



# Technical Journal

TITLE:

**WPC (Wireless Phone Charger) not charging iPhone 12 models**

<b>REF NO:</b> TJ 35786.3.0	<b>ISSUING DEPARTMENT:</b> Technical Service	<b>CAR MARKET:</b> United States and Canada	
<b>PARTNER:</b> 3 US 7510 Volvo Car USA		<b>ISSUE DATE:</b> 2021-01-28	<b>STATUS DATE:</b> 2021-02-05
<b>FUNC GROUP:</b> 3942	<b>FUNC DESC:</b> Mobile telephone	Page 1 of 3	

“Right first time in Time”

## Attachment

File Name	File Size
Reference Magnet array.jpg	0.1772 MB

Rows beginning with \* are modified

Note! If using a printed copy of this Technical Journal, first check for the latest online version.

## DESCRIPTION:

WPC= Wireless Phone Charger

If an iPhone 12 shows symptoms like intermittent or no charging when using the WPC, please see instruction under “Service”.

## CSC Customer Symptom Codes

Code	Description
7S	Cellular phone/Other cellular phone problems

## DTC Diagnostic Trouble Codes

## Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
2XX							2021-2099		0000001-0999999	202020-999952
536							2021-2099		0000001-0999999	202037-999952

**SERVICE:**

The symptom described in this journal has to do with the construction of the iPhone, not the WPC.

At this time there is no solution for this symptom. It is advised to recommend the customer use the USB port(s) in the car to charge their phone.

A software solution for the WPC is currently being tested and is targeted for release 2021 Q2.

This TJ will be updated when a solution is available.

**Warranty claim info:**

No warranty claim accepted for a job related to this journal.

**Additional information:**

The WPC in the listed models has an improved foreign object detection (FOD) function which detects the magnet array in the iPhone 12 models as an foreign object (please see attached picture) . The iPhone 12 models are not Qi certified (wireless charging standard) because the magnet array interferes with the FOD in the charger units.

**VST** Operation Number

**VEHICLE REPORT:**

Not required.

**To view TJ attachment continue to next page. This TJ has one attachment.**

