

# Service Action

## Code: 96G5



<b>Subject</b>	<b>Gateway Control Module Software</b>															
<b>Release Date</b>	November 2, 2021															
<b>Affected Vehicles</b>	<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>2017</td><td>2017</td><td>A4 SEDAN</td><td>8,326</td></tr><tr><td>USA</td><td>2017</td><td>2017</td><td>Q7</td><td>5,601</td></tr></tbody></table> <p><i>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 &amp; verification source.</i></p> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2017	2017	A4 SEDAN	8,326	USA	2017	2017	Q7	5,601
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2017	2017	A4 SEDAN	8,326												
USA	2017	2017	Q7	5,601												
<b>Problem Description</b>	On vehicles manufactured within a specific period, the emergency call function is inoperative during specific, very brief phases.															
<b>Corrective Action</b>	Update the gateway control module software. In rare cases, the gateway control module may require replacement.															
<b>Code Visibility</b>	On or about November 2, 2021, the campaign code will be applied to affected vehicles.															
<b>Owner Notification</b>	Owner notification will take place in November 2021. Owner letter examples are included in this bulletin for your reference.															
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 1, 2023</b> . 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.															
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .															

## 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.

<b>Service Number</b>	96G5		
<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		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.</b>			
<b>Criteria I.D.</b>	01 and 03		
	Connect battery charger, remove rear bench seat to access gateway control module, program gateway control module and update gateway control module software.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	9035 19 99	30	Access gateway control module
	9035 25 99	20	Program gateway
	0150 00 00	Time stated on diagnostic protocol	GFF operations
	9035 26 99	Time stated on diagnostic protocol	Update gateway control module software
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	5G0886373	Grommet

**Continued on next page**

	<i>Add the following <b>ONLY</b> if gateway control module requires replacement due to communication loss during the flash</i>		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9035 55 99	30	Replace gateway control module
	0150 00 00	Time stated on diagnostic protocol	GFF operations
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8W6907468 or 8W8907468	Gateway control module
	2.00	5G0886373	Grommet
<b>Criteria I.D.</b>	02 and 03		
	Connect battery charger, remove driver front seat to access gateway control module, program gateway control module and update gateway control module software.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	9035 20 99	90	Access gateway control module
	9035 25 99	20	Program gateway
	0150 00 00	Time stated on diagnostic protocol	GFF operations
	9035 26 99	Time stated on diagnostic protocol	Update gateway control module software
	<i>Add the following <b>ONLY</b> if gateway control module requires replacement due to communication loss during the flash</i>		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9035 56 99	90	Replace gateway control module
	0150 00 00	Time stated on diagnostic protocol	GFF operations
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8W6907468 or 8W8907468	Gateway control module

**Continued on next page**

<b>Criteria I.D.</b>	03		
	Update gateway control module software		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	9035 26 99	Time stated on diagnostic protocol	Update gateway control module software
	<i>Add the following <u>ONLY</u> if gateway control module requires replacement due to communication loss during the flash</i>		
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	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9035 55 99	30	Replace gateway control module
	0150 00 00	Time stated on diagnostic protocol	GFF operations
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8W6907468 or 8W8907468	Gateway control module
	2.00	5G0886373	Grommet

<b>-AND-</b>	<b>Outside Material (CLAIM ONE TIME PER DEALER ONLY)</b>			
	<b>Additional tool claims will be cancelled</b>			
	<b>Quantity</b>	<b>Part number</b>	<b>Description</b>	<b>Amount</b>
	1.00	SPECIALTOOLS	Campaign Special Tool Set	\$63.70
<i>This reimbursement is for the -VAS601013- included in the "Connected Gateway Repair Kit MRT Auto-Shipment AT-437" originally communicated in ATE-20-16.</i>				

## 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 96G5 – Gateway Control Module Software**

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 2017 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

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

**What will we do?** Your authorized Audi dealer will update the gateway control module software. The software update will take about three hours to complete. In rare cases, the gateway control module may need to be replaced. If this happens, your dealer will need to order the part for your vehicle.

Both the software update and gateway control module replacement (if needed) 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](http://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 1, 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](http://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](http://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

## Repair Overview

### Vehicles with both Criteria 01,03:

- Program Gateway and perform software update to Gateway control module




### Vehicles with both Criteria 02,03:

- Program Gateway and perform software update to Gateway control module

### Vehicles with only Criteria 03:

- Perform software update to Gateway control module

## Required Tools

	<p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>		<p>Diagnostic Tester -VAS6150X/VAS6160X- (or equivalent)</p>
	<p>Repair-set cGW (Connected Gateway) -VAS601013-</p>		

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

**EXAMPLE**

Campaign/Action	Start	Designation
	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.

#### Vehicles with both criteria 01,03 or 02,03:

- Proceed to Section B

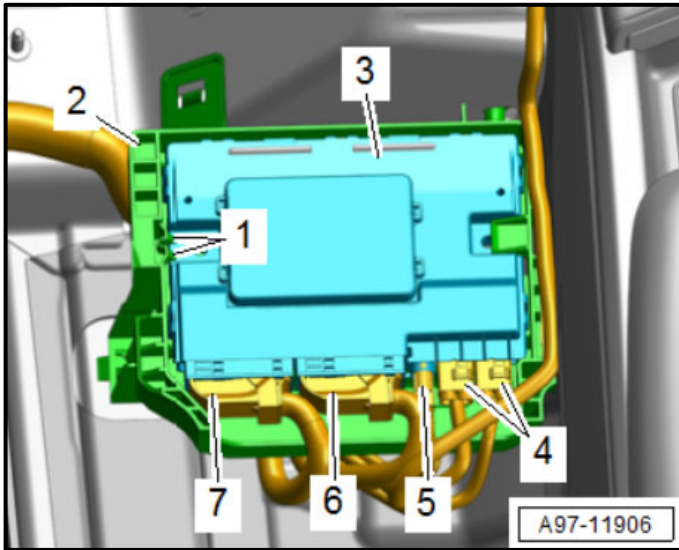
#### Vehicles with only criteria 03:

- Proceed to Section C

#### NOTE

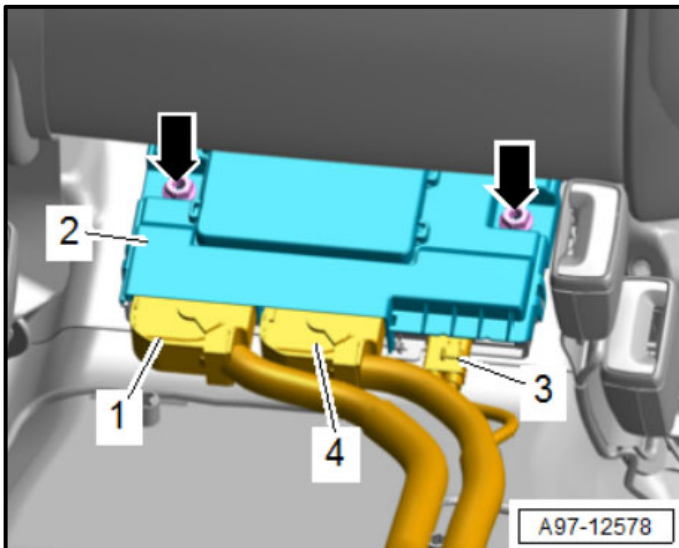
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

## Section B – Program Gateway Control Module (Criteria 01,03 and 02,03)



### Access gateway control module (Q7 – Criteria 02,03):

- Remove driver front seat:
  - See ELSA Repair Manual: *Repair manual > Body > Body Interior > 72 Seat Frames > Front Seats > Front Seat, Removing and Installing*
- Lift the front carpet at the transition to the rear carpet to gain access to the gateway control module.
- DO NOT disconnect gateway at this time.



### Access gateway control module (A4 Variants – Criteria 01,03):

- Remove rear seat bench:
  - See ELSA Repair Manual: *Repair manual > Body > Body Interior > 72 Seat Frames > Rear Seats > Bench Seat/Single Seat, Removing and Installing*
- DO NOT disconnect gateway at this time.



## Prepare for programming the gateway control module:

- 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

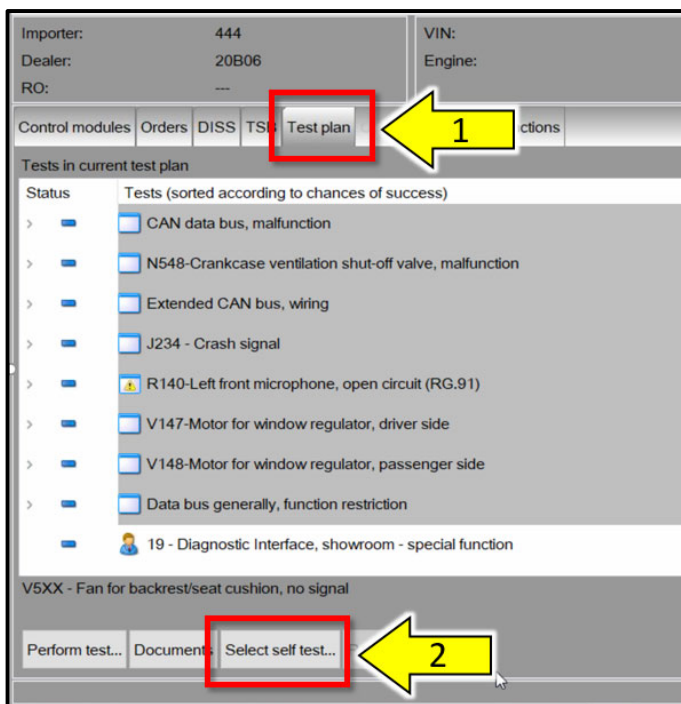
#### Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:

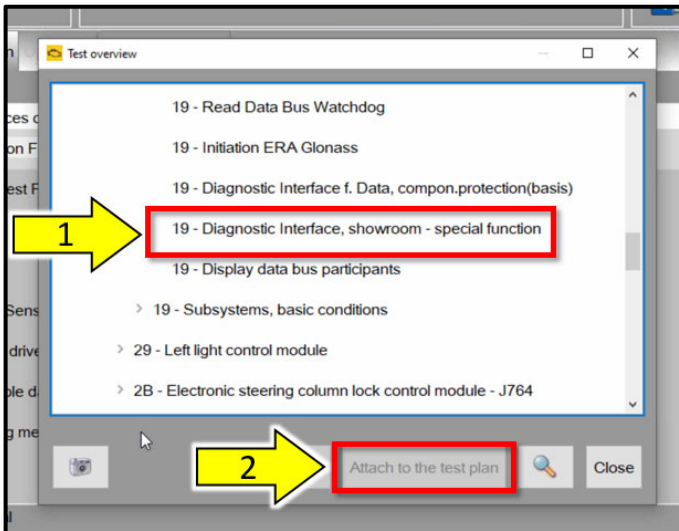
When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

- Perform a GFF diagnostic scan of the vehicle.

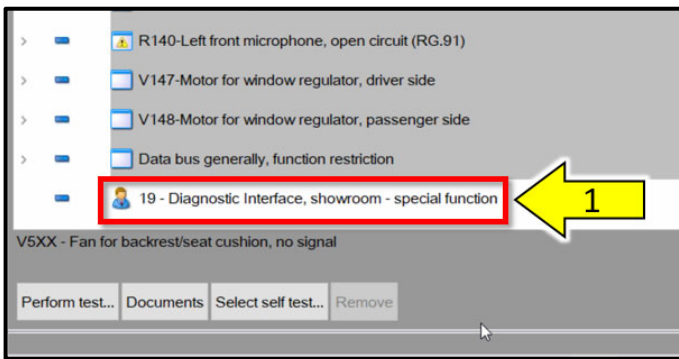
### Enable XCP:

- Select the Test plan tab <1>.
- Select "Select self test..." <2>

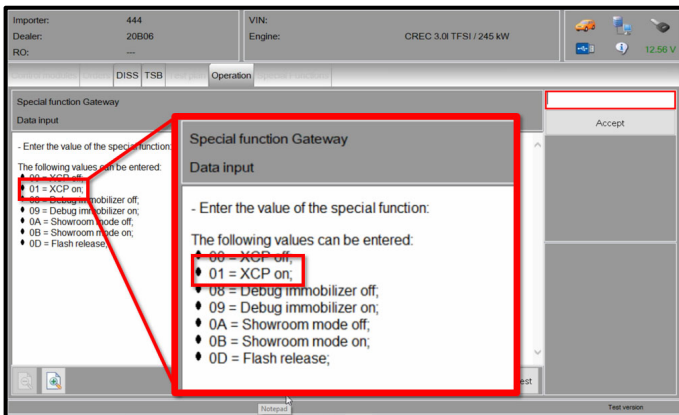




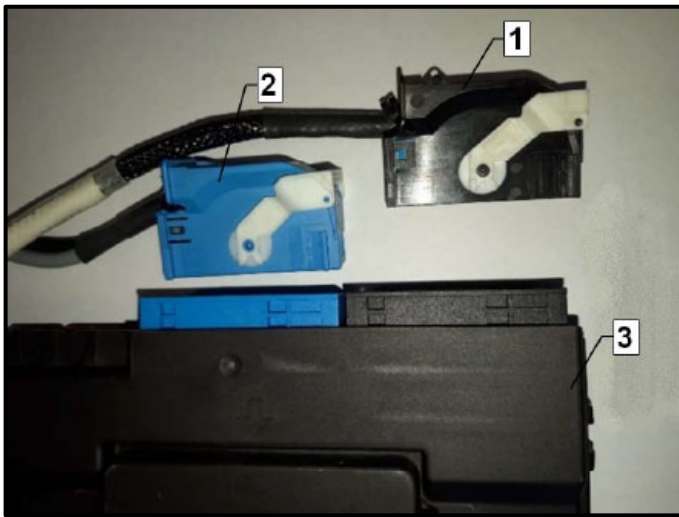
- Select test plan “19 - Diagnostic interface, showroom - special function” <1>:
  - *Self-diagnosis compatible systems > Body > Electrical system > 01 Self-diagnosis compatible systems > 19 Data bus diagnostic interface > 19 Data bus diagnostic interface, functions > 19 Diagnostic interface, showroom - special function*
- Select “Attach to the test plan” <2>.



- Perform test plan “19 - Diagnostic interface, showroom - special function” <1>.
- Follow the onscreen prompts.

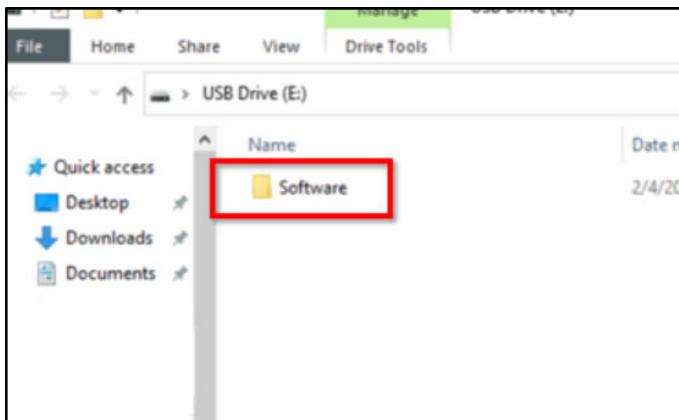


- When prompted, input **01** for “XCP on”.
- Press “Accept” and follow the onscreen prompts.



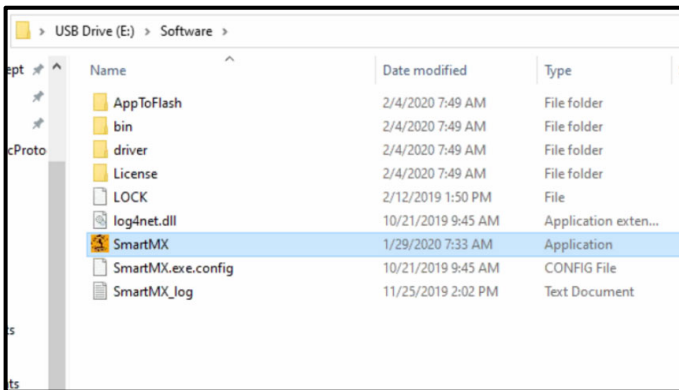
### Prepare gateway control module:

- Turn off the ignition.
- Unplug black supply connector <1> and blue communication connector <2> from control unit <3>.



### Run the “SmartMX” program:

- Insert the USB stick from the -VAS601013- kit into the diagnostic tester.
- Open the “Software” folder.



- Double click (run) on the “SmartMX.exe” program.

**NOTE**

Wait until the application starts (this may take about 20 seconds). Do not click on the file several times!

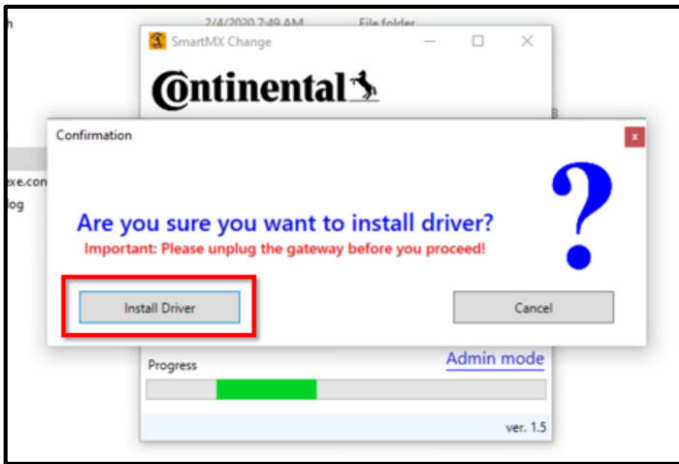


- If using for the first time, click on Admin mode <arrow>.



- Click on “Install Driver”.

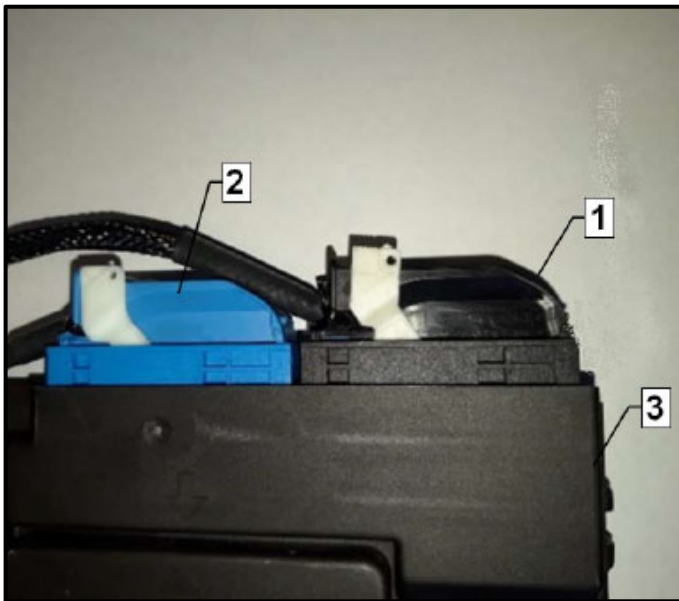
**NOTE**  
This step is only necessary the first time the program is used.



- Confirm the driver installation.

**NOTE**

It may be necessary for an IT Administrator to complete the driver installation. In this case, a separate prompt will appear.



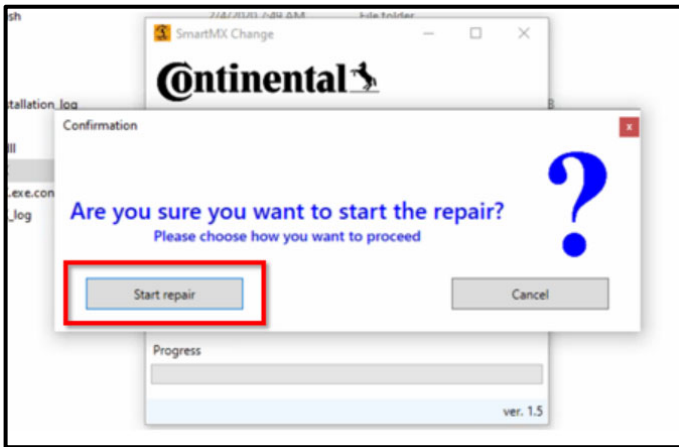
- Connect the blue communication connector <2> from the -VAS601013- kit to the control unit <3> and the USB connector at the other end to the diagnostic tester.
- Connect the black supply connector <1> to the control unit <3>.
- Switch on ignition.



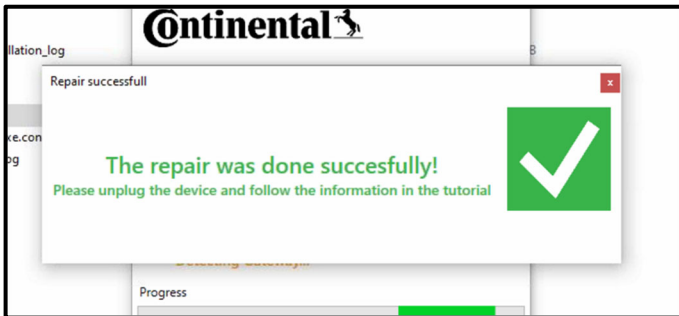
- A connection to the gateway will be established.
- Click on "Run" once the connection is established.

**NOTE**

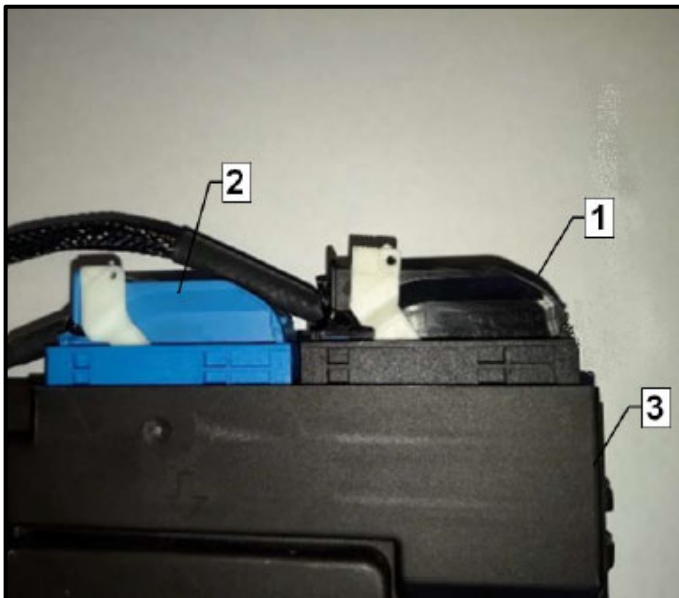
If a connection to the gateway cannot be established, the diagnostic tester must be restarted.



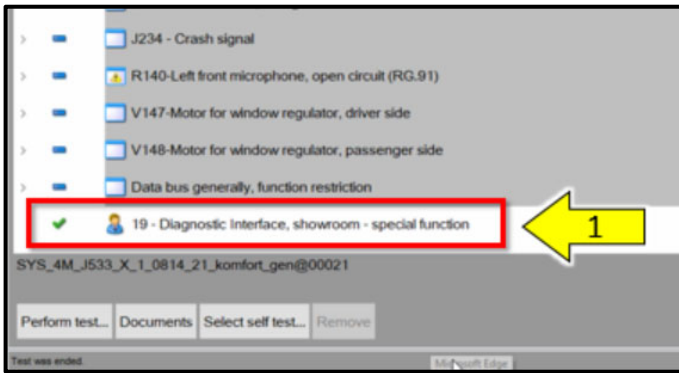
- Confirm the start of the repair.



- After the gateway is serviced successfully, switch off the ignition.

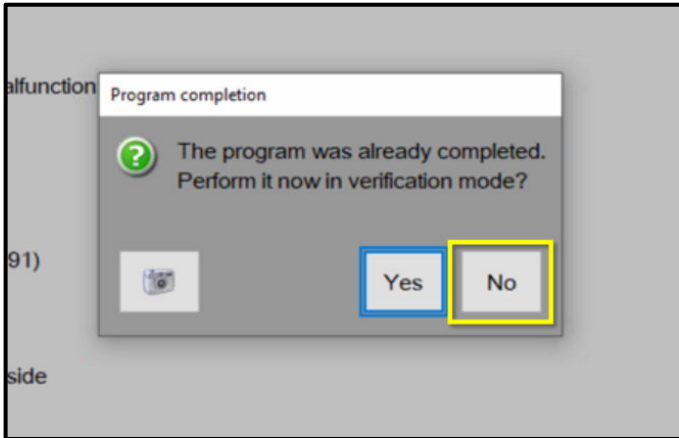


- Remove the -VAS601013- adapter cable.
- Reconnect the gateway to the vehicle.
- Switch the ignition on.

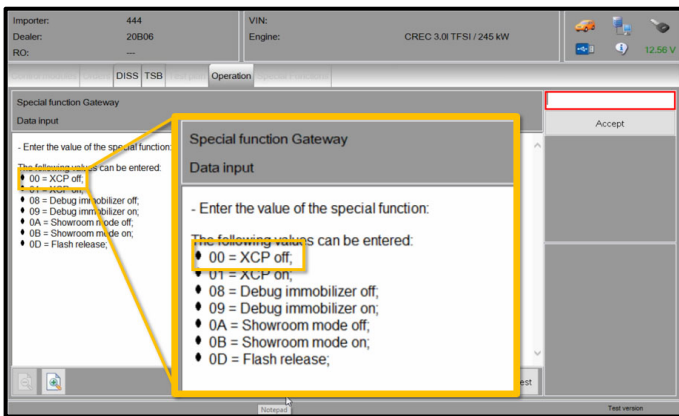


### Deactivate XCP:

- Perform test plan “19 - Diagnostic interface, showroom - special function” <1>.
- Follow the onscreen prompts.



- If asked to perform the test plan in verification mode, select NO.



- When prompted, input **00** for “XCP off”.
- Press “Accept” and follow the onscreen prompts and complete the test plan.
- Exit Guided Fault Finding.
- Ensure diagnostic protocol is sent to GFF Paperless.

**Vehicle reassembly:**

- **Q7 – driver front seat reinstallation:**
  - Install in the reverse order of removal.
  - Torque seat bolts to 50 Nm.
- **A4 Variants – rear seat bench reinstallation:**
  - Install in the reverse order of removal.
  - Replace seat grommets.

<b>Part Number</b>	<b>Part Description</b>
5G0-886-373	Seat Grommet (x2)

**Proceed to Section C**



## Section C – Gateway Control Module Software Update

### 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.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
  - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
- ✓ **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.

## CRITICAL REPAIR NOTES

- This update can take over an hour. **Ensure the scan tool has sufficient charge or is plugged directly into a power source.**
- When the progress bar reaches 90%, it could stay at 90% for up to 15 minutes. This is normal. DO NOT cancel the flash process.
- If the flash routine cancels automatically and communication with the control unit is lost, the gateway will need to be replaced. The log with the first failed flash attempt must be up loaded to GFF Paperless and/or retained for submission to Audi warranty for authorization.

- 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

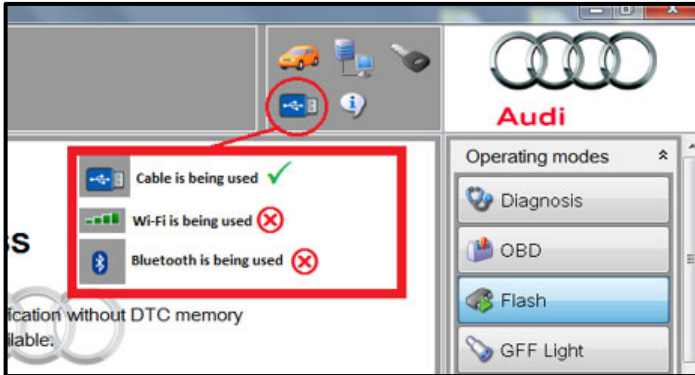
### **Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

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.

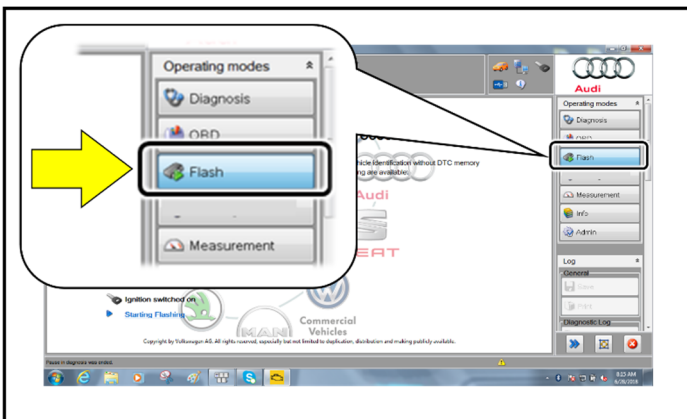
- Turn the hazards on.

### 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.



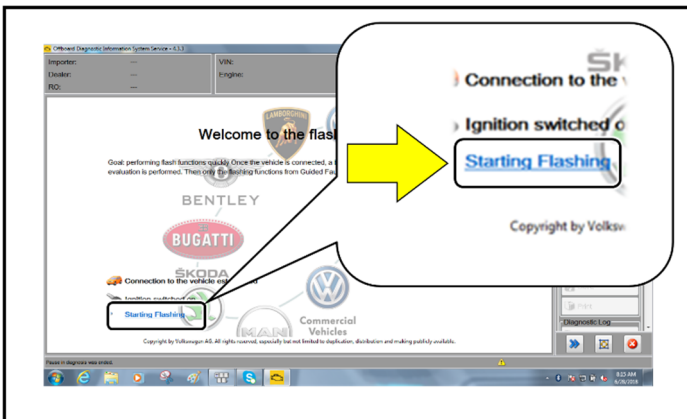
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



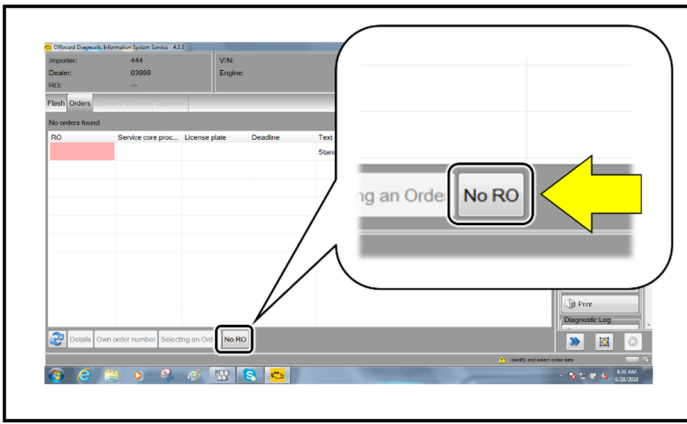
- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

### NOTE

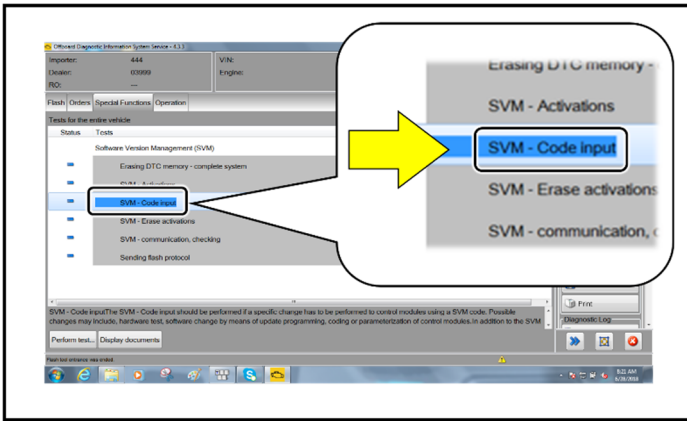
Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



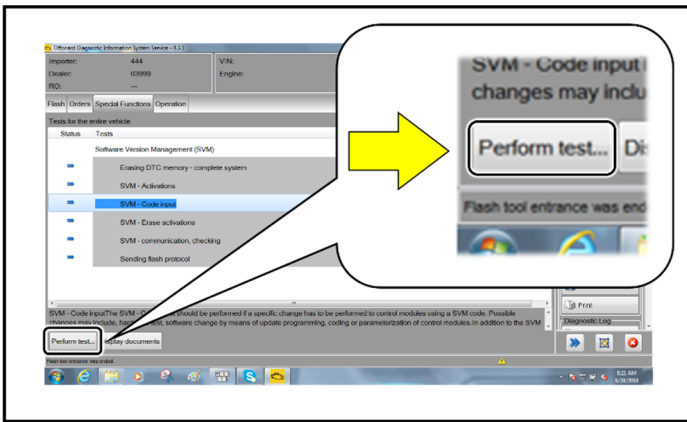
- Select “Starting Flashing” and follow the on-screen prompts.



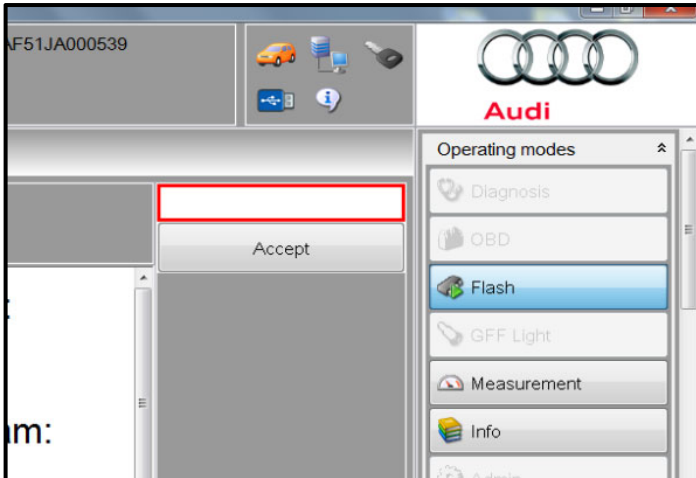
- Select "No RO".



- Highlight "SVM – Code Input".



- Select "Perform test".



**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.

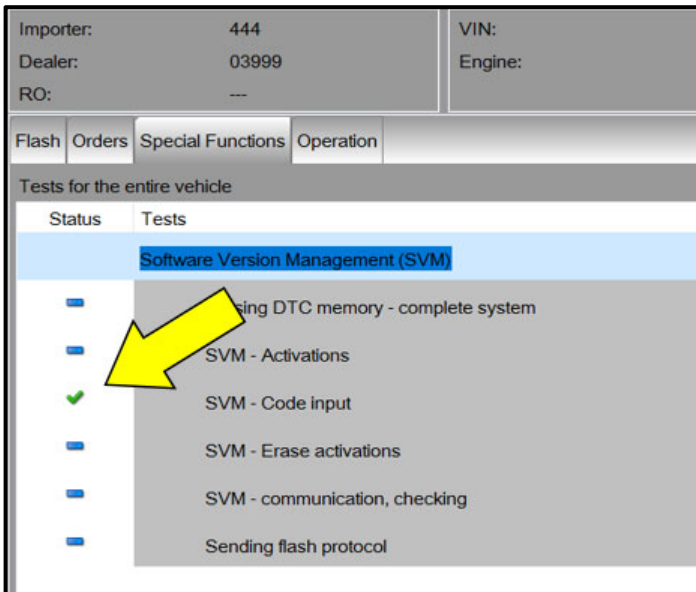
- Enter the corrective action code (SVM code) as listed below.

<b>SVM code</b>
<b>96G5A890</b>

- Select "Accept".
- Follow the on-screen prompts.

**CRITICAL REPAIR NOTE**

When the progress bar reaches 90%, it will stay at 90% for up to 15 minutes. This is normal. DO NOT cancel the flash process.

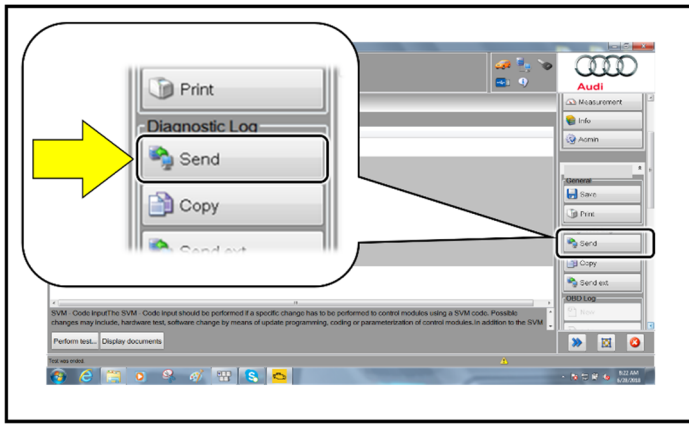


**NOTE**

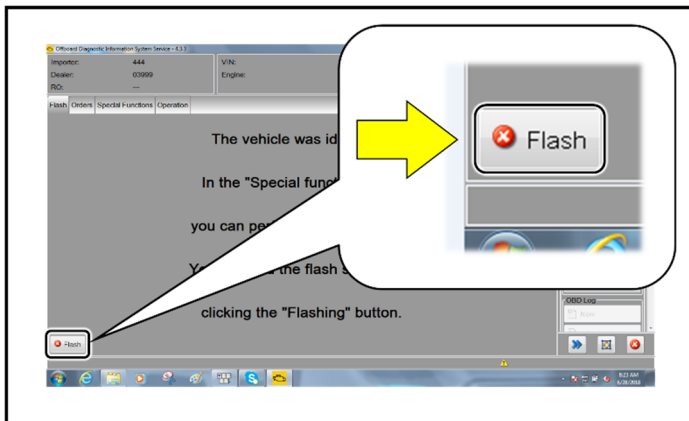
**STOP STOP! STOP**

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

- After receiving confirmation that the update completed successfully (green check mark) <arrow>, the ignition must be turned off for 60 seconds and then turned back on.



- After receiving confirmation that the flash completed successfully, select “Send” to send the diagnostic protocol online.
- Follow the on-screen prompts.



- 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 30 seconds.
- Click “Flash” to exit the flash session.

**Proceed to Section D**

## Section D – Campaign 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 (item# AUD4927ENG or AUD4927FRE).