



STAR ONLINE PUBLICATION



Case Number: S220800011 REV. B

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Symptom/Vehicle Issue: Wireless Qi Charger Not Charging

Customer Complaint/Technician Observation: Owner complains that the wireless charger is not charging as expected. Technician observations may have the same result; phone is not charging when placed within the charging pad location.

Discussion: When experiencing customer complaints with wireless charging, review the following prior to component replacement or service.

1. Does the customer's device have “Qi Charge compatibility” (supports wireless charging)?
2. Is the device properly aligned for charging to initiate (also verify device does not slide/move easily while charging causing charging connection to disengage)?
3. Verify the device does not have a case that may reduce the charging signal (case too thick, not Qi compatible case or may have a pop socket 🤪 attached).
4. Inspect the charge pad location for any liquid contaminates that may have spilled creating interference (clean as needed).



Example: Ram Truck
Phone secured in the anti-slip pad.

Test without pop sockets

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



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