



Service Bulletin

PRELIMINARY INFORMATION

Subject: TAC Part Restriction - Wireless Charging Module

Models: 2015 Cadillac ATS, CTS VIN A, Escalade Models
2015 GMC Yukon Models
2015 Chevrolet Suburban, Tahoe
With Inductive Portable Wireless Device Charger (RPO K4C)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Effective November 18th, 2014, P/N 23248791 (Wireless Charging Module) will be placed on restriction through the General Motors Technical Assistance Center (TAC).

Please review recommendations below prior to contacting Technical Assistance

Important: When calling TAC, be certain to select the Electrical prompt.

A customer may comment on one or more of the following issues with the wireless charger.

1. My phone does not charge.
2. My phone charges very slow.
3. My phone moves out of charging spot (bull's eye graphic on the charging mat).
4. My phone charges intermittently.

Recommendation/Instructions

Questions to be recorded before proceeding with diagnostics:

1. Please provide make and model of customer's phone.
2. Please provide wireless charging back cover model used to charge phone if phone does not have the technology built in. If possible, provide photo of the receiver itself showing model number.
3. Does customer currently uses wireless charging at home and /or office, (If so what Brand- Qi, PMA etc).
4. Does customer pair his/her phone to vehicle Bluetooth while driving?
5. Does customer run applications from the phone such as Pandora, Google Map Navigation, or other while driving?
6. Is customer aware that the vehicle cools the phone when the HVAC system is ON (extends time phone will charge)ATS/CTS specific
7. Did the customer notice any objects under the phone being charged when the problem occurred?
8. Is customer using Verizon wireless charging case on Verizon phone, or AT&T wireless charging case on AT&T phone?

Phone Wireless Charging – Inoperative

1. Wireless charging icon does not turn on / stay on
2. Phone alignment/placement is difficult
3. When vehicle is in motion, phone does not stay in place
4. Charge rate of phone is less than expected
5. Phone does not charge with phone protective cover on

6. I have a wireless charging phone, but it is not charging

If the customer has one of the above concerns please review diagnostic tips below:

- Did you clear the charging surface of foreign objects?
- Is the phone too warm?
- Is the Ignition in RUN or ACCESSORY, or has the ignition been off for less than 10 minutes without opening Driver Door?
- Rotating phone 180 degrees corrects the problem, or remove the phone for at least 2 seconds and insert with phone biased to left or right side (some phones do not have their charge coils centered in the case)
- Make sure wireless charging mat is flat (no air gap) against the wireless charging module
- Remove phone protective cover to determine if removing the cover allows the charging to occur.
- A quick check is to try a compatible known good phone in the car to see if it wirelessly charges to quickly determine if the issue is with the vehicle or the customer's device.
- A mismatch of hardware vs. carrier can cause a no wireless charge issue.

Please Review the following for helpful information on the wireless charging system:

There is a brief operational overview video at the GM Center of Learning website at <https://www.centerlearning.com/HomePage/Portal.asp>. Go to the course catalog for course number 58500.10V, or select Resources > Video On Demand > GM TechTube > Electrical/Electronics > ATS/CTS Wireless Charging. (US only)

September 2014 Emerging Issues technician training video course #10214.09D (US only)

Canada – October TAC Talk #52014.10D-0D (GMCL LMS only)

Note: To locate information in Service Information (SI) for Mobile Device Wireless Charger Malfunction, or Module Replacement, please refer the following path:

Power and Signal Distribution > Power Outlets > Wireless Charging (K4C)

Important: If the above information has been followed, all wiring has been checked, and you still have a charging concern, please contact Technical Assistance.

TAC United States at 877-446-8227

TAC Canada at 1-800-828-6860 (English) or 1-800-503-3222 (French).

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Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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