

SSM 50045 - 2018-2021 Various Ford and Lincoln Vehicles - Wireless Charging Pad Inoperative/ Slow Charging - iPhone 12 Users

Some 2018-2021 Ford/Lincoln vehicles equipped with a wireless charging pad may exhibit an inoperative charging pad, slow charging, a notification that the phone has been mispositioned on the charging pad and/or the phone charging icon in the center screen is not showing. This may be due to the customer's phone if they are using an iPhone 12. Vehicles equipped with a wireless charging pad are designed to charge best with phones that follow the Qi standard. The iPhone 12 hardware currently does not follow the Qi standard for wireless charging. This may make it difficult for Ford and Lincoln vehicles to wirelessly charge this specific phone. The phone can still be charged using the USB cable if the vehicle experiences the above symptoms. If the customer is using an iPhone 12, verify the wireless charging pad works with a Qi certified phone prior to any part replacements.

APPLICABLE VEHICLES

2018 - 2021 TRUCK: B8 U553N EXPEDITION
2018 - 2021 TRUCK: B9 U554N NAVIGATOR
2018 - 2021 CAR: HC V408E TRANSIT CONNECT
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2019 - 2021 CAR: DQ CD539N EDGE
2019 - 2021 CAR: D9 U540N MKX
2020 - 2021 CAR: TV U611N AVIATOR
2020 - 2021 CAR: TF CX483N CORSAIR
2020 - 2021 CAR: TC CX482N ESCAPE
2020 - 2021 CAR: TW U625N EXPLORER
2020 - 2021 TRUCK: FE P558N SUPER DUTY
2021 TRUCK: G1 U725N BRONCO
2021 TRUCK: FD P702N F150
2021 CAR: HD CX430N C-SUV
2021 CAR: GW CX727N C-EV