



## STAR ONLINE PUBLICATION



**Case Number:** S2208000108 REV. C

**Release Date:** October 2022

**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 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 Mopar level 1 charger to complete a full charge. In addition, advise the customer that their Jeep vehicle is guaranteed to work with a Mopar level 2 or level 1 charger. Any aftermarket charger used cannot be guaranteed and their vehicle could be at risk of setting a Check Engine Lamp (CEL) and would need to be serviced as a result. If the concern is present with any Mopar charger, follow normal diagnostics.

Engineering is working on software to improve compatibility with aftermarket chargers and variations seen with public charging stations and customers' homes. The estimate for the update is expected by 1<sup>st</sup> quarter of 2023, 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**