



## STAR ONLINE PUBLICATION



**Case Number:** S228A000017 Rev. A

**Release Date:** September 2024

**Symptom/Vehicle Issue:** Battery Drain Suspected or "Identified" From USB or Media Hub

**Discussion:** Some Media Hubs and USB ports may have an “active charge” feature, where the USB stays powered on up until 60 minutes after ignition is off. This implies that the USB will provide power to any device connected, and the LEDs will remain on for that amount of time. Therefore, there might be a current drawn by the USB after ignition is off, but if the component is under the 60 minute interval, then it does not imply a battery drain condition, but rather normal operation with the “active charge” feature.

If battery drain is suspected from the USB or Media Hub, validate or retest condition > 60 minutes after ignition is off.

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, eCONTACT or Service Library entry if no solution is found.**