



Connection offline

Vehicle-specific service

Transaction No.: **2081251/1**

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

Release date: Mar 10, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, SQ5, Q5 Sportback, SQ5 Sportback (GU)	2025 – 2026	All	Not applicable
A6 Sportback e-tron, and S6 Sportback e-tron (GH), Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron and Sportback SQ6 e-tron (GF)	2025		
A6 (FN)	2026		

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

- 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.
- 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 seatbelt can help to prevent the complaint from occurring.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

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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