



Audi

## AUDI DEALER COMMUNICATION

### Repair Available – Service Action 96G5 / Gateway Control Module Software

**This notice is for:**

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

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

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** November 01, 2021

**Issue:** On vehicles manufactured within a specific period, the emergency call function is inoperative during specific, very brief phases.

- Repair:**
- REPAIR AVAILABLE – November 02, 2021 - Update gateway control module software. In rare cases, a gateway control module may need replacement.
  - 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:** Software update. In rare cases, gateway control module replacement may be needed. See the campaign circular for complete information. DO NOT order parts unless absolutely necessary.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2017	2017	A4 SEDAN	8,326
USA	2017	2017	Q7	5,601

*\*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 2021

**-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.