



STAR ONLINE PUBLICATION



Case Number: S2208000108 REV. D

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 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 32-amp level 2 charger.

In these cases, we should confirm that when using a level 1 charger that the condition is no longer present (no DTCs setting). If no DTCs are setting with the level 1 charger it would confirm that the DTCs are being set from the **electrical system harmonics**.

Advise the customer to use a level one charger for continued use. We recommend using Mopar level 1 charger or equivalent meeting the:

1. SAE J1772 standard specification.
2. UL certified.

Engineering has identified there is sensitivity within the Integrated Dual Charging Module (IDCM) that **may** set one of these DTCs when using a charger with an amperage setting that is greater than 20 amps. There is a software update expected for release by the 1st Quarter 2023 which will allow the IDCM to charge with any amperage setting on a charger.

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