

 Connection offline

Vehicle-specific service

Transaction No.: **2081251/2**

69 PSS Message in instrument cluster "Proactive occupant protection: fault Please contact workshop" DTC U017E00, U017F00

Release date: Apr 28, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), A6 Sportback e-tron, and S6 Sportback e-tron (GH), Q5, SQ5, Q5 Sportback, SQ5 Sportback (GU), Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron and Sportback SQ6 e-tron (GF)	2025	All	0015 – Airbag Part Number: *85E.959.655.AN – software 0640 *85E*.959.655.AM – software 0640
A6 (FN)	2026		

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Added warranty table)
1	03/10/2026	Initial publication

Customer states:

- After the vehicle is started, the warning message “Proactive occupant protection: fault. Please contact workshop” appears.
- This can be rectified by a bus sleep cycle.

Workshop findings:

The workshop **cannot** identify an active warning message in the instrument cluster; however, one or more of the following event memory entries is logged in diagnostic address **0015 (airbag control unit)**:

- **U017E00** Left front belt tensioner control module, no communication (DFCC 1118464/0x111100)
- **U017F00** Right front belt tensioner control module, no communication (DFCC 1118720/0x111200)

Technical Background

Software issue.

Deviation in timing behavior between the reversible belt tensioner and airbag control unit. This issue does not impact the functionality or performance of the reversible belt tensioner or airbag.

Production Solution

Not applicable.

Service

1. Explain to the customer that a solution is expected to be available by the end of the second quarter of 2026 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

Note: Retracting the seat belt can help to prevent the complaint from occurring.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	6953		
Damage Code:	0039		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2081251/2		

Additional Information

All part and service references provided in this TSB (**2081251**) 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.

©2026 Audi of America, LLC / Audi Canada Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.