



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Battery Drain Concern, Dual USB Port Normal Operational Draw, Extended Illumination After Key Off

Customer Complaint/Technician Observation: Owner complains the battery may drain, USB port stays illuminated. Technician observed and extended time that the port (s) are illuminated.

Discussion: The owner complaint may be that the battery is draining and there is a concern with the charging ports operational draw after the key is off.

NOTE: Do not replace the media port for the battery drainage complaints.

Vehicles equipped with the sales code RS4 - DUAL REMOTE USB PORT – CHARGE come equipped with the active charging feature starting in 2017. The Media hub will continue to charge the users device for up 60min post the ignition and or radio that has been switched off. The draw is expected at approximately 36mA.

Example of USB port draw



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found