

USB Port Issues

Topic number	LI68.20-P-080012
Version	2
Function group	68.20 - Center console
Date	11/18/25
Validity	All current model series
Reason for change	Update to remedy

Complaint

USB port not functioning properly.

Cause


Most reported USB port issues are due to improper use or contamination.

Note: Any repair costs must be discussed with the customer beforehand.

Common external factors identified include:

- Fluid intrusion
- Broken bushings or physical damage

See attachments.

Attachments	
File	Description
broken socket.png 	Example of a broken socket
contamination.png	Example of contamination



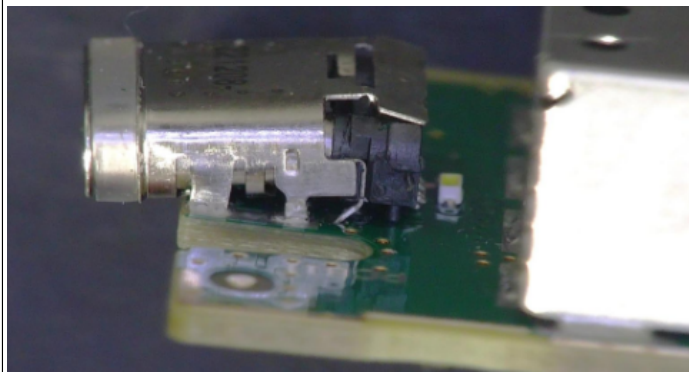
[brokensocket2.png](#)

Example of a broken socket



[brokensocket4.png](#)

Example of a broken socket



Remedy

If a component needs replacement but shows no visible external damage, submit a detailed TIPS case only when technical support is required. Include details of all connected external devices (such as charging cables, USB drives, and hard drives). If diagnostic results directly indicate component replacement, a TIPS case is not necessary.

Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of ve-

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icles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Communication/information > Entertainment > USB input > Malfunction
Communication/information > Entertainment > USB input > Not detected
Communication/information > Entertainment > USB input > Audio output faulty

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note