



Audi

AUDI DEALER COMMUNICATION

Advance Notice – Safety Recall 90S9 / Gateway Control Module

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Advisor
- ✓ Warranty Administrator
 - ✓ Technicians

Date: December 17, 2021

Issue: If liquid reaches and enters the gateway control module, mostly due to a liquid spill on the rear seats, it is being switched off as part of the safety concept. In very rare cases (such as when driving through heavy rain or deep water) there may also be water ingress through an insufficient underbody seam. Water/liquid ingress into the gateway control module may lead to various internal errors due to short circuits within the control unit.

The gateway control module has a safety concept in case implausible signals are detected in the control unit. If such implausible signals are detected, the gateway switches off its function in order to avoid unwanted vehicle reactions. The vehicle remains steerable and the brake system is fully operable. The engine goes into emergency mode and remains in operation with reduced power.

Unexpected reduced engine power may create an increased risk of a crash in certain driving situations.

Precautions Several warning messages will appear if the gateway control module shuts down. The error messages occur due to the interrupted communication between several systems. Even though several systems are displaying a malfunction, not all of these systems are impacted. Customers seeing error messages are advised to make arrangements to have the vehicle diagnosed/repared by an authorized Audi dealer without delay.

- Repair:**
- REPAIR NOT YET AVAILABLE
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2022	Q5	251,971
USA	2018	2022	SQ5	37,020
CAN	2018	2022	Q5	41,214
CAN	2018	2022	SQ5	6,932

**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: **IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-END OF MESSAGE-