



STAR ONLINE PUBLICATION



Case Number: S2208000108 REV. B

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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/Technician Observation: Owner complains when using a level 2 battery charger non-Mopar at home the High Voltage (HV) battery will not fully charge. Technician may observe the vehicles Integrated Dual Charger Module (IDCM) is setting these associated Diagnostic Trouble Codes (DTCs) Internal performance Circuit Voltage B22A9-16, B22A9-17, and B22A9-19, Below, Above or Overcurrent.

Discussion: Home electrical systems in some cases may create added circuit harmonics that may inhibit the vehicle from completing a full charge with a non-Mopar 32-amp level 2 charger.

In these rare cases, we should confirm that when using a Mopar level 2 charger that the condition is no longer present (no DTCs setting). If no DTCs are setting with the Mopar level 2 charger it would confirm that the DTCs are being set from the differences in chargers and electrical system harmonics. If this has been identified, it is recommended to use a level 1 charger to complete a full charge. If the concern is present with a Mopar level 2 charger, follow normal diagnostics.

Engineering is investigating software updates to improve level 2 charger differences that may trigger the above DTCs. The estimate for the update is expected by late 4th quarter of 2022, no further vehicle repairs are recommended.

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