

Vehicle-specific service

Transaction No.: **2081251/3**

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

Release date: Jun 17, 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
3	-	Revised <i>Service</i> (updated information)
2	4/28/2026	Revised <i>Warranty</i> (Added warranty table)
1	03/10/2026	Initial publication

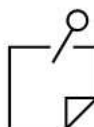
Customer states:

- 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

Please postpone repair. A combined software update with the target combined software version 03.20.00/C [KD3.0] is currently being implemented. It will be rolled out in stages for the different models and markets. All information about the current schedule and availability of the measure can be found in the central service info 2081477, 00 *Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2**.

As a part of the process, 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)*.

The warning message *"Proactive occupant protection: fault. Please contact workshop"* can be remedied with a bus sleep cycle.

Warranty

There is no reason to replace parts. The costs of any unnecessary invoiced part replacements will be charged back.

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.

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