



Technical Journal

TITLE:

WPC (Wireless Phone Charger) not charging iPhone 12 models

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|--|---|--|-----------------------------------|
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| FUNC GROUP: 3942 | FUNC DESC: Mobile telephone | Page 1 of 3 | |

“Right first time in Time”

Attachment

| File Name | File Size |
|--------------|-----------|
| TJ 35786.jpg | 0.0133 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

PDS = Pre-Delivery Service

If an iPhone 12 shows symptoms like intermittent or no charging when using the WPC (ex. message on center screen, see attachment TJ 35786.jpg), please see instruction under “Service”.

CSC Customer Symptom Codes

| Code | Description |
|------|--|
| 7S | Cellular phone/Other cellular phone problems |

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. 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 a foreign object.

New WPC software is now available to fix this issue. Perform a software upgrade as per TJ 31543. The WPC software will be included in Total Upgrade, Service 2.0 and PDS Upgrade packages.

Warranty claim info:

See TJ 31543

VEHICLE REPORT:

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support needed", use function group 3942.

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



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Wireless charging not active
Clear the charging area from other objects

TJ 35786