



Technical Service Bulletin

91 MIB2+: USB socket inop, mechanical or ESD damage

91 20 30 2061295/1 November 10, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, S6, A7, S7, A8, and S8	2018 - 2020	All	MIB2+
A3, A3 Cabriolet, S3, RS 3, and Q3	2019 - 2020	All	MIB2+
Q7, SQ7	2020	All	MIB2+
RS 6, RS 7	2018, 2020	All	MIB2+

Condition

Customer states:

- No media playback via USB.
- The USB device is not detected.
- Android Auto/Apple CarPlay does not work.

Workshop findings:

- The USB port shows deformation or damage (Figures 1 and 2).
- A DTC pointing to the USB Interface is entered in the information electronics control module, J794 (address word 005F).



Figure 1. Pin damage.



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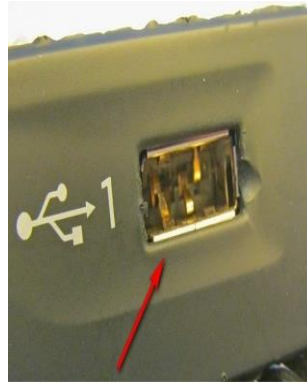


Figure 2. USB damage.

Technical Background

Possible causes:

- The USB connector has been forced into the port at a crooked angle.
- A non-standard USB cable/drive has been used.
- Many low budget USB cables available online are not compliant with the USB standards (outside of the dimensional tolerances) and can damage the USB interface in the vehicle.
- A “prank” device (so-called “USB-Killer”) has been used in the vehicle.
- An electrostatic discharge has damaged the USB interface (e.g. pins were touched).

Production Solution

Not applicable.

Service

If no physical damage is visible:

- Ask the customer exactly which USB cables/devices were used with the vehicle.
- Explain the possible causes (*see Technical Background*) to the customer.



Note:

A set of compatible USB cables is offered via Audi Genuine Accessories.



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Warranty

This damage is due to outside influence and is not covered by any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2061295) 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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