

Service Action

Code: 90X4



Subject
Document History

Gateway Control Module

Date	Summary
08/22/2024	Updated claiming information
05/21/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	A4 ALLROAD	82
USA	2024	2024	A4 SEDAN	615
USA	2024	2024	A5 CABRIOLET	58
USA	2024	2024	A5 COUPE	20
USA	2024	2024	A5 SPORTBACK	572
USA	2024	2024	A6 ALLROAD	92
USA	2023	2024	A6 SEDAN	303
USA	2024	2024	A7	94
USA	2024	2024	A8	97
USA	2023	2024	E-TRON GT	62
USA	2024	2024	E-TRON QUATTRO	263
USA	2024	2024	E-TRON SPORTBACK QUATTRO	98
USA	2024	2024	Q5	2,515
USA	2024	2024	Q5 SPORTBACK	162
USA	2024	2024	Q7	820
USA	2023	2024	Q8	31
USA	2023	2024	RS E-TRON GT	7
USA	2024	2024	RS5 COUPE	13
USA	2024	2024	RS5 SPORTBACK	81
USA	2024	2024	RS6 AVANT	117
USA	2024	2024	RS7	83
USA	2024	2024	RSQ8	80
USA	2024	2024	S4 SEDAN	93
USA	2024	2024	S5 CABRIOLET	53
USA	2024	2024	S5 COUPE	27
USA	2024	2024	S5 SPORTBACK	208
USA	2024	2024	S6 SEDAN	4
USA	2024	2024	S7	30
USA	2024	2024	S8	44
USA	2024	2024	SQ5	293

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2024 Audi of America, Inc. and Audi Canada. All Rights Reserved.

USA	2024	2024	SQ5 SPORTBACK	91
USA	2023	2024	SQ7	18
USA	2023	2024	SQ8	46

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.

- ✓ 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.

About this Service Action

The gateway control module will be replaced at no cost to owners.

Code Visibility

On or about May 21, 2024, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in May 2024. An owner letter example is included in this bulletin for your reference.

Campaign Expiration Date

This campaign expires on **May 21, 2029**. Work 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 work performed after the expiration date, your normal costs associated with this work will apply.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
ALL	1	SEE ETKA	INTERFACE (Gateway control module)	VIN to Order
4A or 4K	1	4K0-907-578-A	COVER	Free Order
4A, 4K, 8W or F5	Up to 3	5G0-886-373	GROMMET (verify use in ELSA/ETKA)	Free Order
FY	1	80A-907-577-C	COVER	Free Order
	Up to 4	80A-886-373	GROMMET	Free Order

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> US Dealers - use AVA
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Parts Control Type: Free Order	Parts will be managed by Free Order.
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Initial Allocation: NO	There will be no parts allocation.
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NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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.

Service Number	90X4		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark INTERFACE* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	8W		
	LABOR		
	Labor Op	Time Units	Description
	9035 55 00	SEE ELSA	Data bus control module replace
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
	Up to 2.00	5G0886373	GROMMET

Continued on next page

Criteria I.D.	F5		
	LABOR		
	Labor Op	Time Units	Description
	9035 55 00	SEE ELSA	Data bus control module replace
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
	Up to 2.00	5G0886373	GROMMET
	<i>NOTE: A5/S5 Cabrio models only – GROMMET is not required. DO NOT enter on claim</i>		
Criteria I.D.	4A		
	LABOR		
	Labor Op	Time Units	Description
	9035 19 00	SEE ELSA	Data bus control module replace
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
	1.00	4K0907578A	COVER
	Up to 3.00	5G0886373	GROMMET

Continued on next page

Criteria I.D.	4K		
	LABOR		
	Labor Op	Time Units	Description
	9035 19 00	SEE ELSA	Data bus control module replace
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
	1.00	4K0907578A	COVER
	Up to 3.00	5G0886373	GROMMET
Criteria I.D.	4N		
	LABOR		
	Labor Op	Time Units	Description
	9035 19 00	SEE ELSA	Data bus control module replace
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
	Criteria I.D.	A8	
	LABOR		
	Labor Op	Time Units	Description
	9035 19 50	SEE ELSA	Data bus control module replace
	7455 19 60	SEE ELSA	Armrest with cover remove+reinstall
	7249 20 07	SEE ELSA	2 Rear bench seat remove+reinstall
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*

Continued on next page

Criteria I.D.	F8		
	LABOR		
	Labor Op	Time Units	Description
	9035 19 50	SEE ELSA	Data bus control module replace
	6817 19 00	SEE ELSA	Console remove+reinstall
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
Criteria I.D.	FY		
	LABOR		
	Labor Op	Time Units	Description
	9035 55 00	SEE ELSA	Data bus control module replace
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
	Up to 4.00	80A886373	GROMMET
1.00	80A907577C	COVER	

Continued on next page

Criteria I.D.	4M		
	LABOR		
	Labor Op	Time Units	Description
	9035 19 50	SEE ELSA	Data bus control module replace
	7201 19 00	SEE ELSA	Front seat remove+reinstall
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
Criteria I.D.	GE		
	LABOR		
	Labor Op	Time Units	Description
	9035 19 50	SEE ELSA	Data bus control module replace
	7201 19 05	SEE ELSA	Front seat remove+reinstall
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	INTERFACE*
Criteria I.D.	X5		
	LABOR		
	Labor Op	Time Units	Description
	9035 19 50	SEE ELSA	Data bus control module replace
	7201 19 05	SEE ELSA	Front seat remove+reinstall
	0150 00 99	10	Perform bus sleep
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	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 90X4 – 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 2023-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

Audi will replace the gateway control module in your vehicle. This work will take up to three hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Audi dealer as soon as possible to schedule this work. 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 work.

Additional Information

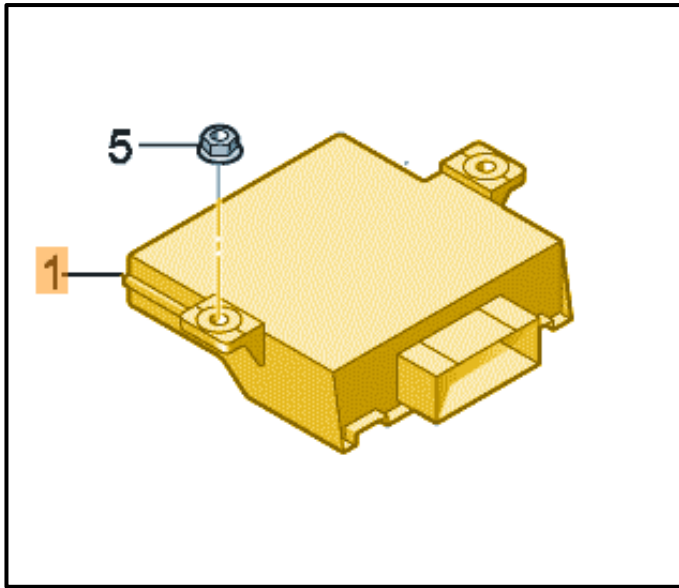
- This service action will be available for you **free of charge only until May 21, 2029**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- 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.

Sincerely,

Audi Customer Protection

Repair Overview



- Replace gateway control module.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools



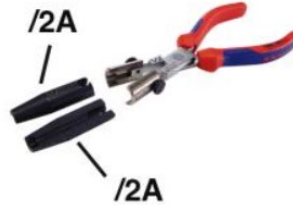
Battery Tester/Charger
capable of **minimum 90
Amp** continuous supply



Diagnostic Tester
-VAS6150X/6160X-
(or equivalent)



Scraper Set
-VAS6845-
(e-Tron GT only)





Pliers
-T40172C-
(or equivalent,
e-Tron GT only)

Repair Instruction


Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

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

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.

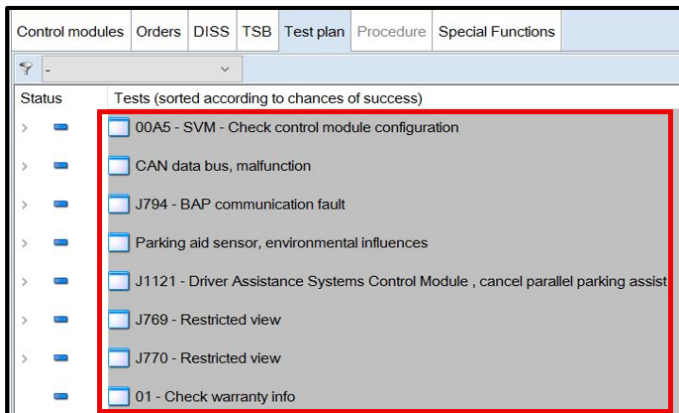
CRITICAL REPAIR STEP

 **STOP!** 

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.**

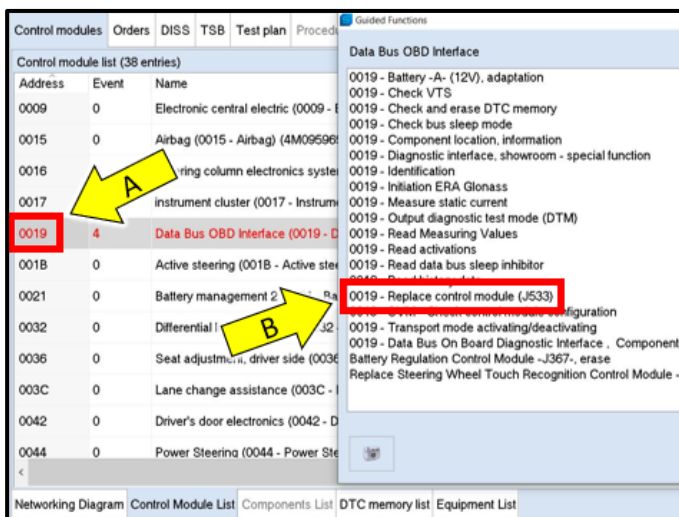
Section B – Replace Gateway Control Module



- Scan the vehicle using GFF.
- Take note of any pre-existing faults and test plans that are present prior to replacing the gateway.

NOTE

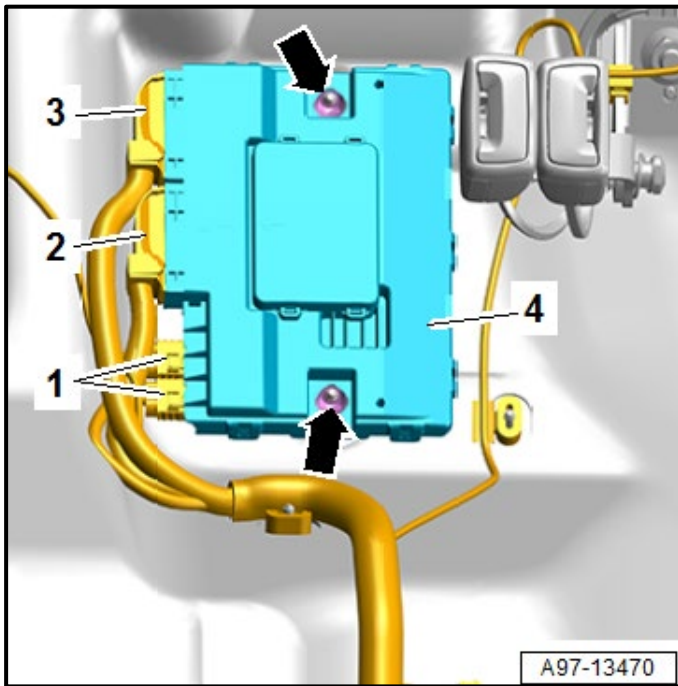
Diagnosis and repair of pre-existing conditions are not covered under the campaign.



NOTE

The replace control module test plan is started before installing the new gateway. This allows the data from the old module to be collected and loaded to the new module when installed.

- Select DA 0019 <arrow A>.
- Perform the “0019 - Replace control module (J533)” test plan <arrow B> under guided functions.
- Follow the on-screen prompts.
- Continue to the next step when prompted by the test plan to install the new gateway.



⚠ CRITICAL REPAIR STEP

STOP STOP STOP

Vehicles equipped with a protective cover over the gateway **MUST** have a new cover installed during replacement of the gateway. Failure to do so can result in future damage to the gateway.

! NOTE

Installation of a new cover, if applicable, is described in the gateway replacement instructions.

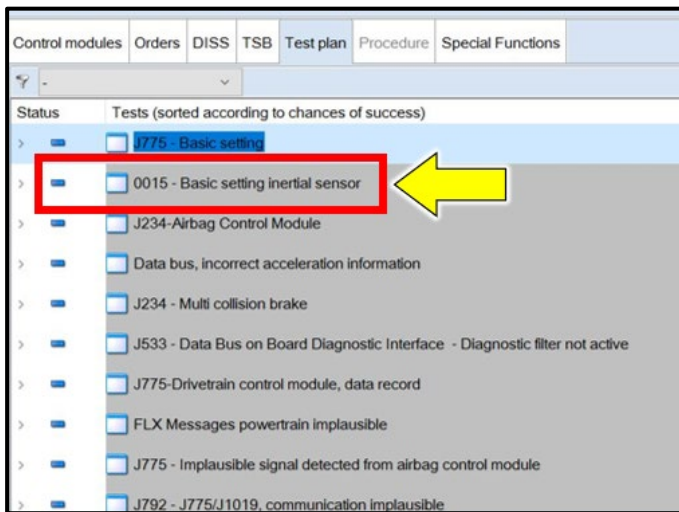
- Replace the gateway per the ELSA repair manual:
 - *Repair manual > Electrical System > Electrical Equipment > 97 Wiring > Control Modules > Data Bus On Board Diagnostic Interface J533, Removing and Installing.*
- Continue with the replacement test plan.
- Follow all on screen prompts.
- Ensure rear seat bench grommets are replaced.



⚠ CAUTION

Risk of incorrect installation!

Vehicles equipped with a protective cover over the gateway must have it installed properly. Failure to properly install the cover can result in future damage. Follow the ELSA repair manual steps to install the cover.



NOTE

After the gateway replacement test plan has completed, several test plans will automatically generate under the test plan tab.

- **Perform only the test plan for “0015 – Basic setting inertial sensor” at this time.**
- Follow the on screen prompts.

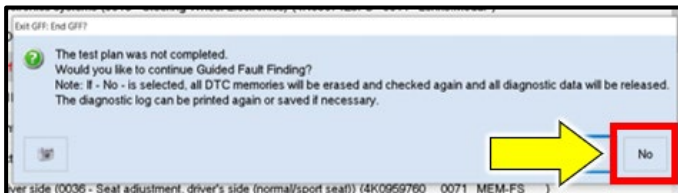
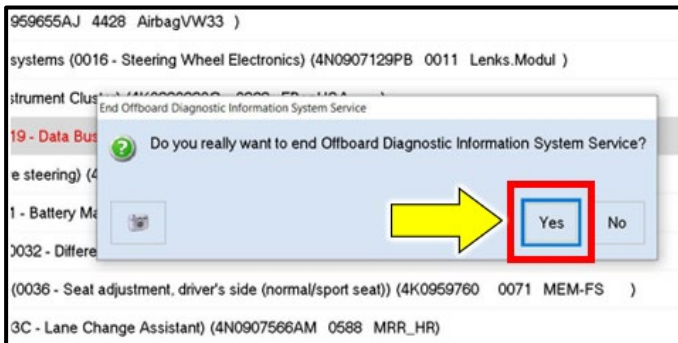
⚠ CRITICAL REPAIR STEP

STOP! STOP!

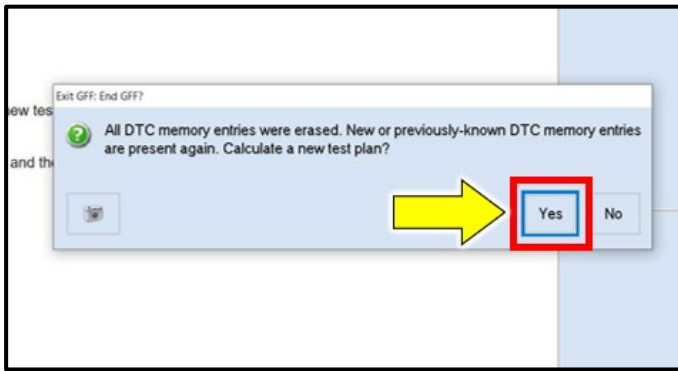
A bus sleep must be performed on the vehicle after the basic settings for the inertial sensors have been completed. Failure to complete a bus sleep may result in inaccurate results and/or malfunctions in other test plans!



- Perform a bus sleep on the vehicle:
 - Switch off the ignition.
 - Remove diagnosis interface from the vehicle diagnosis connection.
 - Remove battery charger from the 12V battery.
 - Close front and rear lid as well as all doors.
 - Lock vehicle.
 - Move vehicle key (remote control) away from the vehicle.
 - Wait at least 5 minutes until the vehicle is in bus silence.
 - Then unlock vehicle again.
 - Connect and switch on battery charger.
 - Insert diagnosis interface on vehicle diagnosis connection.
 - Switch on the ignition.
- Exit Diagnosis and select “Yes” <arrow> to end the diagnostic session.



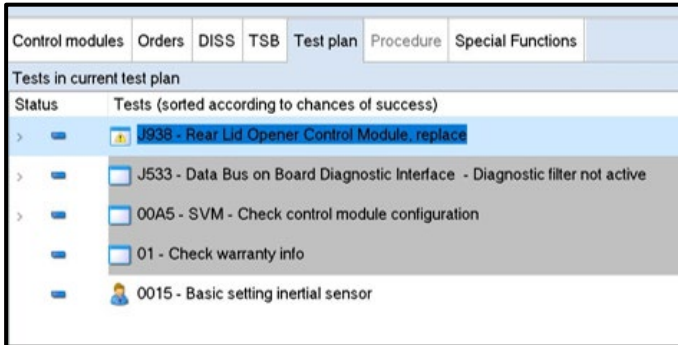
- When prompted to continue Guided Fault Finding, select “NO” <arrow>.
- The GFF exit process will continue and the fault memory will be erased.



NOTE

Active/static faults created by the gateway replacement process may remain.

- When prompted by ODIS if new test plans should be calculated, select “YES” <arrow>.



NOTE

Only test plans that have generated due to replacement of the gateway should be performed. Performing test plans not in relation to replacement of the gateway will not be covered under the campaign.

- Work through all test plans for faults created by replacement of the gateway.
- Pay close attention to all steps outlined in the test plans and follow them exactly as described.
- Exit GFF and send diagnostic protocol online.

Proceed to section C

Section C – Campaign Completion Label

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section D

Section D - 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.