Owner Notification Program FAQ's

ONP 2006-01

Frequently Asked Questions

What product is affected by this ONP?
Gateway^{AI} (part # GTWY401-A1, firmware 1.0 and 2.0) – produced in May of 2006

Why is InterMotive issuing this ONP?
Some of the modules are not "waking up" (initializing) when the ignition is turned on causing the interlock portion of the system to prevent the driver from shifting out of Park. While the percentage of modules produced with this firmware that are exhibiting this issue has been small, InterMotive is offering to update the module to prevent possible "wake-up" issues in the future.

How do I know if my Gateway^{AI} module is a firmware 1.0 or 2.0?
There are two silver stickers on the side of the module. One has the part number and serial number printed on it. The other has the firmware number. Look for "Model # GTWY401-A1" and "Firmware 1.0" or "2.0"

Where is the module located?
The module should be mounted on the knee bolster on the left hand side (left of and below the steering column behind the plastic cover).

What if my bus currently has the no "wake-up" issue?

- Turn the key to the "off" position
- Disconnect the "Data Link" harness from the Gateway^{AI} module (see photo)
- After 5 seconds reconnect the harness

This procedure should provide at least a temporary, if not permanent, fix. However, please contact InterMotive for an updated module.

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Will I receive a brand new replacement module?
You may receive either a new replacement module or a reconditioned module that has been re-flashed to the new firmware.

What type of warranty will I have?
All replacement modules under this ONP will receive a new two-year, unlimited mileage warranty starting from the date of shipment of the replacement module to the customer.

Is labor covered?
InterMotive will pay $24 per module being replaced, if the old module is returned to InterMotive within 3 weeks of the replacement module being sent out.

Do I have to pay to ship the old module to InterMotive?
No. InterMotive will provide a pre-paid UPS shipping label and you should be able to re-use the box the replacement module was sent in.

What if I have a problem with my GatewayAI system, but it is not a GTWY401-A1 firmware 1.0 or 2.0?
You should follow normal technical assistance and/or warranty procedures. Contract InterMotive for diagnostic assistance.

Can I get the replacement unit shipped via "overnight" service?
Yes. However, InterMotive will only cover the amount equal to UPS Ground. Since the module can be "re-booted" (see "What if my bus currently has the no "wake-up" issue?" question) and the problem will be at least temporarily, if not permanently fixed, there should not be any need for UPS Red service.

How long do I have to take advantage of this ONP?
Every customer who contacts InterMotive by 1/31/07 with an eligible Gateway^{AI} module will be covered by this ONP. Those who contact InterMotive on/after 2/1/07 should follow normal warranty replacement procedures.

I had this issue on a module previously, how do I collect my labor and shipping charges?
If you had a GTWY401-A1 with firmware 1.0 or 2.0 replaced previously and paid for labor and/or shipping, please contact Debbie Cabrera at 800-969-6080 to initiate the refund process. InterMotive will reimburse at the same rates (i.e. $24 and UPS Ground) as current customers will receive.

How do I install and verify that the new module is connected properly and working?
Refer to the installation instruction included with the module. Instructions can also be found on www.intermotive.net