



STAR ONLINE PUBLICATION



Case Number: S2208000108

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Symptom/Vehicle Issue: PHEV Vehicle Does Not Charge With The Jeep Branded 32 Amp Charger Or Other Level 2 Battery Chargers

Customer Complaint: Owner complains when using the level 2 battery charger at home charging will not complete.

Discussion: Home electrical systems in some cases may create added circuit harmonics that may inhibit the vehicle from completing a charge with a 32-amp level 2 charger. In these rare cases, use of a level one charger is suggested. Engineering is investigating a vehicle update to improve this condition allowing the level 2 chargers to complete the full HV battery charge. The field will be notified when available, the estimated timing for a service release is by the 3rd quarter 2022.

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