

# Safety Recall

## Code: 90V2



**Subject** Gateway Control Module

**Release Date** January 20, 2023

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2022	A6 ALLROAD	2,227
USA	2019	2022	A6 SEDAN	32,585
USA	2019	2022	A7	8,915
USA	2021	2022	RS6 AVANT	2,152
USA	2021	2022	RS7	1,809
USA	2020	2022	S6 SEDAN	1,781
USA	2020	2022	S7	1,414
CAN	2020	2022	A6 ALLROAD	227
CAN	2019	2022	A6 SEDAN	1,236
CAN	2019	2022	A7	1,087
CAN	2021	2022	RS6 AVANT	601
CAN	2021	2022	RS7	288
CAN	2020	2022	S6 SEDAN	154
CAN	2020	2022	S7	166

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.

**Problem Description**

If liquid reaches and enters the gateway control module located under the rear middle seat, usually due to a liquid spill on the rear seats, it is being switched off as part of the safety concept. 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.

**Corrective Action**

Install a protective cover for the gateway control module which will protect the part from liquid ingress.

**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.

**Code Visibility**

On December 01, 2022, the campaign code was applied to affected vehicles.

**Owner Notification**

Owner notification will take place in January 2023. Owner letter examples are included in this bulletin for your reference.

**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.**

**IMPORTANT REMINDER ON 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.**

**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.**


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

## Parts Information

<b>Parts Control Type:</b> <b>VIN to Order</b>	<p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order</li> </ul>
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<b>Parts Control Type:</b> <b>Upper Order Limit</b>	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
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<b>Initial Allocation:</b> <b>YES</b>	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	4K0-907-578-A	COVER	VIN to Order
	3	5G0-886-373	GROMMET	UOL
	2	N -107-370-01	NUT	UOL
	<i>The following is required only for vehicles with wiring to right rear seat belt buckle:</i>			
	Approx. 750 mm	N -105-095-02	ADHES.TAPE	UOL
	1	N -909-377-01	TIE WRAP	UOL

### NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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

<b>Service Number</b>	90V2		
<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 COVER* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9035 19 00	SEE ELSA	Remove gateway control module <i>NOTE: No GFF operations are necessary</i>
	9035 49 99	5	Attach protective cover
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	4K0907578A	COVER*
	3.00	5G0886373	GROMMET
	2.00	N 10737001	NUT
	Add the following for vehicles with wiring harness to seat belt buckle:		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	9035 19 99	15	Modify seat belt buckle wiring harness
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	0.03	N 10509502	TAPE
1.00	N 90937701	TIE WRAP	

## Customer Letter Example (USA)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 22V861

**Subject: Safety Recall 90V2 – Gateway Control Module**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** If liquid reaches and enters the gateway control module located under the rear middle seat, usually due to a liquid spill on the rear seats, it is being switched off as part of the safety concept. 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.

**What will we do?** To correct this defect, your authorized Audi dealer will install a protective cover for the gateway control module which will protect the part from liquid ingress. This work will take about an hour 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 repair, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall work. 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.

**Precautions you should take** 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.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

## Customer Letter Example (Canada)

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2022-660

**Subject: Safety Recall 90V2 – Gateway Control Module**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** If liquid reaches and enters the gateway control module located under the rear middle seat, usually due to a liquid spill on the rear seats, it is being switched off as part of the safety concept. 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.

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**What will we do?** To correct this defect, your authorized Audi dealer will install a protective cover for the gateway control module which will protect the part from liquid ingress. This work will take about an hour 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 repair, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall work.

**Precautions you should take** 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.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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 safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

## Repair Overview



- Install protective cover over 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.

## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

Campaign/Action	Start	Designation
← 3	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

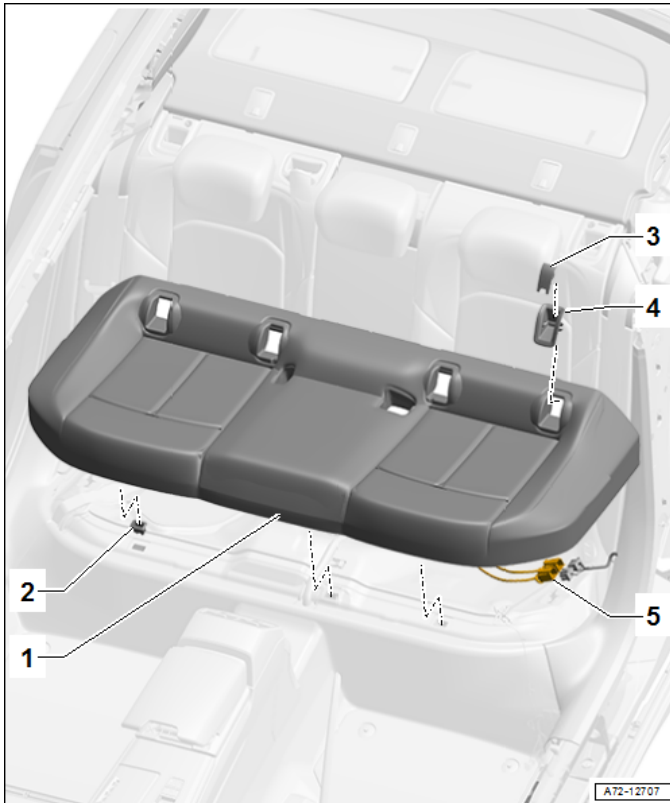
 **STOP!** 

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.**

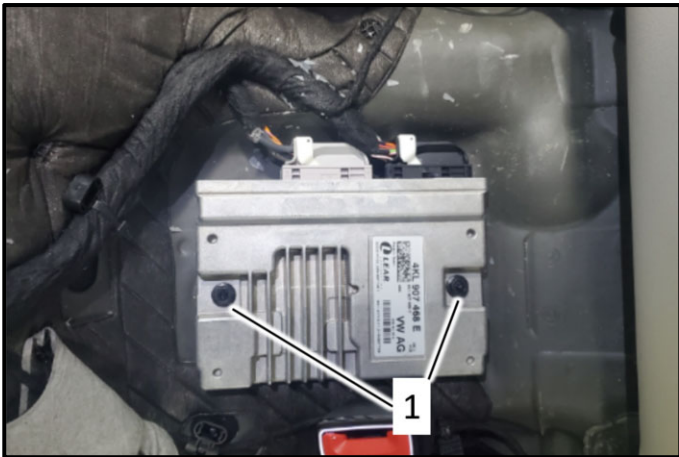


## Section B – Repair Procedure



### Remove rear seat bench:

- See ELSA Repair Manual: *Repair manual > Body > Seats > 72 Seat Frames > Rear Seats > Rear Bench Seat, Removing and Installing*



### Unbolt gateway control module:

- Remove and discard nuts <1>.
- Do not disconnect the electrical connectors.
- Set the module to the side.

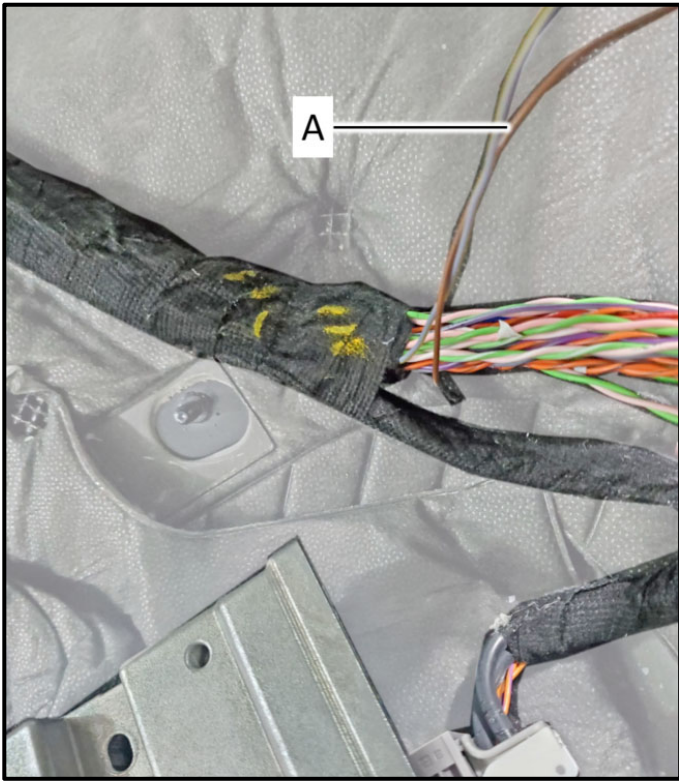
- Inspect the recessed well that the gateway was in.
- If any liquid or traces of liquid are present:
  - Take photos showing liquid or traces of liquid are present.
  - U.S. Dealers - Upload photos to Doc-It.
  - Canada Dealers - Upload photos to an ATA WEB Ticket
  - The gateway control module must be replaced.
  - The connector pins must be inspected and any corroded pins replaced.

 **NOTE**

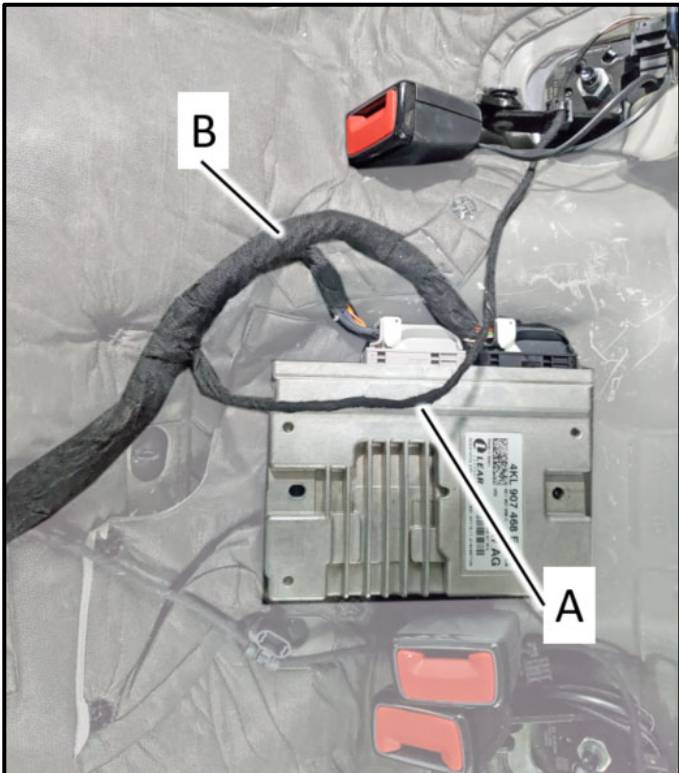
If liquid is present or if connector pins are damaged or other consequential damage is found:

- U.S. dealers: Upload documentation to Doc-It for review. Contact Audi Warranty for authorization.
- Canadian dealers: Create an ATA WEB ticket and attach documentation for review.





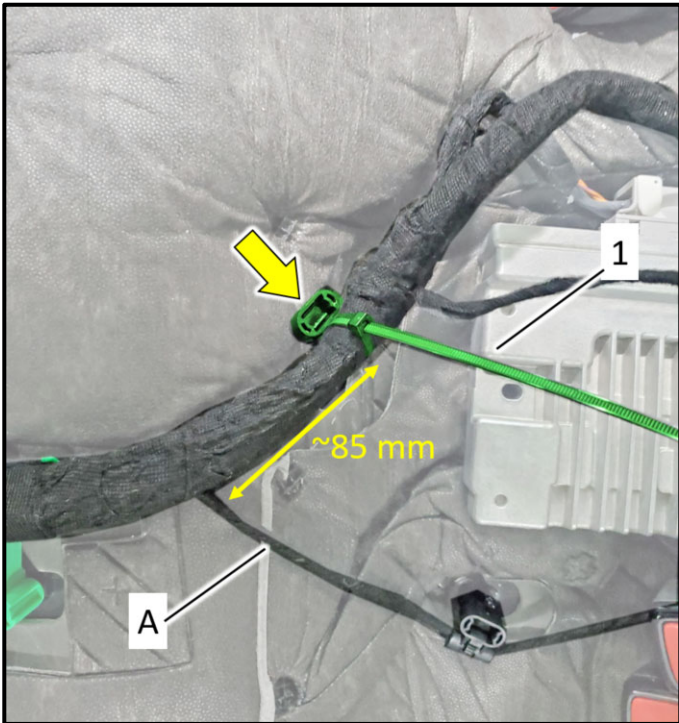
- Separate the two wires <A> for the right rear seat belt buckle.



- Wrap the exposed seat belt buckle harness <A> with cloth tape.
- Wrap the exposed gateway wiring harness <B> with cloth tape.

Part Number	Part Description
N -105-095-02	Tape

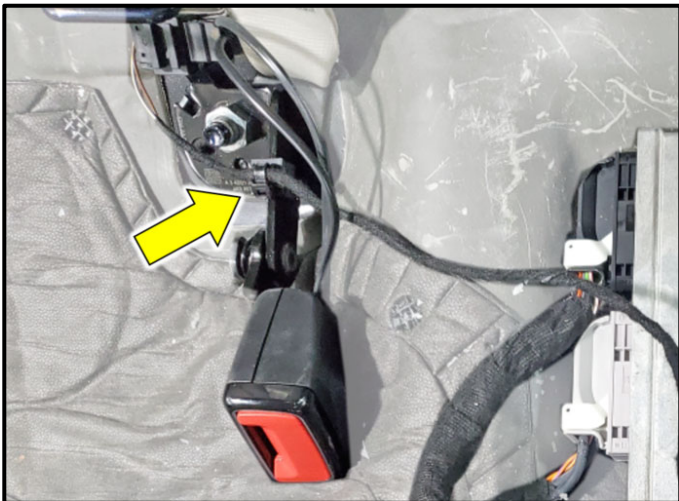




- Install new tie wrap <1> around wiring harness and through stud clip <arrow>.

Part Number	Part Description
N -909-377-01	Tie wrap

- The tie wrap <1> with stud clip will be secured approximately 85 mm from wiring harness <A>.
- Attach the clip <arrow> onto the stud after securing the tie wrap and cut off excess tie wrap material.



- Clip the seat belt wiring harness to bracket at <arrow>.

**⚠ CRITICAL REPAIR STEP**

**STOP STOP**

Ensure the cover is installed correctly. If the cover is folded under the gateway, it's possible to pinch the cover and create a puncture in the cover. Pay very close attention to how the cover is installed and also ensure the nuts are torqued correctly.



**Continuation for all vehicles: Installing protective cover:**

- Place new protective cover (without the gateway) over studs <arrows>.

Part Number	Part Description
4K0-907-578-A	Cover

- Press the grommets down completely over the studs by hand, from inside the cover.



- Place the gateway inside the cover and over the studs.
- Install new nuts <arrows> and torque to 5 Nm.

Part Number	Part Description
N -107-370-01	Nut (x2)



- Fold the front of the cover over, toward the bottom.
- The cover will then be “closed.”

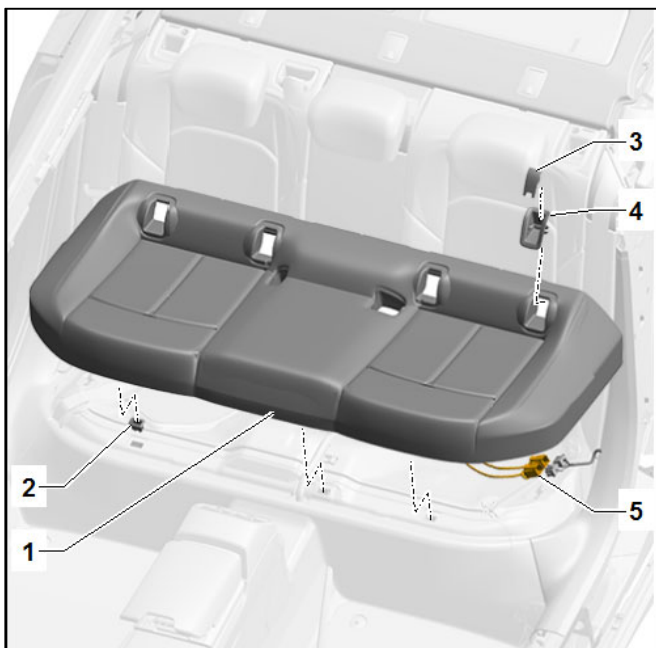
**NOTE**

The concept is to prevent any spills from above the gateway from getting on the gateway.

- **Vehicles with seat belt buckle wiring:** place the harness to the right seat belt buckle under the cover.



- Reposition fabric covering over gateway.



**Reinstall rear seat bench:**

- Installation is the reverse order of removal.
- Ensure electrical connectors are reconnected.
- Replace seat grommets <2>.

Part Number	Part Description
5G0-886-373	Seat Grommet (x3)

**Proceed to Section C**

## Section C – Campaign Completion 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.

**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. and the Part Destruction and Core Disposition Report for Canada.