



STAR ONLINE PUBLICATION



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

Discussion: If vehicle charging cable connector 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 Procedures: Do not replace any components for this concern.

1. The vehicles charger should be tested by always connecting it to the wall outlet/power grid first. When the chargers green LED light turns on, then the charger is ready to be connected to the vehicles charging port.
2. If the message still appears after the above step, test the operation with a known good charger, a different power outlet location and/or another vehicle before any service repairs or charger cable replacements.

Details on the preferred steps for charging are provided within the owner's information manual.

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