



STAR ONLINE PUBLICATION



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

Customer Complaint/Technician Observation: Owner complains the battery may drain, USB port stays illuminated or continues to operate after the key has been turned off. Technician observed an IOD draw and one of the USB port (s) functioning after key off.

Discussion: Inspect for anything connected to any of the vehicles USB ports, disconnect before any further IOD testing.

NOTE: Do not replace the USB media or charging ports for battery drainage complaints.

Vehicles equipped with the sales code RS4 - DUAL REMOTE USB PORT – CHARGE or RSF MEDIA HUB (SD, USB, AUX) come equipped with the active charging feature starting in 2017. The Media hub (s) can continue to charge and or allow extend key off operation for the user's device for up 60min post the ignition off. The IOD draw can be in a range of 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