



**Audi**

## **AUDI DEALER COMMUNICATION**

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### **Repair Available – Service Action 90M3 / Gateway Control Module Software Update**

**This notice is for:**

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

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

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** March 18, 2019

**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

**Vehicles coming from the ports will not have this service action completed. Dealers must perform this service action repair before vehicle delivery to customers.**

**Repair:**

- REPAIR AVAILABLE – On or about March 19, 2019 – Update gateway control module software
- Repair instructions available in ELSA/ServiceNet
- 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 only; no parts needed.

**Notes:**

Affected vehicles: Certain 2019 MY Audi A4 Sedan, A5 Cabriolet, A5 Coupe, A5 Sportback, A6 Sedan, A7, A8, Audi Q5, Audi Q7, Audi Q8

**-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.*