



Technical Service Bulletin

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

90 23 50 2072005/1 November 6, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and Q7	2017	All	Vehicle Services through Connected Gateway

Condition

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

1. 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:
 - 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).



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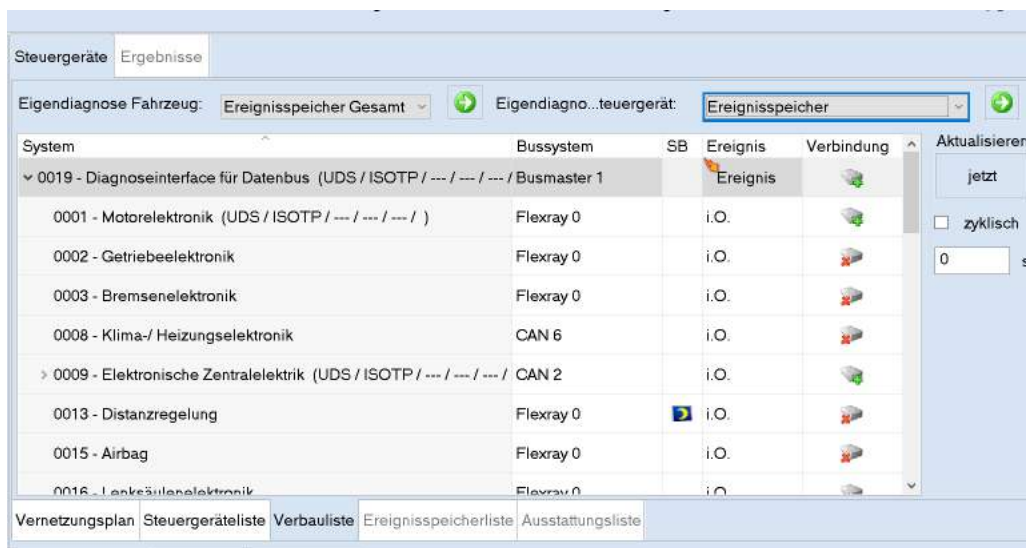


Figure 1. Self Diagnosis Identification

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).

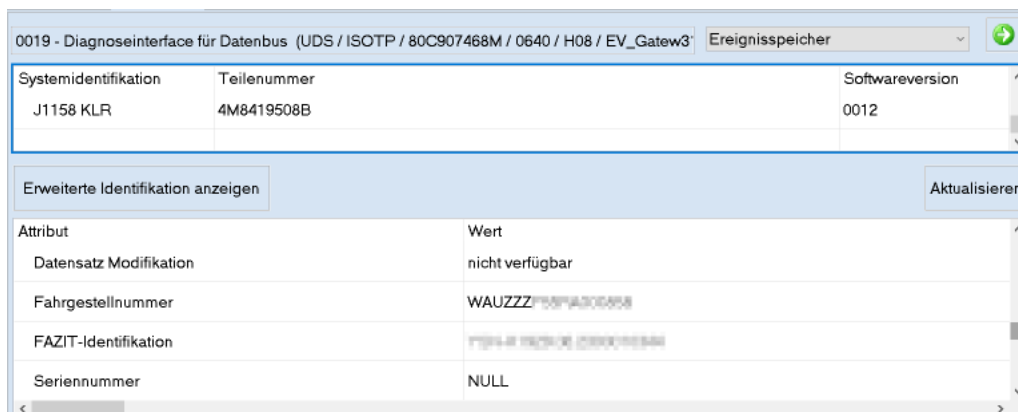


Figure 2. VIN Number

3. If the VIN number displayed is partly made up of symbols, this TSB applies. In this case, replace the Gateway control module, J533.
4. 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

Claim Type:	• 110 Up to 48 Months/50,000 Miles.
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	• G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9035		
Damage Code:	0039		
Labor Operations:	Data bus control module replace	9035 5500	See SRT with associated operations
Diagnostic Time:	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
Claim Comment:	As per TSB 2072005/1		

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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