

September 20, 2024

Version 1

Wireless Charger Stops Charging

AFFECTED VEHICLES

Year	Model	Trim Level	VIN Range
2019–21	Passport	Elite	ALL
2022–23	Passport	Elite, EX-L, TrailSport	ALL
2019	Pilot	Elite	ALL
2020	Pilot	Elite, Black	ALL
2021	Pilot	Black, Elite, SE	ALL
2022	Pilot	Black, Elite, SE, TrailSport	ALL
2021–22	Ridgeline	Black, RTL-E	ALL

Vehicles with Accessory Equipment Installed

Year	Model	Trim Level	VIN Range
2019–21	Passport	EX-L, Sport, Touring	ALL
2019–20	Pilot	EX, EX-L, LX, Touring	ALL
2021–22	Pilot	Touring	ALL
2021–23	Ridgeline	Sport, RTL	ALL

SYMPTOM

The wireless charger starts charging the phone and then stops charging, even when the phone remains in the correct position on the charger.

POSSIBLE CAUSE

Software specifications can cause some phones to have issues charging.

CORRECTIVE ACTION

Replace the wireless charger.

PARTS INFORMATION

Part Name	Part Number	Quantity
Wireless Charger Unit	39570-TG7-A02	1

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by “do-it-yourselfers,” and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
0101J6	Replace the wireless charger (service part).	0.3 hr	03265	03217	A24061A	39570-TG7-A01

Skill Level: Repair Technician

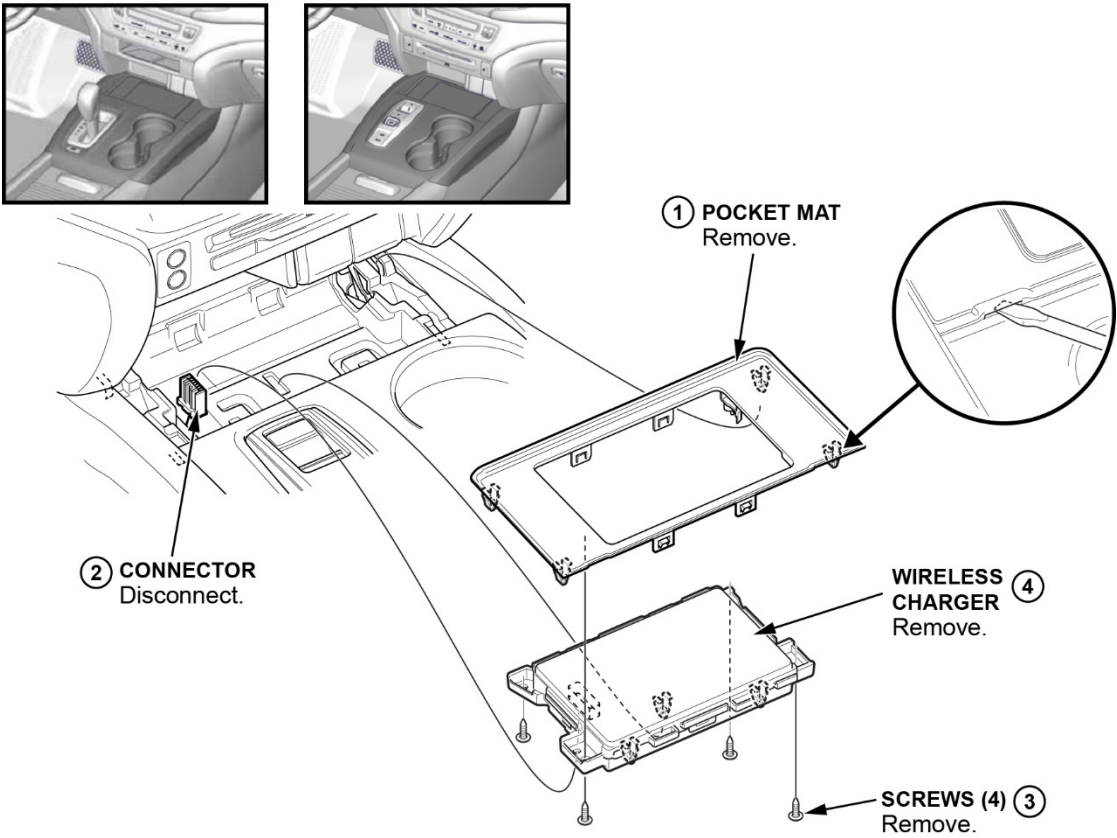
REPAIR PROCEDURE

NOTE:

- Make sure not to damage the trim panels or console.
- Use a clean microfiber cloth or blue tape to protect the trim pieces when removing the pocket mat.

1. Do the following:

SHIFTER LAYOUT MAY VARY DEPENDING ON TRIM OR MODEL



2. Install the new wireless charger.
3. Install all remaining parts in the reverse order of removal.