



# Technical Service Bulletin

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## 90 Error message "CBR1021E: Can't parse Request. (cpngw)" when adapting control units, keys or immobilizer, B201700

90 23 58 2072005/2 December 4, 2023. Supersedes Technical Service Bulletin Group 90 number 23-50 dated November 6, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and Q7	2017	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Updated PR Code filter)
1	11/06/2023	Initial publication

### Customer states:

- No customer concerns, it is found when adapting control units, keys, or the immobilizer.

### Workshop findings:

The following DTC is stored in the Gateway control module, -J533- (address word 0019):

- DTC B201700:** Control module locked

When adapting control units, keys or the immobilizer, the following error message is shown on the workshop tester: "CBR1021E: Can't parse Request. (cpngw)".

## Technical Background

Software issue in the Gateway control module (address word 0019).

## Production Solution

Improved software in series production from CW49/2016.

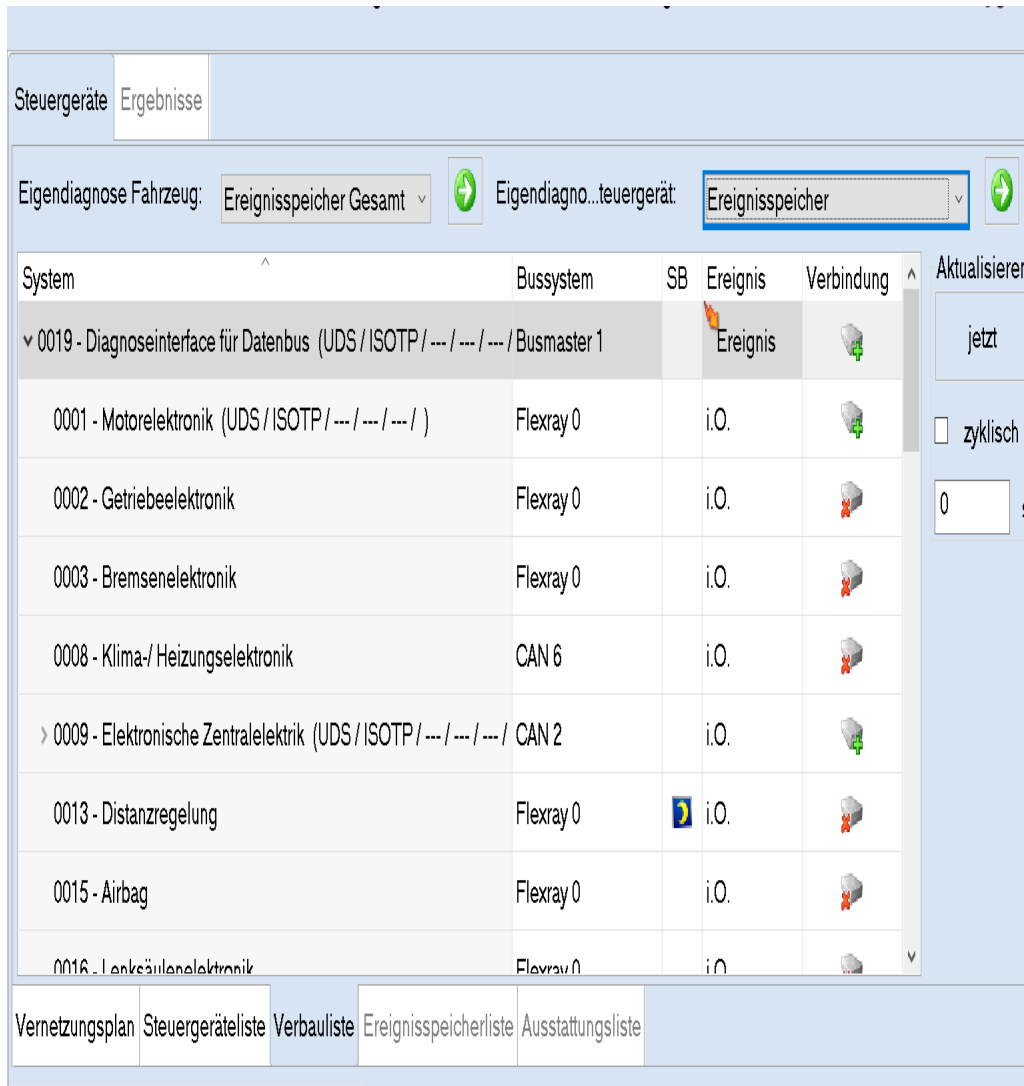
## Service

- Scan the vehicle using self-diagnosis to determine if the VIN number is readable in the extended identification in the Gateway (address word 0019). To do so, proceed as follows:



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- a. Open the vehicle self-diagnosis.
- b. Select **“0019 – Data Bus On Board Diagnostic Interface”** and then use the drop-down menu (top right) to select **Identification**. (Figure 1).




**Figure 1. Self Diagnosis Identification**

2. Open the identification for the Data Bus On Board Diagnostic Interface with the green arrow.
  - a. Scroll down to the VIN number. (Figure 2).





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0019 - Diagnoseinterface für Datenbus (UDS / ISOTP / 80C907468M / 0640 / H08 / EV\_Gatew3) Ereignisspeicher 

Systemidentifikation	Teilenummer	Softwareversion
J1158 KLR	4M8419508B	0012

Erweiterte Identifikation anzeigen Aktualisieren

Attribut	Wert
Datensatz Modifikation	nicht verfügbar
Fahrgestellnummer	WAUZZZ 
FAZIT-Identifikation	
Seriennummer	NULL

**Figure 2. VIN Number**

- If the VIN number displayed is partly made up of symbols, this TSB applies. In this case, replace the Gateway control module, J533.
- If the VIN number displayed is correct for the vehicle, this TSB does not apply. Replacing the data bus diagnostic interface will not fix the problem. Proceed with standard diagnosis.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 Up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9035		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Data bus control module replace	9035 5500	See SRT with associated operations



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<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 80 TU)
	Road test before the service procedure	No Allowance	0 TU
	Road test after the service procedure	No Allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2072005/2		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Required Parts and Tools

Tool Number	Tool Description
VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)

## Additional Information

All part and service references provided in this TSB (**2072005**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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