



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: "Check Charge Cable" Message Appears On Cluster

Discussion: If vehicle charger is connected to the vehicle before the charger is plugged into the wall outlet/power grid. The "Check Charge Cable" message will appear in the cluster. At this point the customer may believe there is an issue with the charging cable and visit the dealer.

Repair: Do not replace any components for this concern. The vehicles charger should always be connected to the wall outlet/power grid first. When the chargers green LED light turns on, it is ready to be connected to the vehicles charging port.

Ensure the customer reads the owner's manual and follows the correct order of operation of connecting to the wall outlet, then the vehicles charging port.

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