



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – Service Action 90o2 / Gateway Control Module

**This notice is for:**

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** November 02, 2020

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

- Repair:**
- REPAIR AVAILABLE – November 03, 2020 - Perform an inspection and, if necessary, update software or hardware.
  - See ELSA/ServiceNet for complete repair & claiming instructions
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** There will be no parts allocation.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	E-TRON	133
CAN	2019	2019	E-TRON	53

*\*Counts reflect overall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
  - Owner mailing – November 2020

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.