

Subject

Wireless Charging - Inaccurate Fully Charged Status for Motorola Droid Phones

Market

USA

Service Category

Vehicle Interior

Section

Power Outlets (int)

Applicability

NX200T & NX300H

APPLICABLE VEHICLES

2015

NX300H

2015

NX200T

CONDITION

Some customers may get an inaccurate fully charged indicator status from the wireless charging pad, even though the cell phone may not be fully charged.

This condition only affects Motorola Droid Phones.

RECOMMENDATIONS

This condition is due to compatibility of mobile phones with wireless charging. Motorola Droid Phones send a "charge complete" message to the wireless charger even though the phone may not be completely charged.

Please advise customers that they should not rely on the charging pad indicators to validate if the cell phone is fully charged as there may be a false reading if it's a Motorola Droid Phone.

Note: Because of the phone compatibility, replacing the wireless charger will not resolve the issue.

LINK REFERENCES

This Tech Tip does not contain any link references