

**Volvo Car USA LLC****Technical Journal**

Technical Journal Title

WPC, pop up message in CSD and no charging initiated

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Issuer (Dept.)

Technical Service

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7/19/23

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Car Market

United States and Canada

Partner

3 US 7510 Volvo Car USA

Function Group

3942

Function Description

Mobile telephone

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**DESCRIPTION:**

If the customer experiences problems with initiating the charging on the WPC (Wireless Phone Charger) and describes the behavior like this:

1. Puts phone on the WPC
2. Immediately a pop up in the center stack display appears, stating "phone is not charging"
3. If tried again, the same behavior happens every time.

- See Service.

**CSC** Customer Symptom Codes

Code	Description
35	Power outlet/Wireless phone charger does not work
7S	Cellular phone/Other cellular phone problems

**DTC** Diagnostic Trouble Codes**Vehicle Type**

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2024-9999		-	202317-999952
225							2024-9999		-	202317-999952
227							2024-9999		-	202317-999952
235							2024-9999		-	202317-999952
236							2024-9999		-	202317-999952
238							2024-9999		-	202317-999952
246							2024-9999		-	202317-999952
256							2024-9999		-	202317-999952
536							2024-9999		-	202317-999952
539							2024-9999		-	202317-999952

**SERVICE:**

First make sure that the WPC is clear of any other objects but the phone and remove any phone case.

The NFC (Near Field Communication) in the phone is preventing the charging. Note! This is only relevant if the pop up occurs at every time the phone is placed on the charger.

Request the customer to check if their phone has NFC and if it can be turned off. This function is often found in the phones in the drop-down menu at the top of screens, or/and in the phones setting when searching for NFC. Once NFC is deactivated the charging should work.

If an NFC card, such as a credit card, a gym card or a key, is placed on the WPC while charging, the cards could be damaged. To protect these cards the WPC prevents charging once a physical NFC card is detected. Some phones communicate their NFC in a way, which is not according to the standard, that makes it impossible for the WPC to separate whether it is a physical card or a phone. To protect a potential physical card, charging is prevented.

This issue is known for, but may not be limited to, the following phones:

Huawei P and mate series (30,40,50), once a contactless payment/virtual NFC card is active on the phone

Google pixel 4

Xiaomi 12

As of now, all tested Samsungs, iPhones and all other Google Pixels, do not have this problem.

No Warranty claims will be accepted for this TJ.

**VEHICLE REPORT:**

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 3942.