

 HYUNDAI Technical Service Bulletin	GROUP BODY ELECTRICAL	NUMBER 21-BE-012H
	DATE AUGUST, 2021	MODEL(S) ALL VEHICLES EQUIPPED WITH WIRELESS CHARGER
SUBJECT: WIRELESS CHARGING SYSTEM DIAGNOSIS INFORMATION		

This TSB supersedes TSB 19-BE-003H, to revise the information in item number 7 relating to the operating temperature.

Description: Some vehicles equipped with the wireless charging pad may experience a no charging condition. This bulletin provides information of how to diagnose the no charging condition.



Applicable Vehicles: All Vehicles Equipped With Wireless Charger

Warranty Information:
Normal Warranty Applies

Parts Information:

PART NAME	PART PREFIX	PART IMAGE
Unit Assy-Wireless Charging	95560	<div style="border: 1px dashed gray; padding: 10px;"> <p>(W/WIRELESS CHARGING (FR))</p> </div>

Diagnosis for No Charge Condition

Condition		Checkpoint	Action
1.	Condition of Phone / Charger	<ul style="list-style-type: none"> Confirm if phone is equipped with wireless charging feature. Check thickness of case. Check for foreign objects. <p>* If there is a metal foreign object between the charging pad and phone, the charging LED will start blinking.</p>	<ul style="list-style-type: none"> If phone is not equipped with wireless charging, then explain to the customer. Check charging status after removing the case and/or foreign matter.
2.	Feature is not turned ON	<ul style="list-style-type: none"> Confirm if the feature is turned ON in the instrument cluster settings or in the radio settings. 	<ul style="list-style-type: none"> Check charging status after confirming the charging setting is turned ON.
3.	Ignition Position and/or Condition of Door (Open/Close)	<ul style="list-style-type: none"> Confirm if ignition is in ACC or IGN position. No Charging when door is opened. 	<ul style="list-style-type: none"> Confirm all doors are closed then check charging status. Turn ignition to ACC or IGN position then check charging status.
4.	Key FOB	<ul style="list-style-type: none"> Charging is stopped when vehicle is searching for the key FOB. 	<ul style="list-style-type: none"> Confirm the key FOB is inside the vehicle then check charging status.
5.	Connection	<ul style="list-style-type: none"> Check the harness connection to the charging pad. 	<ul style="list-style-type: none"> If harness is not fully connected, reconnect then check charging status.
6.	Faulty Code	<ul style="list-style-type: none"> Use the GDS to scan for DTCs. 	<ul style="list-style-type: none"> If DTC B1621 (ECU Defect/Error) code is found, replace the wireless charger pad.
7.	Temperature	<ul style="list-style-type: none"> If the charging mat temperature is above 70 degree celsius, the charging system will shut down. The maximum operating temperature of most Phones is approximately 45 degree celsius (check phone specifications). 	<ul style="list-style-type: none"> Confirm if the charging mat temperature is below 70 degree celsius. Confirm if the phone temperature is below 45 degree celsius (check phone specifications). If the temperature is above specification, allow both the mat and phone to cool down then check charging status.