



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 96G4 / 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. Do NOT order parts unless they are absolutely needed! There are only four (4) cars included in Criteria 03. Ordering parts unnecessarily will cause delays.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2017	2017	A4 ALLROAD	862
USA	2017	2017	A4 SEDAN	10,800
USA	2017	2017	Q7	13,497
CAN	2017	2017	A4 ALLROAD	180
CAN	2017	2017	A4 SEDAN	49
CAN	2017	2017	Q7	181

**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.