



Technical Service Bulletin

91 USB Interface: USB socket lose, missing, pushed in
91 22 87 2066315/1 March 7, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2021 and 2023		
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6 allroad, A6, S6, RS 6 Avant, A7, S7, S8, e-tron quattro, e-tron Sportback quattro, Q3, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2023	All	Not Applicable
A3, S3, e-tron GT, and RS e-tron GT	2022 – 2023		

Condition

Customer states:

- No media playback via USB
- USB drive not recognized
- Cell phone not recognized via USB
- Cell phone not charging via USB
- Apple CarPlay / AndroidAuto not working via USB

Workshop findings:



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- 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



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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 damage is due to outside influence and is not covered by 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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