

Technical Service Bulletin



91 USB Interface: USB socket loose, missing, pushed in

91 23 96 2066315/2 May 17, 2023. Supersedes Technical Service Bulletin Group 91 number 22-87 dated March 7, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8 e quattro	2021	All	Not Applicable
A7 e quattro	2021 - 2022		
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q3, A7, SQ7, Q8, SQ8, and RS Q8	2021 – 2024		
A3, S3, RS 3, e-tron GT, RS e-tron GT	2022 – 2024		
e-tron S quattro	2023 - 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model Year)
1	03/07/2022	Initial publication

Customer states:

- There is no media playback via USB.
- The USB drive is not recognized.



- Cell phone is not recognized via USB.
- Cell phone is not charging via USB.
- Apple CarPlay/AndroidAuto is not working via USB.

Workshop findings:

- One or both of the USB sockets in the USB interface assembly is either loose or pushed back into the housing.
- One or both of the USB sockets in the USB interface assembly is sheared off the Printed Circuit Board (PCB) (Figure 1).



Figure 1: USB socket sheared off the PCB and loose in the housing.

Technical Background

The USB sockets can shear off the PCB:

- If the USB connector is improperly inserted into the USB socket (for example, at an angle).
- If excessive force is applied when inserting the USB connector into the socket.
- If a non-USB-standard compliant USB connector or cable is used (e.g. low quality cables that are available online might not be USB-standard compliant in regards to connector size and damage the USB socket).
- Certain “prank” (USB-killer) devices can destroy the internal electronics of the USB interface.

Production Solution

Not Applicable

Service



The USB interface will need to be replaced to restore function.

However, as this claim is caused by external influence and/or misuse, it is not applicable to Audi Warranty.

Warranty

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

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	USB Interface	01

Additional Information

All parts and service references provided in this TSB (**2066315**) are subject to change and/or removal.

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