

# Service Action

## Code: 90M3



Audi

# REVISION

<b>Subject</b>	<b>Gateway Control Module Software Update</b>
<b>Release Date</b>	May 15, 2019
<b>Revision Summary</b>	<ul style="list-style-type: none"><li>• Updated work procedure with direction on handling flash errors</li><li>• Added copies of customer letters</li></ul>
<b>Affected Vehicles</b>	<p><b>U.S.A. &amp; CANADA: Certain 2019 MY Audi vehicles</b></p> <p>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.</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>
<b>Problem Description</b>	<p>Due to a gateway control module software issue in affected vehicles, a no start condition may occur.</p> <p>Symptoms of the gateway control module software issue addressed by this service action include:</p> <ul style="list-style-type: none"><li>• Engine does not crank/start</li><li>• Instrument cluster does not turn on</li><li>• Dealer able to confirm no communication with gateway control module</li></ul>
<b>Corrective Action</b>	Update gateway control module software.
<b>Important Information</b>	<b>Vehicles coming from the ports will <u>not</u> have this service action completed. Dealers must perform this service action repair <u>before</u> vehicle delivery to customers.</b>
<b>Parts Information</b>	Software update only; no parts needed.
<b>Code Visibility</b>	<p>On or about March 19, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> &amp; OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about March 19, 2019, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about March 19, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a>.</p>
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2021</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 parts and labor cost associated with this repair will apply.
<b>Owner Notification</b>	Owner notification will take place in May 2019. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<p><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></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>

### Claim Entry Instructions

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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	90M3
<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>Criteria I.D.</b>	01
	Connect battery charger. Labor operation: 2706 89 50                      10 T.U. -AND- Update gateway control module software. Labor operation: 9035 25 99                      Time stated on diagnostic protocol
	<b>! NOTE</b> Operating mode "Flash" must be used. Performing this software update using "Diagnosis" (Guided Fault Finding) could result in non-payment of the claim.

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 90M3 - Gateway Control Module Software Update  
Certain 2019 Model Year Audi Vehicles**

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 2019 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to a gateway control module software issue in affected vehicles, a no start condition may occur. Symptoms of the gateway control module software issue addressed by this service action include:

- Engine does not crank/start
- Instrument cluster does not turn on
- Dealer able to confirm no communication with gateway control module

**What will we do?** Your authorized Audi dealer will update the gateway control module software in your vehicle. This work will take up to two hours to complete and 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 31, 2021**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost 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

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 90M3 - Gateway Control Module Software Update  
Certain 2019 Model Year Audi Vehicles**

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 2019 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to a gateway control module software issue in affected vehicles, a no start condition may occur. Symptoms of the gateway control module software issue addressed by this service action include:

- Engine does not crank/start
- Instrument cluster does not turn on
- Dealer able to confirm no communication with gateway control module

**What will we do?** Your authorized Audi dealer will update the gateway control module software in your vehicle. This work will take up to two hours to complete and 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.

This service action will be available for you **free of charge only until December 31, 2021.** If you wish to have this service performed after that date, your dealer's normal parts and labor cost 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 Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

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

**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.

**Required Tools**



- VAS6150D - Diagnostic Tester (or equivalent)
- VAS6154 - Vehicle Communication Interface (or equivalent)

**NOTE**

The VAS6154 or VAS5055 are the preferred diagnostic heads. Using the VAS5054 may cause a SVM failure that could result in control module failure.



- GRX3000VAS – Battery Tester/Charger (or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

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

**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.

**Proceed to Section B.**

## Section B – Gateway Control Module Software Update

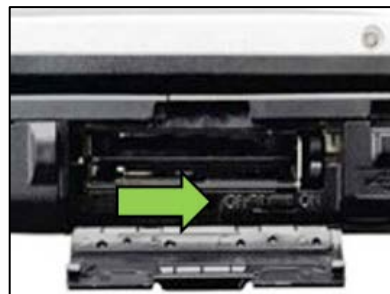
### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

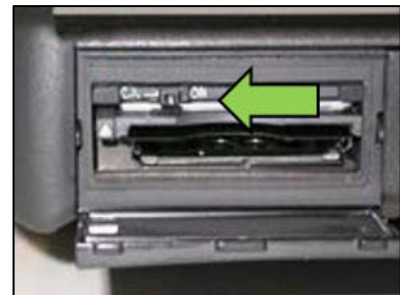
- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 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. Damage caused to control modules while using GFF will not be covered.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth 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.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Right side behind WIRELESS door)



**VAS 6150C**  
(Left side behind SC/EX door)

 **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.

- Verify the ODIS version is current.
- 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.

 **CAUTION**

This flash may take a long time. A battery charger **MUST** be installed, otherwise control module failure could occur.

- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery charging posts.

 **NOTE**

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

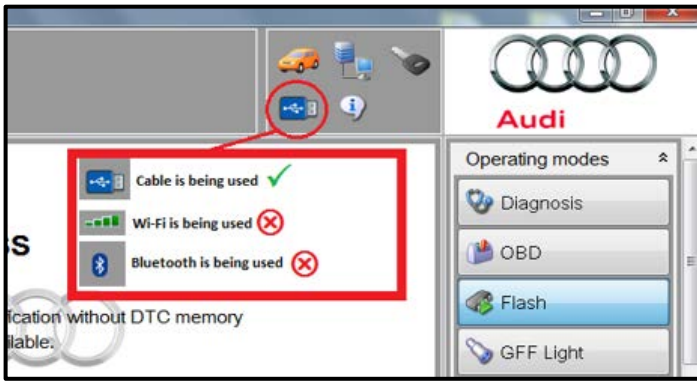
When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. **DO NOT** connect the ground cable directly to negative terminal of the battery.

- Turn the hazards on.

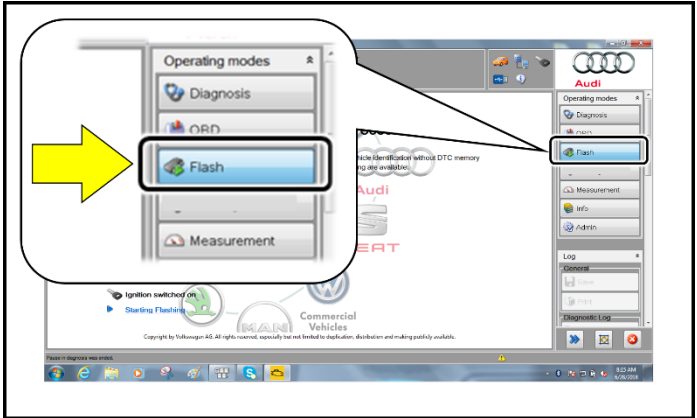
 **CAUTION**

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.





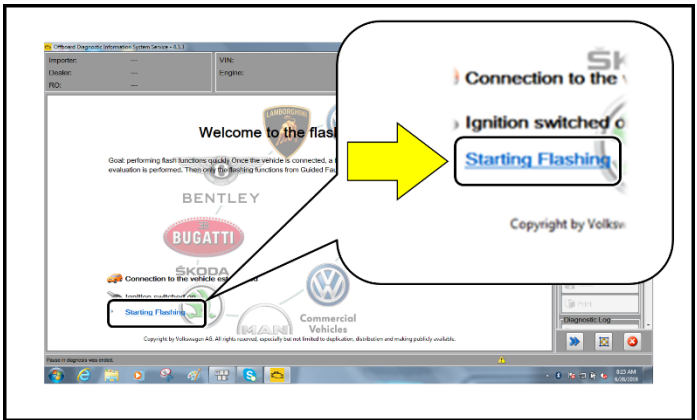
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



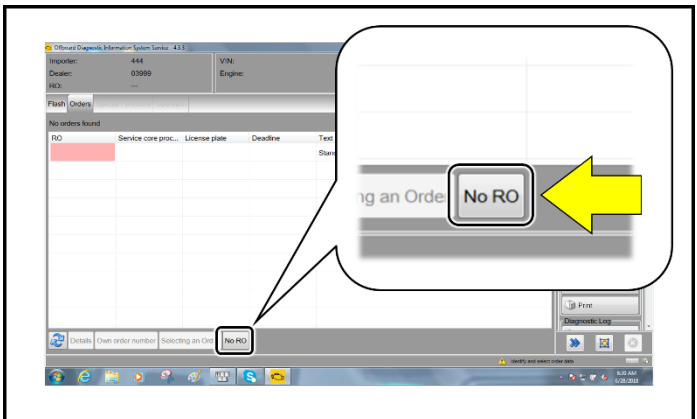
- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

**NOTE**

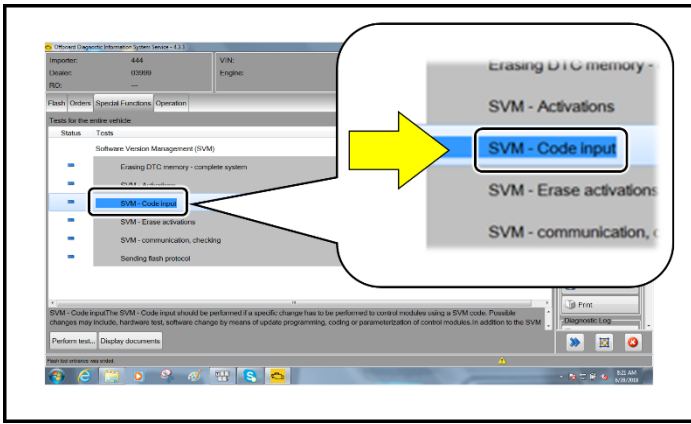
Operating mode “Flash” must be used. Performing this software update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



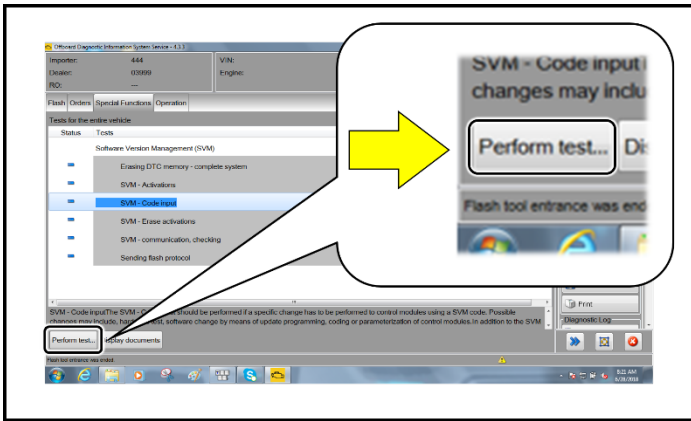
- Select “Starting Flashing” and follow the on-screen prompts.



- Select “No RO”.



- Highlight “SVM – Code Input”.



- Select “Perform test”.



**NOTE**

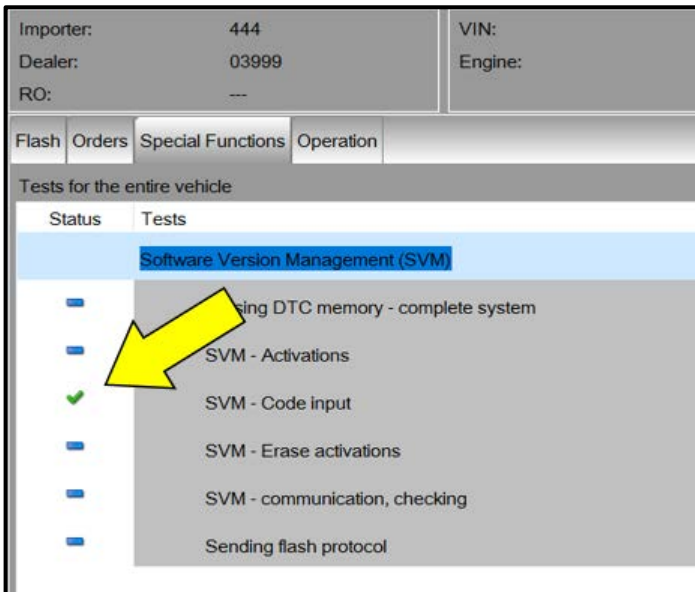
**Using Bluetooth for this action is PROHIBITED!**

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

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

<b>SVM code</b>
<b>90M3A351</b>

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



**NOTE**

**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.

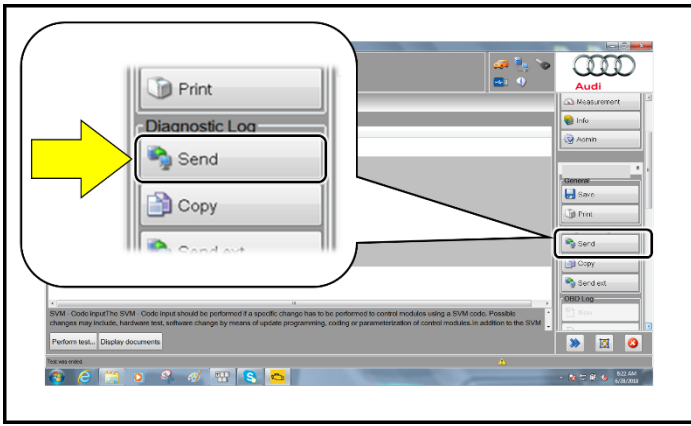
**NOTE**

The update may fail if the following pre-requisites are not met:

- Hazards not on during flash
- Battery voltage too low or insufficient charger used
- ODIS version too low
- Not using Audi Flash to perform the update
- Incorrect diagnostic head used

If the update fails and one of the above pre-requisites was not met:

- Use a different tester that has been freshly rebooted. Prior to retrying the update make sure that you have a charger attached and the battery voltage is at least 12.5V. ODIS must have the latest brand version. ONLY use VAS6154 or VAS5055 diagnostic heads. Hazard flashers turned on. Bluetooth turned off. Then reboot the gateway module J533 by removing the power supply fuses. Using Audi Flashing diagnostic protocol. Once the prerequisites are set, retry the update again.
- Additional time to complete the flash due to pre-requisites not being met will not be covered by this campaign.



- Select “Send” to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Click “Flash” to exit the flash session.
- **Proceed to Section C.**

## Section C – 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).