



## STAR ONLINE PUBLICATION



**Case Number:** S2108000181 – Rev. A

**Release Date:** July 2021

**Symptom/Vehicle Issue:** Media Hub And Or Wireless Charging Pad Is Inoperative

**Customer Complaint/Technician Observation:** Owner complains the media Hub is not working. If equipped, the wireless charging pad may also be inoperative.

**Discussion:** Verify fuse F63A 15amp is present on the Interior PDC, located on the driver's side of the vehicle below the steering column. see fig 2 below. If missing, replace, then test for proper operation. If the fuse is present, but has failed, identify root cause of excessive current draw, replace the fuse, then re-test for proper operation.

Some vehicles had the Media hub software updated before dealer delivery, and the fuse may not have been reinstalled or was reinstalled in the wrong location.

**Note:** At the time of publication the F63A is identified in wiring diagrams as F63. There is no designation between F63A(Media Hub and Wireless Charging) or F63B(Spare Fuse).

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**