



# Service Bulletin

Bulletin No.: 22-NA-235

Date: September, 2024

## TECHNICAL

**Subject: Wireless Charging is Intermittent When Using iPhone and Samsung Phones at Offset Positions**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2022	2023	—	—	—	—
	CT5						
	Escalade						
	Escalade ESV						
	LYRIQ	2023					
Chevrolet	Colorado	2022	2022	—	—	—	—
	Corvette	2022	2023				
	Silverado 1500	2023	2023				
	Suburban	2022					
	Tahoe						
GMC	Canyon	2022	2022	—	—	—	—
	HUMMER EV	2022	2023				
	Sierra 1500	2023	2023				
	Yukon	2022					
	Yukon XL						

<b>Involved Region or Country</b>	North America, Brazil, Chile, Colombia, Guatemala, Peru, Europe, Israel, Middle East, Egypt, Uzbekistan, China, Japan, Vietnam, Cadillac Korea (South Korea), GM Korea Company, Australia/New Zealand
<b>Additional Options (RPOs)</b>	Equipped with CHARGER INDUCTIVE PORTABLE WIRELESS DEVICE (RPO K4C)
<b>Condition</b>	Some customers may comment that when attempting to charge their phone, they experience an intermittent charging when the phone is placed on the charger.
<b>Cause</b>	The cause of the condition may be due to power limits within the wireless charging module (WCM) software and the requirements for iPhone and Samsung Phone Fast Charging.
<b>Correction</b>	A software fix is being developed and will be released in the near future. Until this software is released, SPS programming has been disabled for the Wireless Charging Module. The module can be replaced with the most current part number, which includes the revised software in order to meet customer expectations until SPS is re-enabled.

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

**Important:** This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

<b>Version</b>	8
<b>Modified</b>	<p>Released November 18, 2022</p> <p>Revised December 06, 2022 – Added Important statement at start of Service Procedure, corrected programming step 1 and clarified Description information for Part Number 13555523.</p> <p>Revised February 07, 2023 – Added software Part Number column to Parts Information table.</p> <p>Revised March 24, 2023 – Added iPhone to Subject, Cause, Parts Information, Warranty Information and removed Part Number column, updated Description column in Parts Information table.</p> <p>Revised April 19, 2023 – Added Part Number to Correction section and removed Parts Information section.</p> <p>Revised June 07, 2023 – Removed Cadillac CT6, XT4, XT5, XT6, Chevrolet Blazer, Bolt EV, Bolt EUV, Camaro, 2023 Colorado, Equinox, Express, Malibu, 2022 Silverado 1500, Silverado 2500HD/3500HD, Traverse, GMC Acadia, 2023 Canyon, Savana, 2022 Sierra 1500, Sierra 2500HD/3500HD, and Terrain.</p> <p>Revised December 21, 2023 – Removed Chevrolet Trailblazer.</p> <p>Revised September 10, 2024 – Revised the Correction section with information on upcoming software and removed Service Procedure and Warranty Information.</p>

