



STAR ONLINE PUBLICATION



Case Number: S228A000009 - REV. A

Release Date: June 2022

Symptom/Vehicle Issue: Wireless Charging Pad Slow Wireless Charging, No Wireless Charging

Customer Complaint/Technician Observation:

- Slow wireless charging
- No charging

Discussion:

Customer may complain their phone is not charging on the wireless charging pad.
Customer may complain their phone is taking too long to charge on the wireless charging pad.
This can be due to high temperatures in the vehicle or around the charging pad.
The higher the temperature, the slower the charging speed or completely stop charging.
Do Not Replace Wireless charging pad for these concerns.

Please Cool down the phone and the ambient temperature around wireless charging pad.

1. When ambient temperature increases from 15°C to 35°C
 - Samsung Galaxy S21 device's charge percentage decreased by ~ 26%
 - iPhone 12 Pro max device's charge percentage decreased by ~ 41%

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.

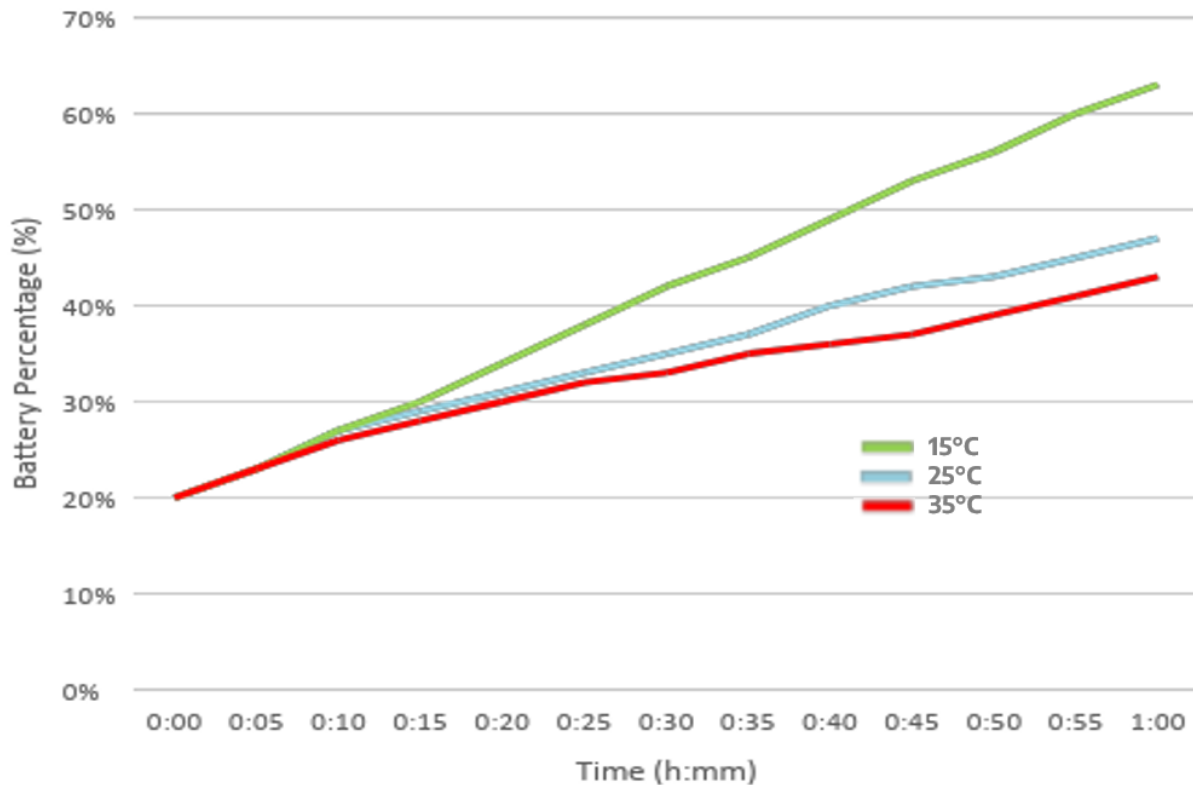
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Performance Samsung S21



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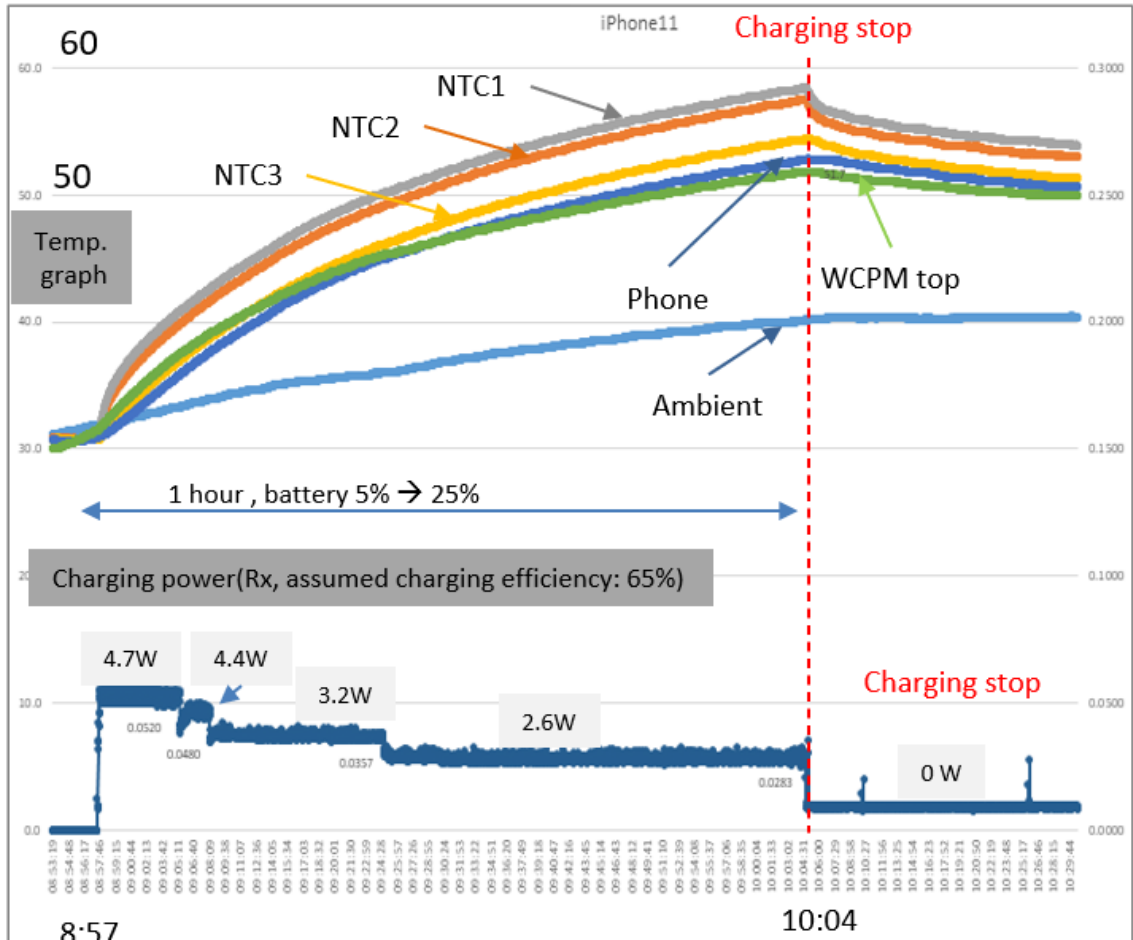
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- As the Phone temperature rises, the phone reduces the charging power and stops charging by itself when the temperature rises above 45°C (each phone has a different stop charging temp)



Example iPhone11 charging output vs temperature.

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