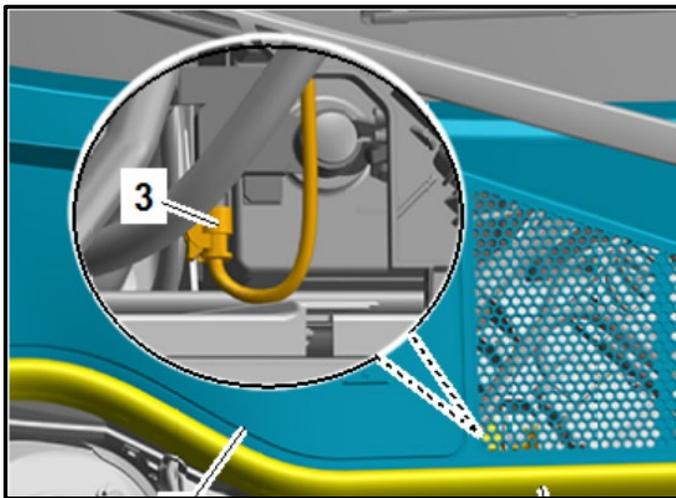
- Remove the cover <1> toward the rear <arrows>.



- Disconnect the connector <3> at the Battery Monitoring Control Module -J367-.
- Secure the ground wire <1> on the body, install securing nut and torque to 9 Nm.



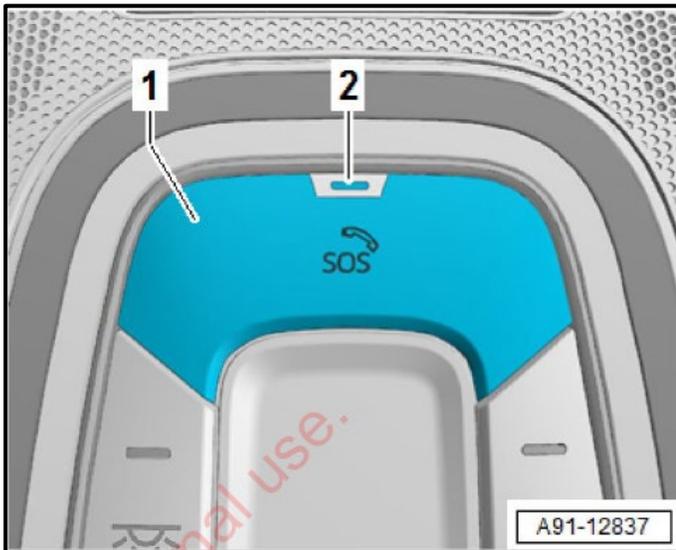
- After the negative cable is reinstalled, wait one minute, and then insert the fuse with the rescue instructions <2> at fuse location no. 5 (SM5).
- Reinstall fastener <3>.
- Reinstall service cover <1>.



- Reconnect the connector <3> to the Battery Monitoring Control Module -J367-.
- Set clock to local time.
- Activate the convenience open/close functions.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.

NOTE

After reconnecting the power supply, the ESP warning lamp can only go out after the vehicle has been driven a few meters.



Recheck LED:

- Switch ignition on.
- Check if LED <2> is lit in green.
- If the LED is lit in green:
 - No further work is required.
 - Proceed to Section F.
- If the LED is lit in red:
 - Vehicles with Criteria 01:
 - A software update is required.
 - Proceed to Section D.
 - Vehicles with Criteria 02:
 - Replacement of the gateway control module is required.
 - Proceed to Section E.

TIP

- It may take a few minutes for the LED to turn on.
- If the LED does not come on after a few minutes:
 - Take the vehicle outside with clear line of sight to the sky.
 - Initiate a bus sleep by locking the car for a few minutes with the remote.
 - Recheck operation after 10 minutes.

Section D – Update Gateway Control Module Software

(this only applies to vehicles with criteria 01 that did not have the green LED illuminate after the 12V battery disconnect and reconnect procedure outlined in Section C)

CRITICAL REPAIR INFORMATION



Operating mode “Diagnosis” will be used for this action. Some models will not allow the update to start after changing the communication path to DoIP using operating mode “Flash.”

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.
- ✓ **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.

 **TIP**

As a best practice, customer presets should be documented prior to performing any update in the event these settings are lost during the update.

- 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.

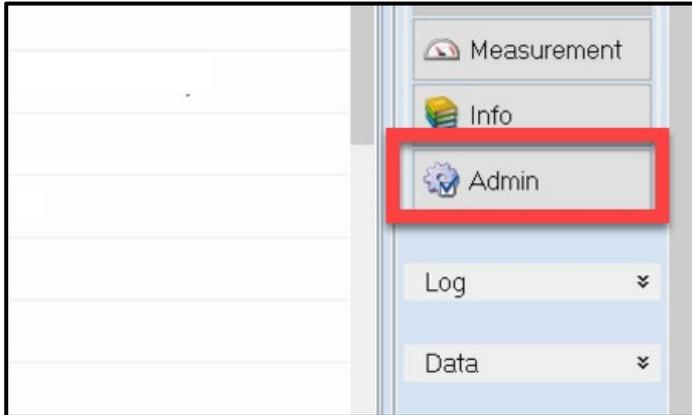
- Turn the hazards on.

 **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.

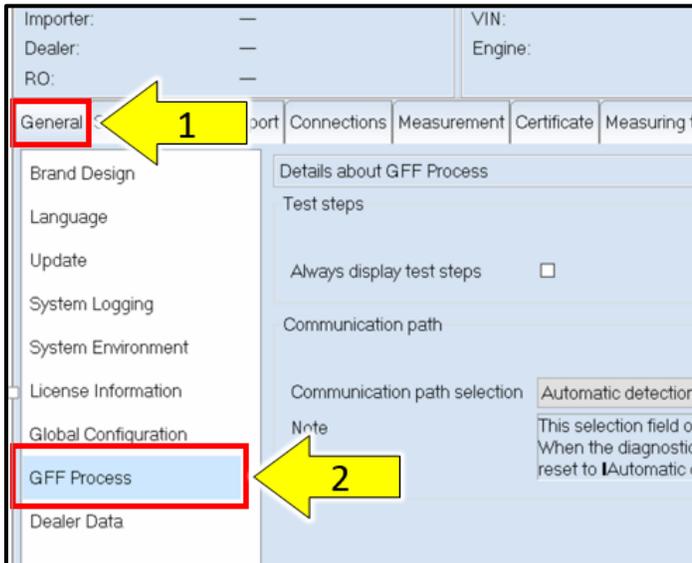


⚠ CRITICAL REPAIR STEPS

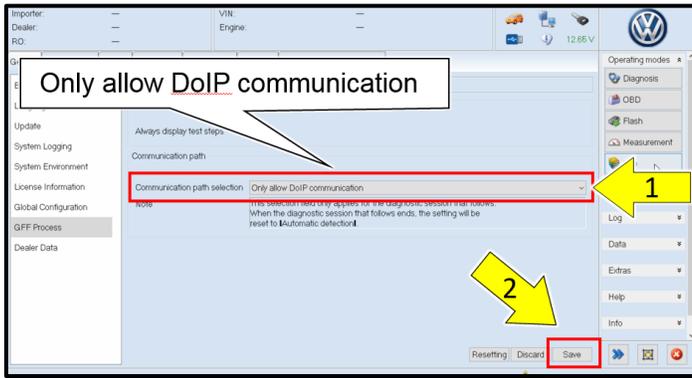
STOP STOP!

Changing the communication path to “Only allow DoIP communication” MUST be performed to ensure consistent success of this software update. The software update will fail if these steps are not followed.

- From the home screen of the scan tool, select “Admin.”



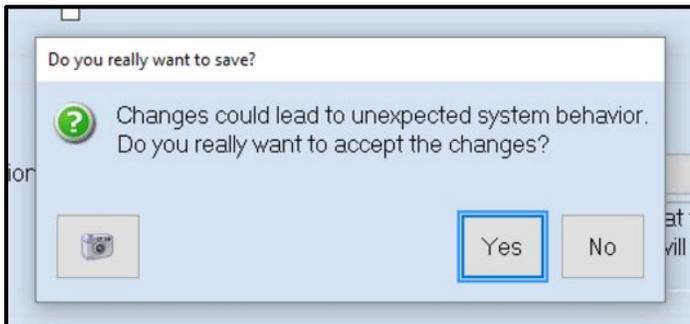
- From the “General” tab <arrow 1>, select “GFF Process” <arrow 2>.



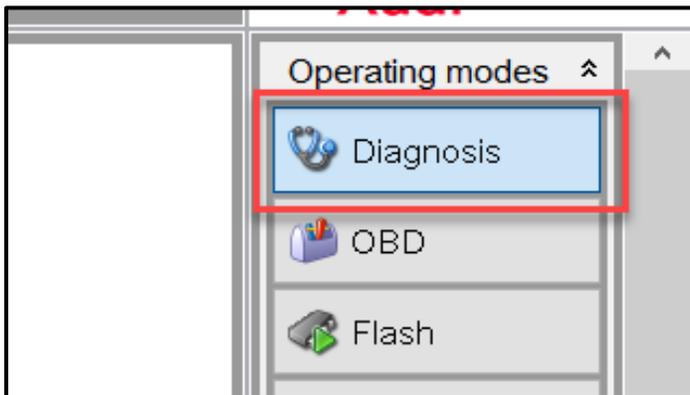
- From the “Communication path selection,” select “Only allow DoIP communication” <arrow 1>.
- Select “Save” <arrow 2>.

NOTE

As stated in the Note on the scan tool, “This selection field only applies for the diagnostic session that follows. When the diagnostic session that follows ends, the setting will be reset to “Automatic detection.”



- Select “Yes” when prompted, “Do you really want to save?”
- Return to the home screen of the scan tool.

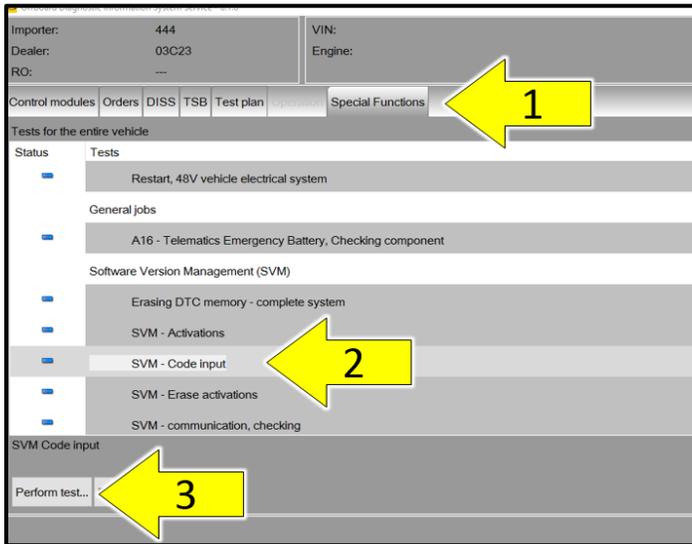


- From the home screen of the scan tool highlight “Diagnosis” and perform a full GFF diagnostic scan.
- Follow the on-screen prompts.

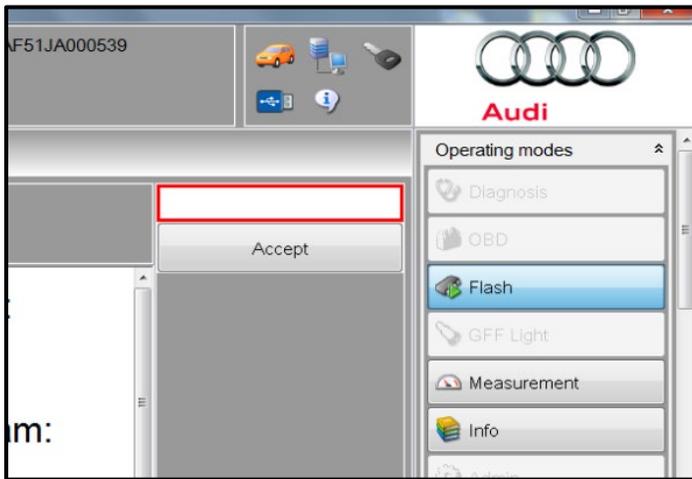
NOTE

STOP! STOP!

Operating mode “Diagnosis” must be used. Some models will not allow the update to start after changing the communication path to DoIP using operating mode “Flash.”



- After the diagnostic scan is complete:
 - Select the “Special Functions” tab <1>.
 - Select “SVM Code Input” <2>.
 - Select “Perform test...” <3>.
- Follow the on screen prompts.



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.

SVM code
90O2A270 (uppercase letter O)

- Select “Accept”.
- Follow the on-screen prompts.

NOTE

STOP STOP!

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

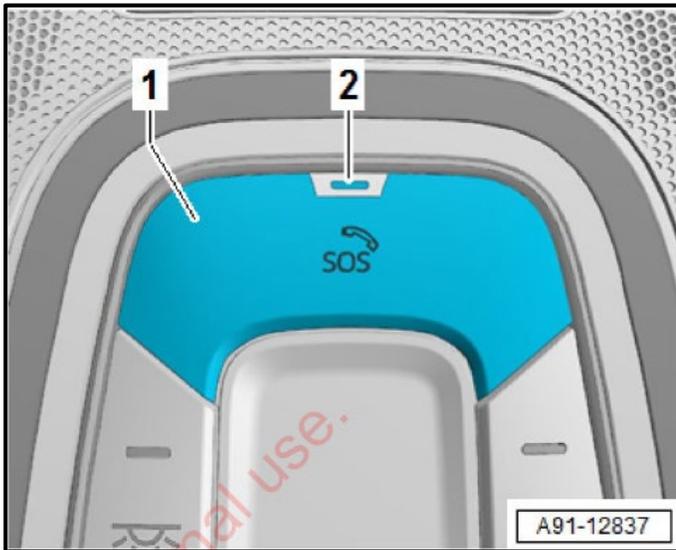
- After receiving confirmation that the update completed successfully, the ignition must be turned off for 60 seconds and then turned back on.

- Exit Guided Fault Finding and ensure the diagnostic protocol is sent to GFF Paperless.

i TIP

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 5 minutes.



Recheck LED:

- Switch ignition on.
- Check if LED <2> is lit in green.
- If the LED is lit in green:
 - No further work is required.
 - Proceed to Section F.
- If the LED is lit in red:
 - Further diagnosis will be required.
 - Additional diagnosis and repairs will not be covered under this action.

i TIP

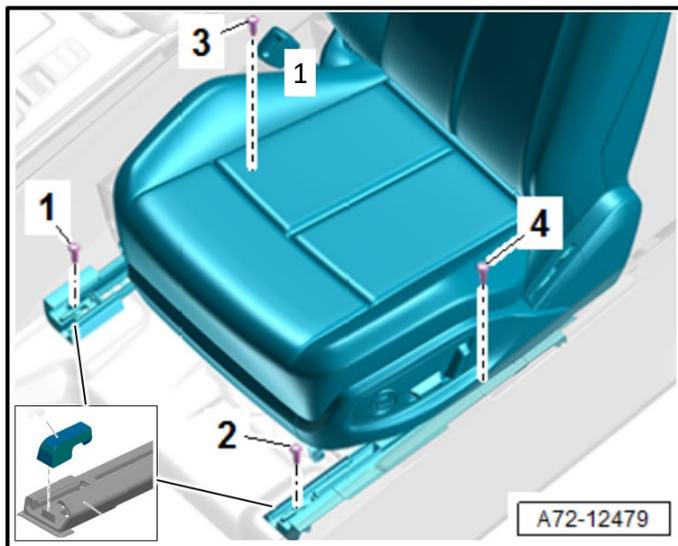
- It may take a few minutes for the LED to turn on.
- If the LED does not come on after a few minutes:
 - Take the vehicle outside with clear line of sight to the sky.
 - Initiate a bus sleep by locking the car for a few minutes with the remote.
 - Recheck operation after 10 minutes.

Section E – Replace Gateway Control Module

(this only applies to vehicles with criteria 02 that did not have the green LED illuminate after the 12V battery disconnect and reconnect procedure outlined in Section C)

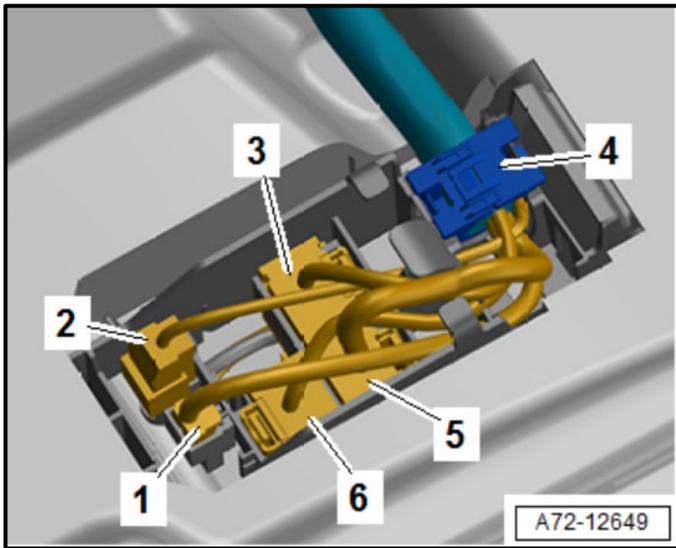
Parts Information

Refer to ETKA for the correct gateway control module part number and order using normal ordering methods.



Remove left front seat:

- Move the headrest into the lowest position.
- Move the front seat all the way forward and up.
- Remove rear bolts <3 and 4> from the seat rail.
- Move the front seat all the way to the rear and then into its lowest position.
- Pry off the spindle covers <inset> using a small flat-head screwdriver.
- Remove the front bolts <1 and 2> from the seat rail.



- Unclip the cable holder <4> from the retainers.

WARNING

**Risk of airbag deployment.
There is a risk of injury.**

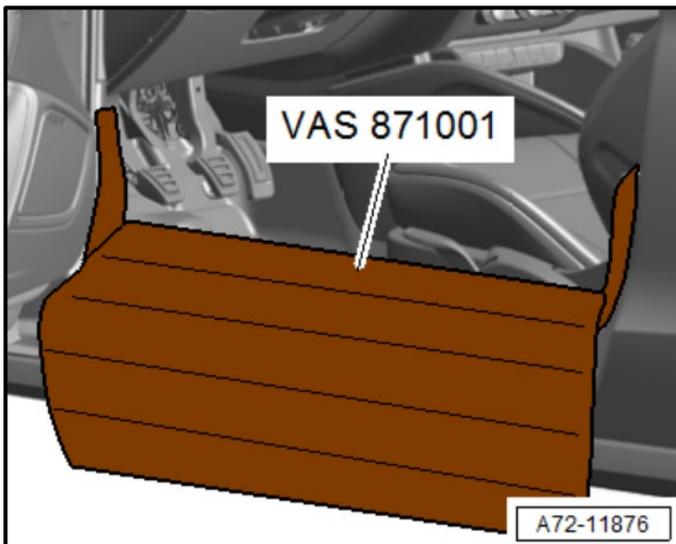
- Check if the airbag indicator lamp turns on or blinks.
- If the airbag indicator lamp turns on or blinks, the DTC memory must be read.
- If »short circuit to positive« is a DTC memory entry, disconnect the battery. Refer to → *Electrical Equipment; Rep. Gr.27*.
- If there is a DTC memory entry, the Guided Fault Finding instructions on the Vehicle Diagnostic Tester must always be followed.

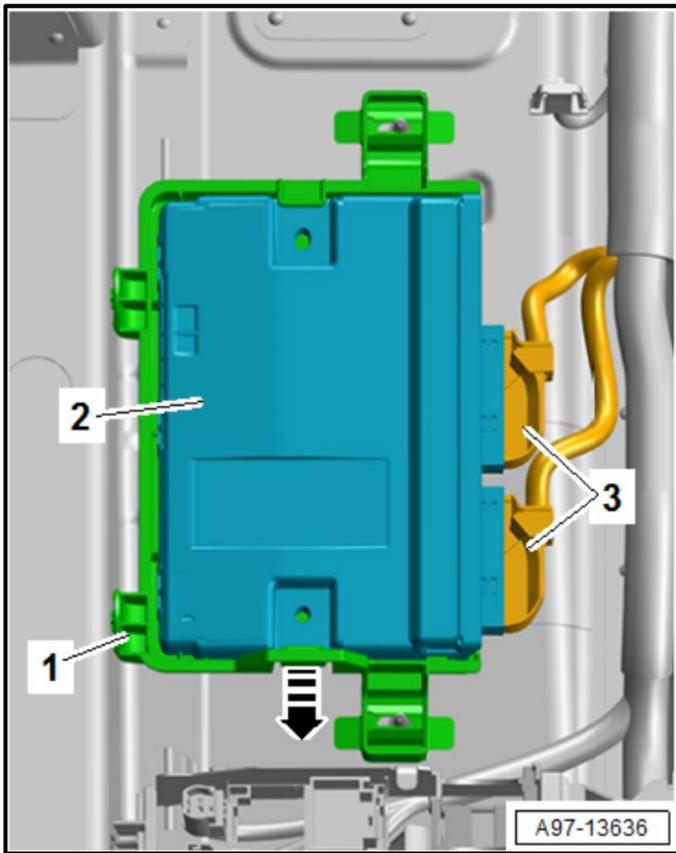
WARNING

**Pyrotechnical components can deploy unintentionally.
There is a risk of injury.**

Discharge static electricity by briefly touching the door striker.

- Disconnect the connectors on the connector station in the floor.
 - 1 - For Versions with Rear Seat Entertainment
 - 2 - Thorax airbag
 - 3 - Seat Belt Latch/Seat Position Sensor
 - 5 - Power Supply
 - 6 - For Versions with Seat Heating
- To protect the sill panel before removing the front seat, attach the -VAS871001-.
- Remove the front seat from the vehicle with a second technician.
- Make sure the seat position sensor is not damaged when setting the seat down.



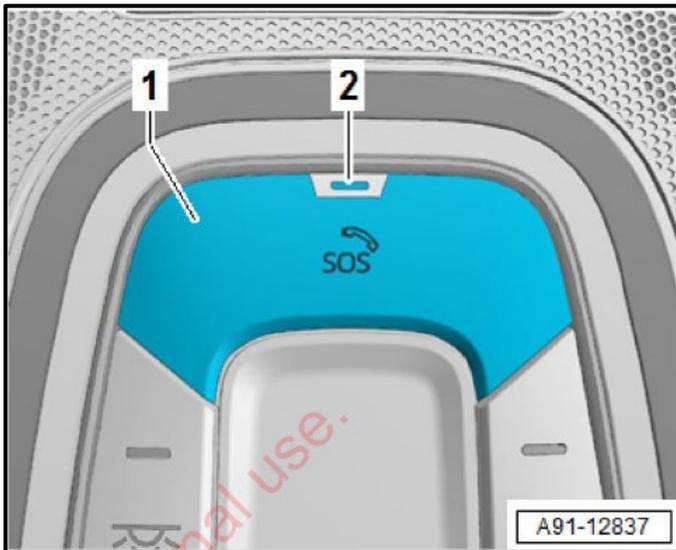


- Detach and lift the front carpet on the left side of the vehicle.

NOTE

Lifting the carpet to access the gateway control module may require removal of various trim panels. Footwell trim, sill trim, lower A-pillar trim and center console for example.
 Refer to: *ELSA Repair Manual > Body > Body Interior > 70 Interior Trim > Vehicle Interior Trim Panels > Carpet, Removing and Installing* for details on lifting the carpet.

- Release the retainer in direction of <arrow>.
- Remove the data bus on board diagnostic interface <2> from the mount <1>.
- Disconnect the connectors <3>.
- Install the new gateway control module in the reverse order of removal.
- Install the driver front seat in the reverse order of removal.
 - Ensure all connectors are fully seated.
 - Torque seat bolts to 40 Nm.
- Perform replacement test plan for gateway control module using Guided Fault Finding.



Recheck LED:

- Switch ignition on.
- Check if LED <2> is lit in green.
- If the LED is lit in green:
 - No further work is required.
 - Proceed to Section F.
- If the LED is lit in red:
 - Further diagnosis will be required.
 - Additional diagnosis and repairs will not be covered under this action.

i TIP

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- If the LED does not come on after a few minutes:
 - Take the vehicle outside with clear line of sight to the sky.
 - Initiate a bus sleep by locking the car for a few minutes with the remote.
 - Recheck operation after 10 minutes.

Section F – 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 G.**

Section G - 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.