

Inductive charging: iPhone is not reliably charged

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Version	4
Function group	82.70 Telephone, Voice-control-system(VCS)
Date	07-12-2018
Validity	Model 222 / 213 / 217 / 238 / 257 with code 897 / 898 / 899
Reason for change	Remedy adjusted
Reason for block	

Complaint:

The iPhone might not be reliably charged inductively in the center console.

The display might show the message "Wireless charging not possible. Please remove foreign objects from the inductive cargo area."

Cause:

The charging coil of the iPhone is surrounded by a special metal jacket. If the iPhone is not optimally positioned in the mobile phone cradle or has shifted during the journey, too much charging capacity is directed to the metal casing and foreign object detection is activated.

Note:

The optimal charging position for the iPhone is the center of the mobile phone cradle (see attachment). In this position, the iPhone is charged by induction.

Attachments	
File	Description
perfect position of the iPhone on the WMI.pdf	Ideal position of iPhone on WMI

Remedy:

A remedy is expected to be available in September 2018.

Note:

Replacing parts does not remedy the complaint.

Symptoms
Communication/information / Communication / Mobile phone / Telephone / Telephone/cell phone is not detected
Communication/information / Communication / Mobile phone / Telephone / Telephone is not charged

XENTRY TIPS

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			820DE EN	